

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN AL/DRUG TREATMENT CTR (102)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NORMAN AL/DRUG TREATMENT CTR (102)

**Clients Admitted and Served
at the Agency (CY03)
605**

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	66	34	0	22	64	72	17	8	0	2	21
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	46	27	78	34	34	53	22	1	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	606	0
Units of Service	0	18,417	0
Avg Hours Per Client	0.0	30.4	0.0
Avg Daily Census	0	50	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	461	72.8	68.7			43.3			39.3
61 Completed Court Commitment			0.0	3	0.5	1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0	27	4.3	8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2	4	0.6	2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7	21	3.3	5.9			22.5			5.2
67 AWOL			14.9	111	17.5	11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3	6	0.9	1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

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

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	97.1	↓	609	627	15 of 18	☹		
	Community Tenure - 90 days	97.0	94.9	↓	595	627	15 of 18	☹		
	Level of Functioning Improvement	69.5	71.6	↑	428	598	12 of 18		☺	
	Planned Discharges	73.8	73.2	↓	438	598	10 of 18		☺	
	14-Day Followup	25.6	24.4	↓	65	266	6 of 16		☺	
	Initiation of Treatment	98.2	97.2	↓	352	362	14 of 18	☹		
	Engagement in Treatment	9.7	3.0	↓	11	362	16 of 18	☹		
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	92.3	↓	117	108	34 of 56		☺	
	Incarceration Free	87.0	81.5	↓	27	22	33 of 48		☺	
Post Discharge	Survival	99.0	99.0	↓	# Clients receiving Treatment 667	# Survivors in Year after Discharge 660	48 of 64		☺	
Difference Between Post & Pre Treatment	DUI Convictions	7.16	12.74	↑	% in Year before Discharge 17.54	% in Year following Discharge 4.80	15 of 58			☺
	Incarceration	1.38	-3.00	↓	4.05	7.05	39 of 53		☺	
	Clients With Wages	-2.49	-2.10	↑	58.92	56.82	31 of 64		☺	
	Median Wages	\$376.90	\$423.30	↑	\$1,496.70	\$1,920.00	32 of 64		☺	

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	94.1	↑	256	272	25 of 42		☺	
	Favorable Outcomes	93.8	98.5	↑	268	272	18 of 42		☺	
	Service Quality	95.4	96.0	↑	243	253	28 of 42		☺	
	Favorable Time to First Service	92.2	87.1	↓	237	272	37 of 42	☹		
	Convenient Time	92.2	87.1	↓	237	272	37 of 42	☹		

Indicator Summary										
Comparing Score to State Average		↓ = 12	↑ = 7	Quartiles			Bottom	Middle 2	Top	
							☹ = 6	☺ = 12	☺ = 1	

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

VINITA AL/DG TREATMENT CTR (205)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
VINITA AL/DG TREATMENT CTR (205)

**Clients Admitted and Served
at the Agency (CY03)**
301

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	52	48	0	25	67	66	11	17	0	1	13
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	46	25	68	40	24	58	34	1	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	301	1
Units of Service	0	9,096	28
Avg Hours Per Client	0.0	30.2	28.0
Avg Daily Census	0	25	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	246	81.2	68.7	1	100.0	43.3			39.3
61 Completed Court Commitment			0.0						3.0			4.3
62 Left ACA/ 90 Days			8.0	31	10.2	8.6			5.3			26.9
63 Moved			0.3	2	0.7	0.3			6.8			2.8
64 Transferred			8.2	3	1.0	2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7	9	3.0	5.9			22.5			5.2
67 AWOL			14.9	5	1.7	11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3	7	2.3	1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

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All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days	98.3	99.7	↑	292	293	5 of 18	☺
	Community Tenure - 90 days	97.0	99.7	↑	292	293	3 of 18	☺
	Level of Functioning Improvement	69.5	88.0	↑	235	267	3 of 18	☺
	Planned Discharges	73.8	82.4	↑	220	267	5 of 18	☺
	14-Day Followup	25.6	26.7	↑	16	60	5 of 16	☺
	Initiation of Treatment	98.2	99.4	↑	174	175	9 of 18	☹
	Engagement in Treatment	9.7	8.0	↓	14	175	8 of 18	☹
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free	93.2	93.9	↑	33	31	29 of 56	☹
	Incarceration Free	87.0	71.4	↓	21	15	38 of 48	☹
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival	99.0	98.8	↓	253	250	50 of 64	☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions	7.16	7.11	↓	13.04	5.93	32 of 58	☹
	Incarceration	1.38	-2.37	↓	8.30	10.67	33 of 53	☹
	Clients With Wages	-2.49	-4.74	↓	63.64	58.89	42 of 64	☹
	Median Wages	\$376.90	\$477.60	↑	\$1,478.20	\$1,955.70	29 of 64	☹
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction	92.7	96.7	↑	208	215	19 of 42	☹
	Favorable Outcomes	93.8	99.1	↑	211	213	17 of 42	☹
	Service Quality	95.4	98.0	↑	200	204	22 of 42	☹
	Favorable Time to First Service	92.2	93.5	↑	203	217	23 of 42	☹
	Convenient Time	92.2	93.5	↑	203	217	23 of 42	☹

Indicator Summary								
Comparing Score to State Average		↓ = 6	↑ = 13	Quartiles		Bottom	Middle 2	Top
						☹ = 2	☹ = 12	☺ = 5

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

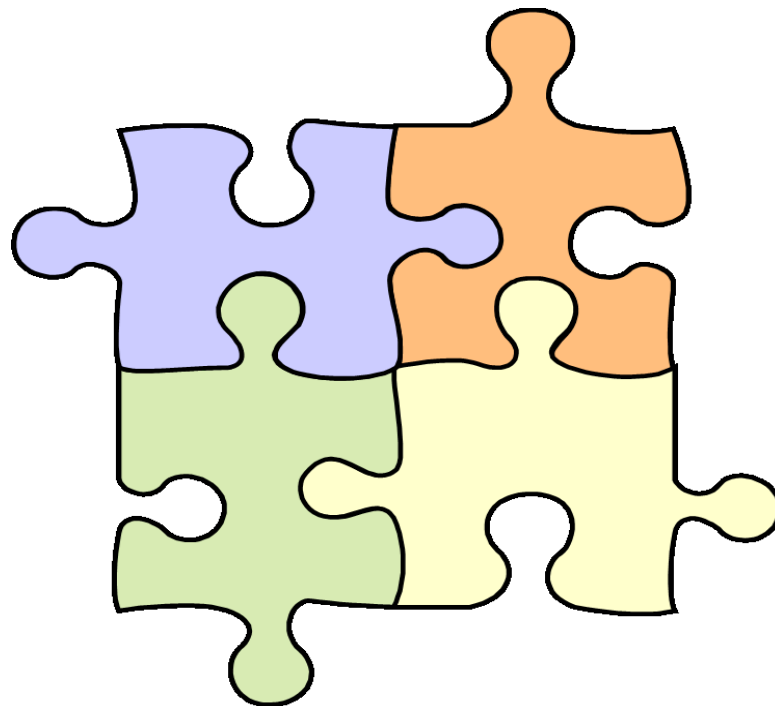
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

THE LASTSTOP (214)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
THE LASTSTOP (214)

**Clients Admitted and Served
at the Agency (CY03)**
316

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	100	0	0	13	68	64	16	9	0	1	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	35	28	72	40	12	61	20	0	100	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	4	1	0	8	2	0	0	0	0	\$299,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	316
Units of Service	0	0	1,815,778
Avg Hours Per Client	0.0	0.0	5,746.1
Avg Daily Census	0	0	4,975

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	200	86.2	39.3
61 Completed Court Commitment			0.0			1.2			3.0	4	1.7	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	9	3.9	5.0
65 Incarcerated			0.1			0.1			0.8	16	6.9	2.4
66 Broke Rules			1.7			5.9			22.5	3	1.3	5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	10	4.2

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment							
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment							
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge		
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time							

Indicator Summary

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

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

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

**COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION
(221)**

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

**Clients Admitted and Served
at the Agency (CY03)**
91

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	77	23	0	12	73	65	20	4	0	2	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	35	31	64	33	22	57	22	0	77	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	1	0	3	2	1	0	0	0	\$8,148.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	91
Units of Service	0	0	518,717
Avg Hours Per Client	0.0	0.0	5,700.2
Avg Daily Census	0	0	1,421

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	30	66.7	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	3	6.7	26.9
63 Moved			0.3			0.3			6.8	9	20.0	2.8
64 Transferred			8.2			2.5			4.6	1	2.2	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	1	2.2	5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	1	2.2	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	27	38.0

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	5.0	↓	2	40	53 of 57	☹
	Planned Discharges	46.7	67.4	↑	29	43	11 of 59	☺
	Employment	14.5	0.0	↓	0	40	50 of 50	☹
	Initiation of Treatment	78.0	68.4	↓	13	19	47 of 60	☹
	Engagement in Treatment	63.2	52.6	↓	10	19	42 of 60	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

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

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

Northwest Center for Behavioral Health (301)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
Northwest Center for Behavioral Health (301)

**Clients Admitted and Served
at the Agency (CY03)**
321

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	74	26	0	28	61	84	6	7	0	3	2
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	41	30	77	47	18	49	13	0	0	41
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	5	2	1	8	1	0	0	0	2

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	309	17
Units of Service	0	7,935	364
Avg Hours Per Client	0.0	25.7	21.4
Avg Daily Census	0	22	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	228	82.3	68.7			43.3	1	10.0	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0	35	12.6	8.6			5.3	6	60.0	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8	1	10.0	2.4
66 Broke Rules			1.7	14	5.1	5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	2	20.0	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	28	9.2

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 Northwest Center for Behavioral Health (301)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	98.4	↑	305	310	11 of 18		☹	
	Community Tenure - 90 days	97.0	97.1	↑	301	310	12 of 18		☹	
	Level of Functioning Improvement	69.5	80.5	↑	235	292	6 of 18		☹	
	Planned Discharges	73.8	83.9	↑	245	292	4 of 18			☺
	14-Day Followup	25.6	32.0	↑	16	50	3 of 16			☺
	Initiation of Treatment	98.2	100.0	↑	139	139	1 of 18			☺
	Engagement in Treatment	9.7	6.5	↓	9	139	11 of 18		☹	
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	30.8	↓	8	26	36 of 57		☹	
	Planned Discharges	46.7	54.5	↑	18	33	22 of 59		☹	
	Employment	14.5	35.7	↑	5	14	10 of 50			☺
	Initiation of Treatment	78.0	0.0	↓	0	6	60 of 60	☹		
	Engagement in Treatment	63.2	0.0	↓	0	6	60 of 60	☹		
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
	DUI Convictions Free	93.2	98.7	↑	75	74	22 of 56		☹	
	Incarceration Free	87.0	66.7	↓	6	4	39 of 48	☹		
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.6	↑	271	270	31 of 64		☹	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	22.51	↑	27.68	5.17	3 of 58			☺
	Incarceration	1.38	-2.95	↓	2.21	5.17	38 of 53		☹	
	Clients With Wages	-2.49	1.11	↑	53.14	54.24	14 of 64			☺
	Median Wages	\$376.90	\$199.90	↑	\$2,305.20	\$2,505.10	42 of 64		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	97.0	↑	229	236	17 of 42		☹	
	Favorable Outcomes	93.8	99.2	↑	234	236	15 of 42		☹	
	Service Quality	95.4	99.1	↑	215	217	17 of 42		☹	
	Favorable Time to First Service	92.2	98.3	↑	234	238	14 of 42		☹	
	Convenient Time	92.2	98.3	↑	234	238	14 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 7	↑ = 17	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 15	☺ = 6	

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

HUMAN SKILLS & RESOURCES (461)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
HUMAN SKILLS & RESOURCES (461)

**Clients Admitted and Served
at the Agency (CY03)**
410

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	78	22	0	28	57	68	18	9	0	2	1
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	10	8	51	26	7	39	7	0	3	94
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	6	14	4	24	7	0	0	0	2	\$198,910.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	410
Units of Service	0	0	683,709
Avg Hours Per Client	0.0	0.0	1,667.6
Avg Daily Census	0	0	1,873

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	79	44.4	39.3
61 Completed Court Commitment			0.0			1.2			3.0	34	19.1	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	2	1.1	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8	3	1.7	2.4
66 Broke Rules			1.7			5.9			22.5	3	1.7	5.2
67 AWOL			14.9			11.4			12.2	21	11.8	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	36	20.2	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	188	68.1

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 HUMAN SKILLS & RESOURCES (461)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	44.0	↓	62	141	28 of 57			☹
	Planned Discharges	46.7	56.8	↑	79	139	19 of 59			☹
	Employment	14.5	5.4	↓	3	56	45 of 50			☹
	Initiation of Treatment	78.0	57.1	↓	173	303	56 of 60			☹
	Engagement in Treatment	63.2	51.8	↓	157	303	43 of 60			☹
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 1	# Survivors in Year after Discharge 1	1 of 64			☺
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment										
DUI Convictions	Incarceration									
	Clients With Wages	-2.49	-100.00	↓	100.00	0.00	64 of 64			☹
	Median Wages	\$376.90-\$2,572.80		↓	\$2,572.80	\$0.00	63 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average	↓ = 6	↑ = 2		Quartiles	Bottom	Middle 2	Top			
					☹ = 4	☹ = 3	☺ = 1			

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

PAYNE COUNTY DRUG COURT, INC. (462)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PAYNE COUNTY DRUG COURT, INC. (462)

**Clients Admitted and Served
at the Agency (CY03)**
42

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	76	24	0	40	55	79	10	12	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	10	5	55	12	5	64	10	10	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	42
Units of Service	0	0	74,471
Avg Hours Per Client	0.0	0.0	1,773.1
Avg Daily Census	0	0	204

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	1	9.1	39.3
61 Completed Court Commitment			0.0			1.2			3.0	10	90.9	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	4	25.0

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PAYNE COUNTY DRUG COURT, INC. (462)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	18.2	↓	2	11	42 of 57	☹
	Planned Discharges	46.7	9.1	↓	1	11	52 of 59	☹
	Employment							
	Initiation of Treatment	78.0	100.0	↑	24	24	1 of 60	☺
	Engagement in Treatment	63.2	100.0	↑	24	24	1 of 60	☺
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

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

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

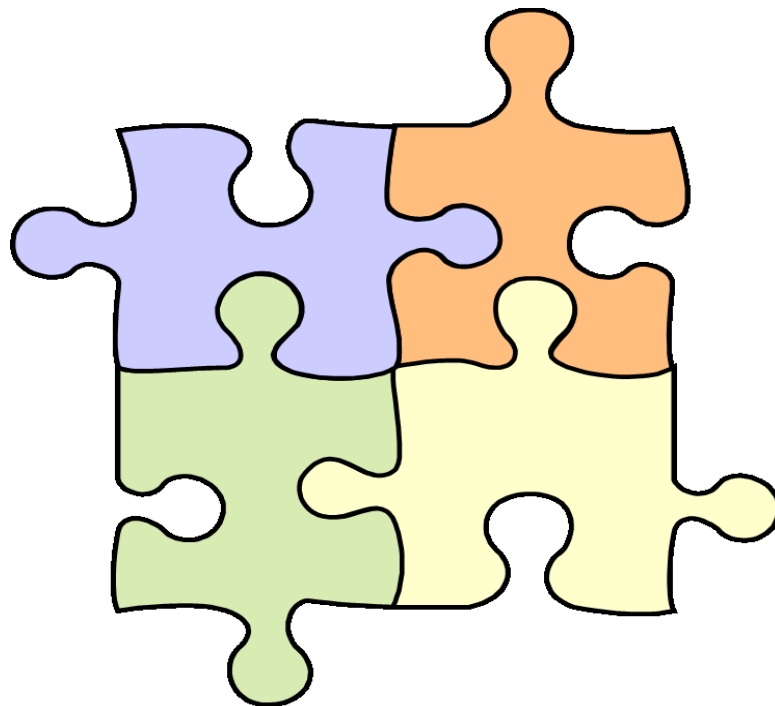
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

FOCUS (463)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
FOCUS (463)

**Clients Admitted and Served
at the Agency (CY03)**
52

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	54	46	0	48	46	58	0	29	0	0	33
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	69	62	44	98	2	71	0	10	87	2
State Avg	31	21	63	30	19	46	22	3	11	25

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	0	1	1

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	52
Units of Service	0	0	96,641
Avg Hours Per Client	0.0	0.0	1,858.5
Avg Daily Census	0	0	265

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	4	17.4	39.3
61 Completed Court Commitment			0.0			1.2			3.0	1	4.3	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	2	8.7	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	11	47.8	5.2
67 AWOL			14.9			11.4			12.2	4	17.4	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	1	4.3	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	4	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 FOCUS (463)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	20.0	↓	3	15	41 of 57	☹
	Planned Discharges	46.7	6.3	↓	1	16	56 of 59	☹
	Employment	14.5	27.3	↑	3	11	13 of 50	☺
	Initiation of Treatment	78.0	100.0	↑	35	35	1 of 60	☺
	Engagement in Treatment	63.2	97.1	↑	34	35	2 of 60	☺
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment								
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

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

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

SHEKINAH COUNSELING SERVICES (464)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 SHEKINAH COUNSELING SERVICES (464)

Clients Admitted and Served
 at the Agency (CY03)
 119

All Adult
 Clients

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	25	75	0	38	59	83	11	4	1	1	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	29	24	66	36	3	40	8	5	13	0
State Avg	31	21	63	30	19	46	22	3	11	25

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	119
Units of Service	0	0	107,730
Avg Hours Per Client	0.0	0.0	905.3
Avg Daily Census	0	0	295

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	26	29.2	39.3
61 Completed Court Commitment			0.0			1.2			3.0	1	1.1	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	24	27.0	26.9
63 Moved			0.3			0.3			6.8	8	9.0	2.8
64 Transferred			8.2			2.5			4.6	15	16.9	5.0
65 Incarcerated			0.1			0.1			0.8	2	2.2	2.4
66 Broke Rules			1.7			5.9			22.5	13	14.6	5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	20	21.5

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 SHEKINAH COUNSELING SERVICES (464)

All Adult
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	45.3	↓	29	64	26 of 57			☹
	Planned Discharges	46.7	27.3	↓	18	66	46 of 59			☹
	Employment	14.5	0.0	↓	0	49	50 of 50	☹		
	Initiation of Treatment	78.0	83.0	↑	83	100	23 of 60			☹
	Engagement in Treatment	63.2	54.0	↓	54	100	40 of 60			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☺ = 4	☺ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

ROCMND AREA YOUTH SERVICE (466)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
ROCMND AREA YOUTH SERVICE (466)

**Clients Admitted and Served
at the Agency (CY03)**
10

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	10	90	0	40	60	60	0	40	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	10	10	90	40	10	60	30	10	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

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	10
Units of Service	0	0	10,262
Avg Hours Per Client	0.0	0.0	1,026.2
Avg Daily Census	0	0	28

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	3	100.0	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	7	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 at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment							
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment							
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Long-Term Outcomes (CY00 Clients)								
Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge		
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time							

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

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

OKLAHOMA FAMILIES FIRST, INC. (467)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 OKLAHOMA FAMILIES FIRST, INC. (467)

Clients Admitted and Served
 at the Agency (CY03)
 26

All Adult
 Clients

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	69	31	0	27	65	69	0	31	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	42	38	92	77	0	81	8	0	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	26
Units of Service	0	0	139,247
Avg Hours Per Client	0.0	0.0	5,355.7
Avg Daily Census	0	0	381

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0	1	16.7	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	1	16.7	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	1	16.7	5.0
65 Incarcerated			0.1			0.1			0.8	3	50.0	2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	3	33.3

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 OKLAHOMA FAMILIES FIRST, INC. (467)

All Adult
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	0.0	↓	0	6	57 of 57	☹		
	Planned Discharges	46.7	0.0	↓	0	3	59 of 59	☹		
	Employment	14.5	0.0	↓	0	2	50 of 50	☹		
	Initiation of Treatment	78.0	100.0	↑	25	25	1 of 60			☺
	Engagement in Treatment	63.2	88.0	↑	22	25	6 of 60			☺

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free									
	Incarceration Free									
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival									
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

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

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

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

THE BROWN SCHOOLS OF OKLAHOMA, INC (470)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
THE BROWN SCHOOLS OF OKLAHOMA, INC (470)

**Clients Admitted and Served
at the Agency (CY03)**
54

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	15	85	0	20	76	33	63	4	0	0	2
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	9	0	35	4	15	63	11	4	2	0
State Avg	31	21	63	30	19	46	22	3	11	25

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	54
Units of Service	0	0	170,620
Avg Hours Per Client	0.0	0.0	3,159.6
Avg Daily Census	0	0	467

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	13	28.3	39.3
61 Completed Court Commitment			0.0			1.2			3.0	1	2.2	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	8	17.4	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2	16	34.8	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	8	17.4	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	10	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 THE BROWN SCHOOLS OF OKLAHOMA, INC (470)

All Adult
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	32.0	↓	8	25	35 of 57			☹
	Planned Discharges	46.7	42.9	↓	12	28	33 of 59			☹
	Employment	14.5	8.0	↓	2	25	42 of 50			☹
	Initiation of Treatment	78.0	82.2	↑	37	45	25 of 60			☹
	Engagement in Treatment	63.2	66.7	↑	30	45	23 of 60			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free									
	Incarceration Free									
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival									
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☹ = 5	☹ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

COUNSELING CENTER OF S.E. OKLAHOMA (471)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
COUNSELING CENTER OF S.E. OKLAHOMA (471)

**Clients Admitted and Served
at the Agency (CY03)**
256

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	18	82	0	37	60	73	14	11	0	2	1
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	24	15	79	26	5	54	22	9	4	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	25	15	0	40	0	0	3	0	23

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	258
Units of Service	0	0	1,470,976
Avg Hours Per Client	0.0	0.0	5,701.5
Avg Daily Census	0	0	4,030

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	41	17.2	39.3
61 Completed Court Commitment			0.0			1.2			3.0	3	1.3	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	82	34.3	26.9
63 Moved			0.3			0.3			6.8	13	5.4	2.8
64 Transferred			8.2			2.5			4.6	45	18.8	5.0
65 Incarcerated			0.1			0.1			0.8	3	1.3	2.4
66 Broke Rules			1.7			5.9			22.5	11	4.6	5.2
67 AWOL			14.9			11.4			12.2	9	3.8	5.2
68 Death						0.0			0.3	1	0.4	0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	31	13.0	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	55	30.2

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 COUNSELING CENTER OF S.E. OKLAHOMA (471)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	38.1	↓	40	105	32 of 57	☹
	Planned Discharges	46.7	18.2	↓	20	110	48 of 59	☹
	Employment	14.5	20.0	↑	19	95	24 of 50	☹
	Initiation of Treatment	78.0	85.9	↑	176	205	15 of 60	☺
	Engagement in Treatment	63.2	71.2	↑	146	205	21 of 60	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment								
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

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

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

RIVERSIDE COUNSELING (476)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
RIVERSIDE COUNSELING (476)

**Clients Admitted and Served
at the Agency (CY03)**
55

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	60	40	0	17	69	86	2	9	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	13	2	47	31	2	21	22	0	13	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	10	1	11	3	0	1	0	0	\$196,300.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	55
Units of Service	0	0	59,248
Avg Hours Per Client	0.0	0.0	1,077.2
Avg Daily Census	0	0	162

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	26	100.0	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	38	76.0

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 RIVERSIDE COUNSELING (476)

All Adult
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	0.0	↓	0	26	57 of 57	☹		
	Planned Discharges	46.7	0.0	↓	0	26	59 of 59	☹		
	Employment	14.5	100.0	↑	1	1	1 of 50			☺
	Initiation of Treatment	78.0	62.5	↓	15	24	51 of 60	☹		
	Engagement in Treatment	63.2	58.3	↓	14	24	31 of 60		☹	

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

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

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

JIM TALIAFERRO CMHC (502)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 JIM TALIAFERRO CMHC (502)

Clients Admitted and Served
 at the Agency (CY03)
 18

All Adult
 Clients

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	53	47	32	37	26	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	11	6	42	21	0	63	5	11	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	18
Units of Service	0	0	78,686
Avg Hours Per Client	0.0	0.0	4,371.4
Avg Daily Census	0	0	216

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	1	8.3	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	11	91.7	5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	1	12.5

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 JIM TALIAFERRO CMHC (502)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	25.0	↓	5	20	38 of 57		☹	
	Planned Discharges	46.7	73.1	↑	19	26	8 of 59			☺
	Employment	14.5	10.5	↓	2	19	37 of 50		☹	
	Initiation of Treatment	78.0	44.4	↓	4	9	59 of 60		☹	
	Engagement in Treatment	63.2	44.4	↓	4	9	53 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 2	# Survivors in Year after Discharge 2	1 of 64			☺
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment										
DUI Convictions	Incarceration									
	Clients With Wages	-2.49	-50.00	↓	50.00	0.00	63 of 64		☹	
	Median Wages	\$376.90-\$1,555.80		↓	\$1,555.80	\$0.00	62 of 64		☹	
Consumer Survey (FY03 Clients)										
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average	↓ = 6	↑ = 2		Quartiles	Bottom	Middle 2	Top			
					☹ = 4	☹ = 2	☺ = 2			

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

BILL WILLIS MENTAL HEALTH (503)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
BILL WILLIS MENTAL HEALTH (503)

**Clients Admitted and Served
at the Agency (CY03)**
661

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	48	52	0	21	68	67	6	24	0	2	4
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	38	29	49	45	14	39	26	1	27	76
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	2	18	10	4	34	2	0	1	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	205	492
Units of Service	0	6,090	993,953
Avg Hours Per Client	0.0	29.7	2,020.2
Avg Daily Census	0	17	2,723

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	132	68.0	68.7			43.3	118	48.4	39.3
61 Completed Court Commitment			0.0	2	1.0	1.2			3.0	18	7.4	4.3
62 Left ACA/ 90 Days			8.0	20	10.3	8.6			5.3	38	15.6	26.9
63 Moved			0.3			0.3			6.8	20	8.2	2.8
64 Transferred			8.2	3	1.5	2.5			4.6	8	3.3	5.0
65 Incarcerated			0.1			0.1			0.8	2	0.8	2.4
66 Broke Rules			1.7	13	6.7	5.9			22.5	8	3.3	5.2
67 AWOL			14.9	20	10.3	11.4			12.2	6	2.5	5.2
68 Death				1	0.5	0.0			0.3			0.2
69 Failed to Begin Treatment			0.3	3	1.5	1.3			1.3	26	10.7	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	183	30.1

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 BILL WILLIS MENTAL HEALTH (503)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	99.2	↑	239	241	6 of 18			☹
	Community Tenure - 90 days	97.0	98.8	↑	238	241	6 of 18			☹
	Level of Functioning Improvement	69.5	59.3	↓	131	221	16 of 18		☹	
	Planned Discharges	73.8	71.9	↓	159	221	11 of 18			☹
	14-Day Followup	25.6	13.8	↓	4	29	12 of 16			☹
	Initiation of Treatment	98.2	97.0	↓	163	168	15 of 18	☹		
	Engagement in Treatment	9.7	7.7	↓	13	168	9 of 18			☹
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	36.1	↓	73	202	33 of 57			☹
	Planned Discharges	46.7	49.0	↑	99	202	27 of 59			☹
	Employment	14.5	3.8	↓	6	159	47 of 50	☹		
	Initiation of Treatment	78.0	57.5	↓	96	167	55 of 60	☹		
	Engagement in Treatment	63.2	35.9	↓	60	167	57 of 60	☹		
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
	DUI Convictions Free	93.2	87.2	↓	39	34	50 of 56	☹		
	Incarceration Free	87.0	100.0	↑	6	6	1 of 48			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	98.8	↓	242	239	52 of 64	☹		
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	10.33	↑	16.12	5.79	21 of 58			☹
	Incarceration	1.38	-4.55	↓	2.48	7.02	44 of 53	☹		
	Clients With Wages	-2.49	-5.79	↓	44.63	38.84	49 of 64	☹		
	Median Wages	\$376.90	\$232.40	↑	\$1,501.70	\$1,734.00	41 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	82.6	↓	71	86	38 of 42	☹		
	Favorable Outcomes	93.8	97.6	↑	83	85	21 of 42			☹
	Service Quality	95.4	94.9	↓	75	79	32 of 42	☹		
	Favorable Time to First Service	92.2	89.7	↓	78	87	33 of 42	☹		
	Convenient Time	92.2	89.7	↓	78	87	33 of 42	☹		

Indicator Summary									
Comparing Score to State Average		↓ = 18	↑ = 6	Quartiles		Bottom	Middle 2	Top	
						☹ = 13	☹ = 10	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

FAMILY & CHILDREN'S SERVICES (541)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
FAMILY & CHILDREN'S SERVICES (541)

**Clients Admitted and Served
at the Agency (CY03)**
39

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	23	49	74	5	5	0	5	10
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	49	18	59	18	21	38	36	0	0	8
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	7	0	8	4	0	4	0	1	\$237,333.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	39
Units of Service	0	0	107,562
Avg Hours Per Client	0.0	0.0	2,758.0
Avg Daily Census	0	0	295

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	5	71.4	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	1	14.3	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	1	14.3	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	5	55.6

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 FAMILY & CHILDREN'S SERVICES (541)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	11.1	↓	1	9	46 of 57	☹		
	Planned Discharges	46.7	55.6	↑	5	9	21 of 59		☹	
	Employment	14.5	16.7	↑	1	6	26 of 50		☹	
	Initiation of Treatment	78.0	63.3	↓	19	30	50 of 60	☹		
	Engagement in Treatment	63.2	53.3	↓	16	30	41 of 60			☹
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

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

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

EDWIN FAIR CMHC (551)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
EDWIN FAIR CMHC (551)

**Clients Admitted and Served
at the Agency (CY03)**
58

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	66	34	0	19	57	81	9	9	0	0	4
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	41	29	59	40	23	53	26	1	20	16
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	1	0	2	0	0	0	0	0	\$42,975.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	58
Units of Service	0	0	34,531
Avg Hours Per Client	0.0	0.0	595.4
Avg Daily Census	0	0	95

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	2	6.9	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	26	89.7	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8	1	3.4	2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	51	82.3

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 EDWIN FAIR CMHC (551)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	10.3	↓	3	29	48 of 57	☹		
	Planned Discharges	46.7	7.1	↓	2	28	55 of 59	☹		
	Employment	14.5	52.4	↑	11	21	4 of 50			☺
	Initiation of Treatment	78.0	78.8	↑	41	52	30 of 60		☹	
	Engagement in Treatment	63.2	50.0	↓	26	52	44 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
	DUI Convictions Free	93.2	88.9	↓	9	8	44 of 56	☹		
	Incarceration Free	87.0	72.7	↓	11	8	37 of 48	☹		
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	105	105	1 of 64			☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	1.90	↓	8.57	6.67	49 of 58	☹		
	Incarceration	1.38	-3.81	↓	10.48	14.29	42 of 53	☹		
	Clients With Wages	-2.49	-3.81	↓	53.33	49.52	38 of 64		☹	
	Median Wages	\$376.90	\$580.30	↑	\$1,540.50	\$2,120.80	23 of 64		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 8	↑ = 4	Quartiles			Bottom	Middle 2	Top	
							☹ = 6	☹ = 4	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

M.H. SERVICES OF SOUTHERN OKLAHOMA (552)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
M.H. SERVICES OF SOUTHERN OKLAHOMA (552)

**Clients Admitted and Served
at the Agency (CY03)**
415

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	66	34	0	30	56	88	3	8	0	0	1
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	37	26	52	38	7	32	20	0	0	48
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	1	1	0	3	1	1	1	0	0	\$556,645.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	190	231	27
Units of Service	1,224	5,591	1,080
Avg Hours Per Client	6.4	24.2	40.0
Avg Daily Census	3	15	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	4	100.0	68.7			43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days	3	75.0	8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment	1	25.0	0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	51	10.9

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 M.H. SERVICES OF SOUTHERN OKLAHOMA (552)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement	71.0	0.0	↓	0	185	9 of 9	☹		
	Planned Discharges	72.9	99.0	↑	208	210	1 of 9			☺
	14-Day Follow-up	23.2	69.2	↑	128	185	4 of 8		☹	
	Initiation of Treatment	16.3	4.3	↓	7	161	9 of 9	☹		
	Engagement in Treatment	14.2	4.3	↓	7	161	9 of 9	☹		
Residential	Community Tenure - 30 days	98.3	98.3	↓	226	230	12 of 18		☹	
	Community Tenure - 90 days	97.0	96.5	↓	222	230	14 of 18	☹		
	Level of Functioning Improvement	69.5	1.4	↓	3	218	17 of 18	☹		
	Planned Discharges	73.8	100.0	↑	218	218	1 of 18			☺
	14-Day Followup	25.6	23.9	↓	54	226	7 of 16		☹	
	Initiation of Treatment	98.2	98.2	↑	167	170	10 of 18		☹	
	Engagement in Treatment	9.7	11.2	↑	19	170	7 of 18		☹	
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	98.8	↑	81	80	21 of 56		☹	
	Incarceration Free	87.0	100.0	↑	13	13	1 of 48			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	98.0	↓	407	399	59 of 64	☹		
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	11.06	↑	19.90	8.85	20 of 58		☹	
	Incarceration	1.38	-4.91	↓	3.19	8.11	46 of 53	☹		
	Clients With Wages	-2.49	-2.95	↓	45.21	42.26	33 of 64		☹	
	Median Wages	\$376.90	\$917.20	↑	\$1,560.00	\$2,477.30	9 of 64			☺
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Consumer Survey (FY03 Clients)	Satisfaction	92.7	99.4	↑	155	156	13 of 42		☹	
	Favorable Outcomes	93.8	99.4	↑	155	156	14 of 42		☹	
	Service Quality	95.4	96.6	↑	140	145	25 of 42		☹	
	Favorable Time to First Service	92.2	93.0	↑	146	157	27 of 42		☹	
	Convenient Time	92.2	93.0	↑	146	157	27 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 10	↑ = 14	Quartiles		Bottom	Middle 2	Top	
						☹ = 7	☹ = 13	☺ = 4	

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

RED ROCK BEHAVIORAL HEALTH SVC (553)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
RED ROCK BEHAVIORAL HEALTH SVC (553)

**Clients Admitted and Served
at the Agency (CY03)**
184

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	59	41	0	23	66	78	7	8	0	2	6
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	28	13	67	22	16	46	27	3	4	18
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	10	16	2	30	0	0	4	1	0	\$267,720.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	3	183
Units of Service	0	143	116,865
Avg Hours Per Client	0.0	47.7	638.6
Avg Daily Census	0	0	320

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	9	20.9	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	20	46.5	26.9
63 Moved			0.3			0.3			6.8	1	2.3	2.8
64 Transferred			8.2			2.5			4.6	1	2.3	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	9	20.9	5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	3	7.0	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	98	77.2

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 RED ROCK BEHAVIORAL HEALTH SVC (553)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	11.1	↓	3	27	46 of 57			☹
	Planned Discharges	46.7	50.0	↑	14	28	25 of 59			☺
	Employment	14.5	5.9	↓	1	17	44 of 50			☺
	Initiation of Treatment	78.0	78.7	↑	100	127	31 of 60			☺
	Engagement in Treatment	63.2	56.7	↓	72	127	34 of 60			☺
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	100.0	↑	2	2	1 of 56			☺
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	28	28	1 of 64			☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	7.14	↓	7.14	0.00	30 of 58			☺
	Incarceration	1.38	3.57	↑	3.57	0.00	13 of 53			☺
	Clients With Wages	-2.49	3.57	↑	42.86	46.43	10 of 64			☺
	Median Wages	\$376.90	-\$225.90	↓	\$2,687.80	\$2,461.90	53 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

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

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

CHISHOLM TRAIL COUNSELING SVS (556)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
CHISHOLM TRAIL COUNSELING SVS (556)

**Clients Admitted and Served
at the Agency (CY03)**
43

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	26	74	0	40	53	84	2	7	0	2	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	23	16	65	35	9	28	19	5	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	4	1	6	0	0	3	0	2	\$50,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	43
Units of Service	0	0	10,779
Avg Hours Per Client	0.0	0.0	250.7
Avg Daily Census	0	0	30

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	1	2.6	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0	38	97.4	0.6

	Count	Percent
Clients Not Seen Within 90 Days	26	49.1

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 CHISHOLM TRAIL COUNSELING SVS (556)

All Adult
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	2.5	↓	1	40	56 of 57	☹		
	Planned Discharges	46.7	100.0	↑	1	1	1 of 59			☺
	Employment	14.5	0.0	↓	0	29	50 of 50	☹		
	Initiation of Treatment	78.0	59.5	↓	22	37	53 of 60	☹		
	Engagement in Treatment	63.2	32.4	↓	12	37	58 of 60	☹		

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles			Bottom	Middle 2	Top	
							☹ = 4	☺ = 0	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

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

Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

CREOKS MENTAL HEALTH SERVICES (561)

Adult Clients

Provider Performance Management Report



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

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
CROKS MENTAL HEALTH SERVICES (561)

**Clients Admitted and Served
at the Agency (CY03)**
26

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	88	12	0	23	58	65	12	23	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	65	42	69	65	35	54	15	0	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	0	0	1	0	0	0	0	0	\$50,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	26
Units of Service	0	0	53,574
Avg Hours Per Client	0.0	0.0	2,060.5
Avg Daily Census	0	0	147

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0	17	89.5	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	2	10.5	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	1	5.6

General Notes:

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

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

Descriptive Statistics Notes:

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

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

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

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

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

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

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

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

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment							
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment							
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Long-Term Outcomes (CY00 Clients)								
Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge		
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time							

Indicator Summary

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

Please See The Indicator Notes On The Next Page

For all measures:

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

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

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

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

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

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

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

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

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

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

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

Short-Term Indicator Notes:

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

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

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

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

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

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

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

Long-Term Outcome Notes:

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

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

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

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

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

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

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

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORTH CARE CENTER (562)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NORTH CARE CENTER (562)

**Clients Admitted and Served
at the Agency (CY03)**
88

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	52	48	0	10	53	78	13	7	0	1	3
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	17	9	67	6	20	22	42	1	1	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	13	17	1	31	2	0	14	0	0	\$45,095.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	87
Units of Service	0	0	90,411
Avg Hours Per Client	0.0	0.0	1,039.2
Avg Daily Census	0	0	248

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	1	5.3	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	9	47.4	26.9
63 Moved			0.3			0.3			6.8	2	10.5	2.8
64 Transferred			8.2			2.5			4.6	3	15.8	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	1	5.3	5.2
67 AWOL			14.9			11.4			12.2	2	10.5	5.2
68 Death						0.0			0.3	1	5.3	0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	77	84.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NORTH CARE CENTER (562)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	53.8	↑	7	13	22 of 57			☹
	Planned Discharges	46.7	7.7	↓	1	13	54 of 59	☹		
	Employment	14.5	25.0	↑	2	8	18 of 50			☹
	Initiation of Treatment	78.0	66.7	↓	30	45	48 of 60	☹		
	Engagement in Treatment	63.2	48.9	↓	22	45	46 of 60	☹		
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	100.0	↑	4	4	1 of 56			☺
	Incarceration Free									
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment	# Survivors in Year after Discharge	1 of 64			☺
					57	57				
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	5.26	↓	7.02	1.75	37 of 58			☹
	Incarceration	1.38	-1.75	↓	0.00	1.75	31 of 53			☹
	Clients With Wages	-2.49	-3.51	↓	57.89	54.39	37 of 64			☹
	Median Wages	\$376.90	-\$273.70	↓	\$2,284.50	\$2,010.80	55 of 64	☹		
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 7	↑ = 4	Quartiles			Bottom	Middle 2	Top	
							☹ = 4	☹ = 5	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TRI-CITY SUBSTANCE ABUSE CTR (639)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
TRI-CITY SUBSTANCE ABUSE CTR (639)

**Clients Admitted and Served
at the Agency (CY03)**
175

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	78	22	0	29	58	59	3	30	0	2	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	39	33	79	47	6	62	26	0	5	5
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total		CADC	CAC	CCM	CPS	Other	
1	1	5	0	0	7		4	0	1	0	7	\$212,205.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	175
Units of Service	0	0	560,972
Avg Hours Per Client	0.0	0.0	3,205.6
Avg Daily Census	0	0	1,537

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	37	46.3	39.3
61 Completed Court Commitment			0.0			1.2			3.0	10	12.5	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	5	6.3	5.0
65 Incarcerated			0.1			0.1			0.8	15	18.8	2.4
66 Broke Rules			1.7			5.9			22.5	1	1.3	5.2
67 AWOL			14.9			11.4			12.2	10	12.5	5.2
68 Death						0.0			0.3	1	1.3	0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	1	1.3	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	2	2.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TRI-CITY SUBSTANCE ABUSE CTR (639)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	66.2	↑	45	68	11 of 57	☹
	Planned Discharges	46.7	62.5	↑	35	56	15 of 59	☹
	Employment	14.5	50.0	↑	5	10	5 of 50	☹
	Initiation of Treatment	78.0	92.7	↑	76	82	8 of 60	☹
	Engagement in Treatment	63.2	86.6	↑	71	82	8 of 60	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free	93.2	100.0	↑	9	9	1 of 56	☹
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48	☹
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 52	# Survivors in Year after Discharge 52	1 of 64	☹
	Difference Between Post & Pre Treatment				% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment	DUI Convictions	7.16	11.54	↑	17.31	5.77	17 of 58	☹
	Incarceration	1.38	-7.69	↓	1.92	9.62	51 of 53	☹
	Clients With Wages	-2.49	-1.92	↑	55.77	53.85	28 of 64	☹
	Median Wages	\$376.90	\$1,006.50	↑	\$2,756.60	\$3,763.10	6 of 64	☹
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Consumer Survey (FY03 Clients)	Satisfaction	92.7	100.0	↑	58	58	1 of 42	☹
	Favorable Outcomes	93.8	100.0	↑	58	58	1 of 42	☹
	Service Quality	95.4	100.0	↑	57	57	1 of 42	☹
	Favorable Time to First Service	92.2	96.6	↑	56	58	18 of 42	☹
	Convenient Time	92.2	96.6	↑	56	58	18 of 42	☹

Indicator Summary												
Comparing Score to State Average				Quartiles			Bottom		Middle 2		Top	
↓ = 1 ↑ = 16							☹ = 1		☹ = 4		☹ = 12	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

12 & 12, INC. (640)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
12 & 12, INC. (640)

**Clients Admitted and Served
at the Agency (CY03)**
1,234

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	62	38	0	21	65	73	13	9	0	2	11
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	42	27	65	27	23	41	35	2	2	19
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
14	2	7	7	0	30	10	0	1	0	8	\$2,234,895.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients 601	Clients 429	Clients 149	Clients 405
Units of Service 11,306	Units of Service 18,280	Units of Service 12,343	Units of Service 542,581
Avg Hours Per Client 18.8	Avg Days Per Client 42.6	Avg Days Per Client 82.8	Avg Hours Per Client 1,339.7
Avg Daily Census 31	Avg Daily Census 50	Avg Daily Census 34	Avg Daily Census 1,487

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	351	72.4	66.6	164	56.2	68.7	46	43.0	43.3	143	42.9	39.3
61 Completed Court Commitment			0.0	2	0.7	1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0	1	0.3	8.6			5.3	5	1.5	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred	11	2.3	8.2	37	12.7	2.5	8	7.5	4.6	17	5.1	5.0
65 Incarcerated			0.1	1	0.3	0.1			0.8			2.4
66 Broke Rules	9	1.9	1.7	18	6.2	5.9	17	15.9	22.5	80	24.0	5.2
67 AWOL	114	23.5	14.9	66	22.6	11.4	33	30.8	12.2			5.2
68 Death						0.0	1	0.9	0.3			0.2
69 Failed to Begin Treatment			0.3	3	1.0	1.3	2	1.9	1.3	88	26.4	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	22	1.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 12 & 12, INC. (640)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement	71.0	83.8	↑	500	597	4 of 9	☹		
	Planned Discharges	72.9	79.4	↑	501	631	5 of 9	☹		
	14-Day Follow-up	23.2	60.7	↑	122	201	5 of 8	☹		
	Initiation of Treatment	16.3	30.4	↑	185	608	4 of 9	☹		
	Engagement in Treatment	14.2	26.6	↑	162	608	4 of 9	☹		
Residential	Community Tenure - 30 days	98.3	98.8	↑	414	419	8 of 18	☹		
	Community Tenure - 90 days	97.0	98.1	↑	411	419	9 of 18	☹		
	Level of Functioning Improvement	69.5	85.4	↑	328	384	4 of 18	☺		
	Planned Discharges	73.8	68.4	↓	262	383	12 of 18	☹		
	14-Day Followup	25.6	43.3	↑	104	240	2 of 16	☺		
	Initiation of Treatment	98.2	97.6	↓	161	165	12 of 18	☹		
	Engagement in Treatment	9.7	17.0	↑	28	165	3 of 18	☺		
Halfway	Level of Functioning Improvement	73.2	87.3	↑	55	63	2 of 10	☺		
	Planned Discharges	44.9	51.7	↑	46	89	3 of 12	☺		
	Employment	53.2	57.1	↑	28	49	6 of 11	☹		
	Initiation of Treatment	98.8	97.4	↓	38	39	10 of 11	☹		
	Engagement in Treatment	96.9	97.4	↑	38	39	9 of 11	☹		
Outpatient	Level of Functioning Improvement	47.4	70.9	↑	134	189	8 of 57	☺		
	Planned Discharges	46.7	63.0	↑	155	246	14 of 59	☺		
	Employment	14.5	14.7	↑	14	95	28 of 50	☹		
	Initiation of Treatment	78.0	81.4	↑	166	204	28 of 60	☹		
	Engagement in Treatment	63.2	80.4	↑	164	204	13 of 60	☺		
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	91.1	↓	112	102	39 of 56	☹		
	Incarceration Free	87.0	78.6	↓	56	44	34 of 48	☹		
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	98.9	↓	991	980	49 of 64	☹		
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	5.75	↓	11.30	5.55	34 of 58	☹		
	Incarceration	1.38	-2.22	↓	5.65	7.87	32 of 53	☹		
	Clients With Wages	-2.49	-2.72	↓	54.19	51.46	32 of 64	☹		
	Median Wages	\$376.90	\$444.70	↑	\$1,324.10	\$1,768.80	30 of 64	☹		
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Consumer Survey	Satisfaction	92.7	94.3	↑	132	140	24 of 42	☹		
	Favorable Outcomes	93.8	97.8	↑	135	138	20 of 42	☹		
	Service Quality	95.4	96.1	↑	123	128	27 of 42	☹		
	Favorable Time to First Service	92.2	88.6	↓	124	140	34 of 42	☹		
	Convenient Time	92.2	88.6	↓	124	140	34 of 42	☹		

Indicator Summary									
Comparing Score to State Average		↓ = 11	↑ = 23	Quartiles		Bottom	Middle 2	Top	
						☹ = 5	☹ = 21	☺ = 8	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

OPPORTUNITIES, INC., CDTC (642)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
OPPORTUNITIES, INC., CDTC (642)

**Clients Admitted and Served
at the Agency (CY03)**
311

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	60	40	0	24	65	70	11	15	0	3	10
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	33	19	63	32	22	39	17	1	2	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
11	0	3	0	0	14	1	0	1	0	7	\$475,682.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	18	248	64
Units of Service	417	6,147	43,325
Avg Hours Per Client	23.2	24.8	677.0
Avg Daily Census	1	17	119

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	153	65.4	68.7	4	36.4	43.3	20	34.5	39.3
61 Completed Court Commitment			0.0	12	5.1	1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	27	46.6	26.9
63 Moved			0.3			0.3			6.8	2	3.4	2.8
64 Transferred			8.2	3	1.3	2.5	1	9.1	4.6	1	1.7	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7	21	9.0	5.9	3	27.3	22.5	1	1.7	5.2
67 AWOL	5	83.3	14.9	40	17.1	11.4	3	27.3	12.2	2	3.4	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment	1	16.7	0.3	5	2.1	1.3			1.3	5	8.6	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	5	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 OPPORTUNITIES, INC., CDTC (642)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement	71.0	44.4	↓	4	9	8 of 9	☹		
	Planned Discharges	72.9	70.6	↓	12	17	6 of 9		☹	
	14-Day Follow-up	23.2	50.0	↑	4	8	6 of 8		☹	
	Initiation of Treatment	16.3	46.2	↑	6	13	3 of 9		☹	
	Engagement in Treatment	14.2	38.5	↑	5	13	3 of 9		☹	
Residential	Community Tenure - 30 days	98.3	96.8	↓	244	252	17 of 18	☹		
	Community Tenure - 90 days	97.0	94.0	↓	237	252	16 of 18	☹		
	Level of Functioning Improvement	69.5	70.6	↑	166	235	13 of 18		☹	
	Planned Discharges	73.8	67.2	↓	158	235	13 of 18		☹	
	14-Day Followup	25.6	18.6	↓	18	97	9 of 16		☹	
	Initiation of Treatment	98.2	96.8	↓	122	126	16 of 18	☹		
	Engagement in Treatment	9.7	6.3	↓	8	126	12 of 18		☹	
Halfway	Level of Functioning Improvement	73.2	50.0	↓	4	8	8 of 10	☹		
	Planned Discharges	44.9	46.7	↑	7	15	5 of 12		☹	
	Employment	53.2	28.6	↓	2	7	8 of 11		☹	
	Initiation of Treatment	98.8	100.0	↑	4	4	1 of 11	☹		
	Engagement in Treatment	96.9	50.0	↓	2	4	11 of 11	☹		
Outpatient	Level of Functioning Improvement	47.4	55.6	↑	20	36	19 of 57		☹	
	Planned Discharges	46.7	45.2	↓	19	42	32 of 59		☹	
	Employment	14.5	9.1	↓	2	22	41 of 50		☹	
	Initiation of Treatment	78.0	64.4	↓	29	45	49 of 60	☹		
	Engagement in Treatment	63.2	46.7	↓	21	45	52 of 60	☹		
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	85.7	↓	49	42	51 of 56	☹		
	Incarceration Free	87.0	92.3	↑	13	12	23 of 48		☹	
Post Discharge	Survival	99.0	99.0	↑	# Clients receiving Treatment 206	# Survivors in Year after Discharge 204	45 of 64		☹	
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions	7.16	12.62	↑	23.79	11.17	16 of 58		☹	
	Incarceration	1.38	-2.91	↓	6.31	9.22	37 of 53		☹	
	Clients With Wages	-2.49	-5.34	↓	60.68	55.34	46 of 64		☹	
	Median Wages	\$376.90	\$671.20	↑	\$1,598.30	\$2,269.40	17 of 64		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Consumer Survey (FY03 Clients)	Satisfaction	92.7	94.9	↑	111	117	22 of 42		☹	
	Favorable Outcomes	93.8	99.1	↑	116	117	16 of 42		☹	
	Service Quality	95.4	99.1	↑	107	108	18 of 42		☹	
	Favorable Time to First Service	92.2	98.3	↑	116	118	15 of 42		☹	
	Convenient Time	92.2	98.3	↑	116	118	15 of 42		☹	

Indicator Summary													
Comparing Score to State Average		↓ = 18		↑ = 16		Quartiles		Bottom		Middle 2		Top	
								☹ = 10		☹ = 24		☹ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NEW HOPE OF MANGUM (643)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NEW HOPE OF MANGUM (643)

**Clients Admitted and Served
at the Agency (CY03)**
562

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	71	29	0	25	63	80	7	6	0	6	3
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	45	34	68	36	15	54	25	2	24	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	2	6	4	0	13	4	1	0	0	9	\$897,970.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	162	424
Units of Service	0	5,013	1,289,802
Avg Hours Per Client	0.0	30.9	3,042.0
Avg Daily Census	0	14	3,534

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	44	71.0	68.7	5	35.7	43.3	35	48.6	39.3
61 Completed Court Commitment			0.0			1.2	2	14.3	3.0	5	6.9	4.3
62 Left ACA/ 90 Days			8.0	9	14.5	8.6	1	7.1	5.3	11	15.3	26.9
63 Moved			0.3			0.3	2	14.3	6.8	5	6.9	2.8
64 Transferred			8.2	4	6.5	2.5	1	7.1	4.6	3	4.2	5.0
65 Incarcerated			0.1			0.1			0.8	2	2.8	2.4
66 Broke Rules			1.7	5	8.1	5.9	3	21.4	22.5			5.2
67 AWOL			14.9			11.4			12.2	4	5.6	5.2
68 Death						0.0			0.3	1	1.4	0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	6	8.3	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	318	69.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NEW HOPE OF MANGUM (643)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	100.0	↑	160	160	1 of 18			☺
	Community Tenure - 90 days	97.0	99.4	↑	159	160	4 of 18			☺
	Level of Functioning Improvement	69.5	77.8	↑	63	81	10 of 18	☹		
	Planned Discharges	73.8	77.8	↑	63	81	9 of 18	☹		
	14-Day Followup	25.6	16.3	↓	16	98	10 of 16	☹		
	Initiation of Treatment	98.2	100.0	↑	106	106	1 of 18			☺
	Engagement in Treatment	9.7	13.2	↑	14	106	4 of 18			☺
Halfway	Level of Functioning Improvement	73.2	0.0	↓	0	13	10 of 10	☹		
	Planned Discharges	44.9	40.0	↓	6	15	6 of 12		☹	
	Employment	53.2	10.0	↓	1	10	10 of 11	☹		
	Initiation of Treatment	98.8	100.0	↑	6	6	1 of 11	☹		
	Engagement in Treatment	96.9	100.0	↑	6	6	1 of 11			☺
Outpatient	Level of Functioning Improvement	47.4	42.0	↓	29	69	30 of 57		☹	
	Planned Discharges	46.7	62.5	↑	45	72	15 of 59			☺
	Employment	14.5	12.5	↓	6	48	31 of 50		☹	
	Initiation of Treatment	78.0	70.7	↓	133	188	43 of 60		☹	
	Engagement in Treatment	63.2	54.3	↓	102	188	39 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
	DUI Convictions Free	93.2	90.2	↓	61	55	42 of 56		☹	
	Incarceration Free	87.0	93.2	↑	44	41	22 of 48		☹	
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.2	↑	398	395	39 of 64		☹	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	10.05	↑	15.33	5.28	23 of 58		☹	
	Incarceration	1.38	5.03	↑	11.06	6.03	10 of 53			☺
	Clients With Wages	-2.49	6.53	↑	46.23	52.76	7 of 64			☺
	Median Wages	\$376.90	\$540.20	↑	\$1,885.90	\$2,426.10	25 of 64		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	98.9	↑	87	88	14 of 42		☹	
	Favorable Outcomes	93.8	100.0	↑	89	89	1 of 42			☺
	Service Quality	95.4	100.0	↑	79	79	1 of 42			☺
	Favorable Time to First Service	92.2	98.9	↑	88	89	13 of 42		☹	
	Convenient Time	92.2	98.9	↑	88	89	13 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 9	↑ = 20	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 16	☺ = 10	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

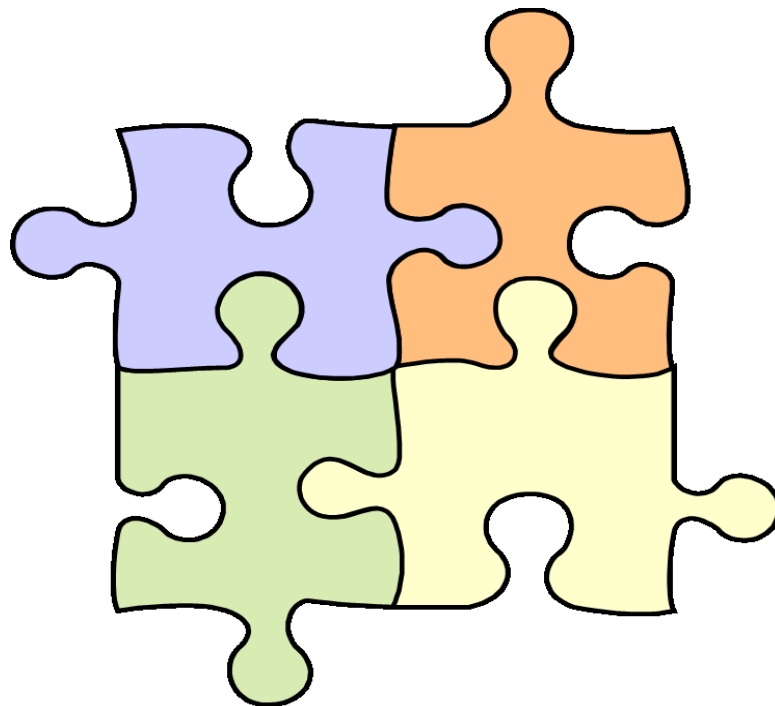
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

THE REFERRAL CENTER (644)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
THE REFERRAL CENTER (644)

**Clients Admitted and Served
at the Agency (CY03)**
1,630

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	66	34	0	16	66	69	23	5	0	3	12
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	38	20	66	21	42	31	27	1	1	99
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
30	5	4	5	1	45	3	1	0	0	2	\$1,483,285.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	1,628	0	10
Units of Service	13,727	0	3,840
Avg Hours Per Client	8.4	0.0	384.0
Avg Daily Census	38	0	11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	856	70.4	66.6				68.7			43.3		39.3
61 Completed Court Commitment			0.0				1.2			3.0		4.3
62 Left ACA/ 90 Days	6	0.5	8.0				8.6			5.3		26.9
63 Moved	2	0.2	0.3				0.3			6.8		2.8
64 Transferred	42	3.5	8.2				2.5			4.6		5.0
65 Incarcerated	1	0.1	0.1				0.1			0.8		2.4
66 Broke Rules	16	1.3	1.7				5.9			22.5		5.2
67 AWOL	293	24.1	14.9				11.4			12.2		5.2
68 Death							0.0			0.3		0.2
69 Failed to Begin Treatment			0.3				1.3			1.3		8.0
91 Administrative Discharge			0.0				0.0			0.0		0.6

	Count	Percent
Clients Not Seen Within 90 Days	610	33.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 THE REFERRAL CENTER (644)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement	71.0	69.9	↓	797	1,140	5 of 9	☹
	Planned Discharges	72.9	69.8	↓	818	1,172	7 of 9	☹
	14-Day Follow-up	23.2	0.0	↓	0	626	8 of 8	☹
	Initiation of Treatment	16.3	7.3	↓	130	1,785	8 of 9	☹
	Engagement in Treatment	14.2	6.8	↓	121	1,785	8 of 9	☹
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Engagement in Treatment							
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free	93.2	93.0	↓	86	80	33 of 56	☹
	Incarceration Free	87.0	85.1	↓	47	40	27 of 48	☹
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival	99.0	98.3	↓	943	927	56 of 64	☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions	7.16	3.82	↓	9.12	5.30	42 of 58	☹
	Incarceration	1.38	1.17	↓	4.98	3.82	19 of 53	☹
	Clients With Wages	-2.49	-3.92	↓	51.54	47.61	39 of 64	☹
	Median Wages	\$376.90	-\$307.90	↓	\$1,827.90	\$1,520.10	56 of 64	☹
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Satisfaction								
Favorable Outcomes								
Service Quality								
Favorable Time to First Service								
Convenient Time								

Indicator Summary								
Comparing Score to State Average	↓ = 12	↑ = 0	Quartiles			Bottom	Middle 2	Top
			☹ = 5	☹ = 7	☹ = 0			

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

KIAMICHI COUNCIL ON ALCOHOLISM (650)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
KIAMICHI COUNCIL ON ALCOHOLISM (650)

**Clients Admitted and Served
at the Agency (CY03)**
496

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	64	36	0	28	60	75	8	14	0	2	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	22	11	61	34	8	43	13	2	22	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
4	0	6	4	0	14	7	0	4	0	2	\$358,998.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	501
Units of Service	0	0	264,031
Avg Hours Per Client	0.0	0.0	527.0
Avg Daily Census	0	0	723

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	141	35.4	39.3
61 Completed Court Commitment			0.0			1.2			3.0	25	6.3	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	163	41.0	26.9
63 Moved			0.3			0.3			6.8	12	3.0	2.8
64 Transferred			8.2			2.5			4.6	15	3.8	5.0
65 Incarcerated			0.1			0.1			0.8	15	3.8	2.4
66 Broke Rules			1.7			5.9			22.5	4	1.0	5.2
67 AWOL			14.9			11.4			12.2	4	1.0	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	19	4.8	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	55	14.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 KIAMICHI COUNCIL ON ALCOHOLISM (650)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	43.0	↓	135	314	29 of 57			☹
	Planned Discharges	46.7	39.7	↓	120	302	38 of 59			☹
	Employment	14.5	12.8	↓	24	188	30 of 50			☹
	Initiation of Treatment	78.0	91.5	↑	314	343	9 of 60			☺
	Engagement in Treatment	63.2	73.5	↑	252	343	19 of 60			☹
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	90.3	↓	31	28	40 of 56			☹
	Incarceration Free	87.0	63.6	↓	11	7	45 of 48			☹
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	97.8	↓	279	273	60 of 64			☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	5.73	↓	11.11	5.38	35 of 58			☹
	Incarceration	1.38	-2.51	↓	3.94	6.45	34 of 53			☹
	Clients With Wages	-2.49	-8.24	↓	44.80	36.56	58 of 64			☹
	Median Wages	\$376.90	\$345.40	↑	\$1,740.70	\$2,086.20	36 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction	Satisfaction	92.7	100.0	↑	22	22	1 of 42			☺
	Favorable Outcomes	93.8	90.9	↓	20	22	29 of 42			☹
	Service Quality	95.4	100.0	↑	21	21	1 of 42			☺
	Favorable Time to First Service	92.2	95.5	↑	21	22	22 of 42			☹
	Convenient Time	92.2	95.5	↑	21	22	22 of 42			☹

Indicator Summary									
Comparing Score to State Average		↓ = 11	↑ = 6	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 11	☺ = 3	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

MONARCH, INC. (651)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MONARCH, INC. (651)

Clients Admitted and Served
 at the Agency (CY03)
 219

All Adult
 Clients

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	3	97	0	36	60	65	10	23	0	1	11
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	41	40	29	56	24	40	14	16	2	13
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	7	1	0	9	1	0	1	0	3	\$1,851,287.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	52	115	49
Units of Service	2,508	6,646	162,225
Avg Hours Per Client	48.2	57.8	3,310.7
Avg Daily Census	7	18	444

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	41	53.9	68.7	13	39.4	43.3	7	19.4	39.3
61 Completed Court Commitment			0.0			1.2			3.0	1	2.8	4.3
62 Left ACA/ 90 Days			8.0	5	6.6	8.6	6	18.2	5.3	9	25.0	26.9
63 Moved			0.3	2	2.6	0.3	1	3.0	6.8	7	19.4	2.8
64 Transferred	1	33.3	8.2	5	6.6	2.5	2	6.1	4.6	1	2.8	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7	8	10.5	5.9	3	9.1	22.5	1	2.8	5.2
67 AWOL	1	33.3	14.9	7	9.2	11.4	5	15.2	12.2	7	19.4	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment	1	33.3	0.3	8	10.5	1.3	3	9.1	1.3	3	8.3	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	42	24.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MONARCH, INC. (651)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement	71.0	88.9	↑	40	45	3 of 9		☹	
	Planned Discharges	72.9	95.7	↑	45	47	2 of 9			☺
	14-Day Follow-up	23.2	80.9	↑	38	47	3 of 8		☹	
	Initiation of Treatment	16.3	88.4	↑	38	43	2 of 9			☺
	Engagement in Treatment	14.2	76.7	↑	33	43	2 of 9			☺
Residential	Community Tenure - 30 days	98.3	99.1	↑	107	108	7 of 18		☹	
	Community Tenure - 90 days	97.0	98.1	↑	106	108	8 of 18		☹	
	Level of Functioning Improvement	69.5	79.4	↑	54	68	7 of 18		☹	
	Planned Discharges	73.8	60.3	↓	41	68	14 of 18	☹		
	14-Day Followup	25.6	11.1	↓	5	45	13 of 16	☹		
	Initiation of Treatment	98.2	92.3	↓	36	39	18 of 18	☹		
	Engagement in Treatment	9.7	5.1	↓	2	39	15 of 18	☹		
Halfway	Level of Functioning Improvement	73.2	75.0	↑	12	16	4 of 10		☹	
	Planned Discharges	44.9	32.0	↓	8	25	9 of 12		☹	
	Employment	53.2	0.0	↓	0	16	11 of 11	☹		
	Initiation of Treatment	98.8	94.6	↓	35	37	11 of 11	☹		
	Engagement in Treatment	96.9	89.2	↓	33	37	10 of 11	☹		
Outpatient	Level of Functioning Improvement	47.4	33.3	↓	6	18	34 of 57		☹	
	Planned Discharges	46.7	21.1	↓	4	19	47 of 59	☹		
	Employment	14.5	11.8	↓	2	17	34 of 50		☹	
	Initiation of Treatment	78.0	90.6	↑	29	32	11 of 60			☺
	Engagement in Treatment	63.2	90.6	↑	29	32	5 of 60			☺
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	100.0	↑	20	20	1 of 56			☺
	Incarceration Free	87.0	84.2	↓	19	16	28 of 48		☹	
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.6	↑	245	244	32 of 64		☹	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	4.90	↓	8.16	3.27	39 of 58		☹	
	Incarceration	1.38	1.63	↑	7.76	6.12	17 of 53		☹	
	Clients With Wages	-2.49	1.63	↑	46.12	47.76	13 of 64			☺
	Median Wages	\$376.90	\$585.40	↑	\$1,058.40	\$1,643.80	22 of 64		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Consumer Survey (FY03 Clients)	Satisfaction	92.7	94.9	↑	56	59	21 of 42		☹	
	Favorable Outcomes	93.8	96.6	↑	56	58	22 of 42		☹	
	Service Quality	95.4	89.3	↓	50	56	37 of 42	☹		
	Favorable Time to First Service	92.2	93.2	↑	55	59	25 of 42		☹	
	Convenient Time	92.2	93.2	↑	55	59	25 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 14	↑ = 20	Quartiles		Bottom	Middle 2	Top	
						☹ = 9	☹ = 18	☺ = 7	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ALPHA II, INC. (654)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
ALPHA II, INC. (654)

**Clients Admitted and Served
at the Agency (CY03)**
95

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	100	0	0	36	54	56	8	33	0	2	8
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	38	28	82	39	22	64	20	0	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
											\$273,771.00

Clients Admitted and Served by Level of Care

Detox	Residential		Halfway		Outpatient	
Clients	0	89	28	0		
Units of Service	0	4,136	2,654	0		
Avg Hours Per Client	0.0	46.5	94.8	0.0		
Avg Daily Census	0	11	7	0		

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	44	72.1	68.7	10	37.0	43.3			39.3
61 Completed Court Commitment			0.0	2	3.3	1.2	4	14.8	3.0			4.3
62 Left ACA/ 90 Days			8.0	5	8.2	8.6	2	7.4	5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7	8	13.1	5.9	8	29.6	22.5			5.2
67 AWOL			14.9	2	3.3	11.4	3	11.1	12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 ALPHA II, INC. (654)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days	98.3	100.0	↑	89	89	1 of 18	☺
	Community Tenure - 90 days	97.0	100.0	↑	89	89	1 of 18	☺
	Level of Functioning Improvement	69.5	81.5	↑	66	81	5 of 18	☺
	Planned Discharges	73.8	81.5	↑	66	81	6 of 18	☹
	14-Day Followup	25.6	30.3	↑	10	33	4 of 16	☺
	Initiation of Treatment	98.2	100.0	↑	58	58	1 of 18	☺
	Engagement in Treatment	9.7	36.2	↑	21	58	1 of 18	☺
Halfway	Level of Functioning Improvement	73.2	17.6	↓	3	17	9 of 10	☹
	Planned Discharges	44.9	31.8	↓	7	22	10 of 12	☹
	Employment	53.2	92.9	↑	13	14	1 of 11	☺
	Initiation of Treatment	98.8	100.0	↑	1	1	1 of 11	☹
	Engagement in Treatment	96.9	100.0	↑	1	1	1 of 11	☺
Outpatient	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free	93.2	100.0	↑	27	27	1 of 56	☺
	Incarceration Free	87.0	100.0	↑	11	11	1 of 48	☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival	99.0	98.1	↓	103	101	58 of 64	☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions	7.16	21.36	↑	26.21	4.85	4 of 58	☺
	Incarceration	1.38	0.97	↓	10.68	9.71	20 of 53	☹
	Clients With Wages	-2.49	-6.80	↓	67.96	61.17	54 of 64	☹
	Median Wages	\$376.90	\$707.00	↑	\$1,338.10	\$2,045.10	15 of 64	☺
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction	92.7	91.8	↓	45	49	32 of 42	☹
	Favorable Outcomes	93.8	95.9	↑	47	49	23 of 42	☹
	Service Quality	95.4	97.7	↑	43	44	24 of 42	☹
	Favorable Time to First Service	92.2	89.8	↓	44	49	32 of 42	☹
	Convenient Time	92.2	89.8	↓	44	49	32 of 42	☹

Indicator Summary								
Comparing Score to State Average		↓ = 8	↑ = 16	Quartiles		Bottom	Middle 2	Top
						☹ = 8	☹ = 4	☺ = 12

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

THE OAKS REHAB. SERVICES CTR (655)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
THE OAKS REHAB. SERVICES CTR (655)

**Clients Admitted and Served
at the Agency (CY03)**
745

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	60	40	0	27	62	79	8	12	0	1	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	37	26	56	51	9	60	18	3	12	3
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	7	8	0	16	2	0	0	1	8	\$1,244,145.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient	
Clients	16	179	29	596
Units of Service	472	6,684	2,893	1,883,849
Avg Hours Per Client	29.5	37.3	99.8	3,160.8
Avg Daily Census	1	18	8	5,161

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	12	92.3	66.6	83	50.6	68.7	20	71.4	43.3	255	47.4	39.3
61 Completed Court Commitment			0.0			1.2			3.0	12	2.2	4.3
62 Left ACA/ 90 Days			8.0	45	27.4	8.6	4	14.3	5.3	208	38.7	26.9
63 Moved			0.3	1	0.6	0.3			6.8	9	1.7	2.8
64 Transferred			8.2	3	1.8	2.5	1	3.6	4.6	30	5.6	5.0
65 Incarcerated			0.1			0.1			0.8	9	1.7	2.4
66 Broke Rules	1	7.7	1.7	17	10.4	5.9	3	10.7	22.5	1	0.2	5.2
67 AWOL			14.9	14	8.5	11.4			12.2	3	0.6	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3	1	0.6	1.3			1.3	11	2.0	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	44	6.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 THE OAKS REHAB. SERVICES CTR (655)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement	71.0	60.0	↓	9	15	7 of 9		☹	
	Planned Discharges	72.9	93.8	↑	15	16	3 of 9		☹	
	14-Day Follow-up	23.2	100.0	↑	3	3	1 of 8			☺
	Initiation of Treatment	16.3	94.1	↑	16	17	1 of 9			☺
	Engagement in Treatment	14.2	88.2	↑	15	17	1 of 9			☺
Residential	Community Tenure - 30 days	98.3	97.7	↓	170	174	13 of 18		☹	
	Community Tenure - 90 days	97.0	96.6	↓	168	174	13 of 18		☹	
	Level of Functioning Improvement	69.5	64.2	↓	102	159	15 of 18		☹	
	Planned Discharges	73.8	51.6	↓	82	159	16 of 18		☹	
	14-Day Followup	25.6	15.8	↓	3	19	11 of 16		☹	
	Initiation of Treatment	98.2	98.1	↓	106	108	11 of 18		☹	
	Engagement in Treatment	9.7	27.8	↑	30	108	2 of 18			☺
Halfway	Level of Functioning Improvement	73.2	72.2	↓	13	18	6 of 10		☹	
	Planned Discharges	44.9	66.7	↑	14	21	1 of 12			☺
	Employment	53.2	13.3	↓	2	15	9 of 11		☹	
	Initiation of Treatment	98.8	100.0	↑	5	5	1 of 11		☹	
	Engagement in Treatment	96.9	100.0	↑	5	5	1 of 11			☺
Outpatient	Level of Functioning Improvement	47.4	54.2	↑	246	454	21 of 57		☹	
	Planned Discharges	46.7	48.8	↑	230	471	28 of 59		☹	
	Employment	14.5	20.2	↑	62	307	23 of 50		☹	
	Initiation of Treatment	78.0	83.7	↑	313	374	20 of 60		☹	
	Engagement in Treatment	63.2	69.5	↑	260	374	22 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	97.4	↑	76	74	24 of 56		☹	
	Incarceration Free	87.0	93.4	↑	137	128	21 of 48		☹	
Post Discharge	Survival	99.0	99.3	↑	# Clients receiving Treatment 1,036	# Survivors in Year after Discharge 1,029	37 of 64		☹	
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions	7.16	3.86	↓	7.34	3.47	41 of 58		☹	
	Incarceration	1.38	9.65	↑	13.22	3.57	6 of 53			☺
	Clients With Wages	-2.49	-1.54	↑	44.02	42.47	25 of 64		☹	
	Median Wages	\$376.90	\$632.40	↑	\$1,486.00	\$2,118.50	21 of 64		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Consumer Survey (FY03 Clients)	Satisfaction	92.7	98.2	↑	220	224	15 of 42		☹	
	Favorable Outcomes	93.8	98.2	↑	219	223	19 of 42		☹	
	Service Quality	95.4	98.6	↑	205	208	19 of 42		☹	
	Favorable Time to First Service	92.2	97.3	↑	217	223	16 of 42		☹	
	Convenient Time	92.2	97.3	↑	217	223	16 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 10	↑ = 24	Quartiles		Bottom	Middle 2	Top	
				☹ = 4	☹ = 23	☺ = 7			

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ROADBACK, INC. (657)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
ROADBACK, INC. (657)

**Clients Admitted and Served
at the Agency (CY03)**
280

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	64	36	0	21	61	70	13	16	0	3	40
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	42	25	72	37	33	17	11	1	1	70
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	0	0	0	1	1	0	0	0	0	\$671,087.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	206	0	90
Units of Service	2,572	0	6,408
Avg Hours Per Client	12.5	0.0	71.2
Avg Daily Census	7	0	18

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	117	42.1	66.6				68.7	40	50.6	43.3		39.3
61 Completed Court Commitment	1	0.4	0.0				1.2	3	3.8	3.0		4.3
62 Left ACA/ 90 Days	94	33.8	8.0				8.6	7	8.9	5.3		26.9
63 Moved	3	1.1	0.3				0.3	3	3.8	6.8		2.8
64 Transferred	53	19.1	8.2				2.5	1	1.3	4.6		5.0
65 Incarcerated	1	0.4	0.1				0.1	1	1.3	0.8		2.4
66 Broke Rules	8	2.9	1.7				5.9	24	30.4	22.5		5.2
67 AWOL	1	0.4	14.9				11.4			12.2		5.2
68 Death							0.0			0.3		0.2
69 Failed to Begin Treatment			0.3				1.3			1.3		8.0
91 Administrative Discharge			0.0				0.0			0.0		0.6

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 at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 ROADBACK, INC. (657)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement	71.0	66.3	↓	173	261	6 of 9		☹	
	Planned Discharges	72.9	42.4	↓	118	278	9 of 9	☹		
	14-Day Follow-up	23.2	100.0	↑	1	1	1 of 8			☺
	Initiation of Treatment	16.3	17.9	↑	35	196	6 of 9		☹	
	Engagement in Treatment	14.2	16.8	↑	33	196	6 of 9		☹	
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement	73.2	83.3	↑	45	54	3 of 10			☺
	Planned Discharges	44.9	52.1	↑	37	71	2 of 12			☺
	Employment	53.2	67.3	↑	35	52	3 of 11			☺
	Initiation of Treatment	98.8	100.0	↑	61	61	1 of 11	☹		
	Engagement in Treatment	96.9	100.0	↑	61	61	1 of 11			☺
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	85.7	↓	21	18	51 of 56	☹		
	Incarceration Free	87.0	66.7	↓	9	6	39 of 48	☹		
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.2	↑	241	239	40 of 64		☹	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	2.49	↓	8.71	6.22	45 of 58	☹		
	Incarceration	1.38	-1.66	↓	3.73	5.39	30 of 53		☹	
	Clients With Wages	-2.49	-5.39	↓	52.28	46.89	47 of 64		☹	
	Median Wages	\$376.90	\$283.80	↑	\$1,387.10	\$1,670.90	38 of 64		☹	

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	73.9	↓	17	23	41 of 42	☹		
	Favorable Outcomes	93.8	100.0	↑	24	24	1 of 42			☺
	Service Quality	95.4	100.0	↑	22	22	1 of 42			☺
	Favorable Time to First Service	92.2	83.3	↓	20	24	40 of 42	☹		
	Convenient Time	92.2	83.3	↓	20	24	40 of 42	☹		

Indicator Summary										
Comparing Score to State Average		↓ = 11	↑ = 11	Quartiles			Bottom	Middle 2	Top	
							☹ = 8	☹ = 7	☺ = 7	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

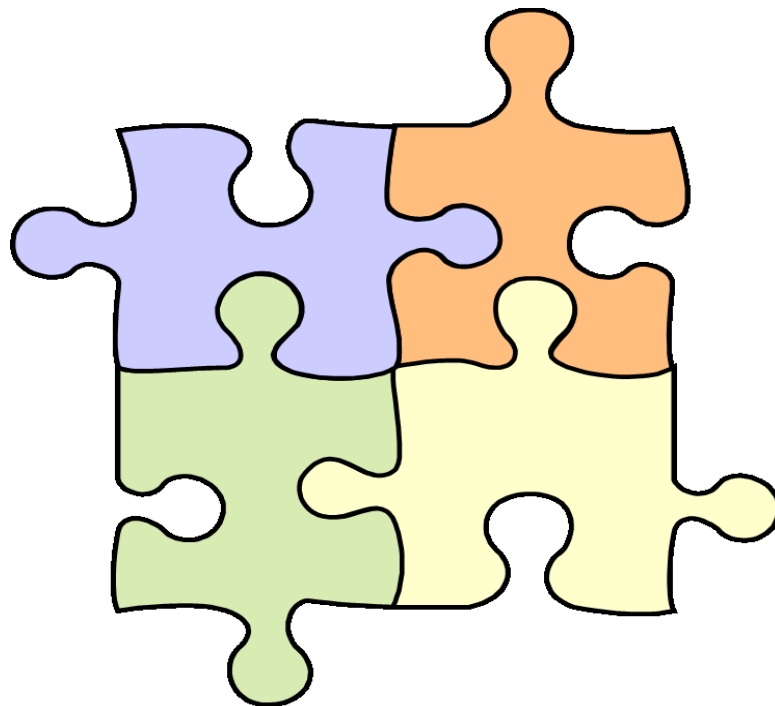
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

HOUSE OF HOPE INC (660)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
HOUSE OF HOPE INC (660)

**Clients Admitted and Served
at the Agency (CY03)**
130

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	93	7	0	18	70	73	5	18	2	2	2
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	42	23	66	33	12	25	8	0	2	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	0	1	1	1	0	0	0	0	\$169,618.00

Clients Admitted and Served by Level of Care

Detox	Residential		Halfway		Outpatient	
Clients	0	113	0	18		
Units of Service	0	2,711	0	10,262		
Avg Hours Per Client	0.0	24.0	0.0	570.1		
Avg Daily Census	0	7	0	28		

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	106	96.4	68.7			43.3	9	56.3	39.3
61 Completed Court Commitment			0.0			1.2			3.0	1	6.3	4.3
62 Left ACA/ 90 Days			8.0	4	3.6	8.6			5.3	4	25.0	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	2	12.5	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	1	0.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 HOUSE OF HOPE INC (660)

All Adult
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	100.0	↑	113	113	1 of 18			☺
	Community Tenure - 90 days	97.0	99.1	↑	112	113	5 of 18			☺
	Level of Functioning Improvement	69.5	91.4	↑	96	105	2 of 18			☺
	Planned Discharges	73.8	96.2	↑	101	105	2 of 18			☺
	14-Day Followup	25.6	0.0	↓	0	8	16 of 16	☹		
	Initiation of Treatment	98.2	100.0	↑	88	88	1 of 18			☺
	Engagement in Treatment	9.7	0.0	↓	0	88	18 of 18	☹		
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	78.6	↑	11	14	4 of 57			☺
	Planned Discharges	46.7	56.3	↑	9	16	20 of 59		☹	
	Employment	14.5	33.3	↑	2	6	11 of 50			☺
	Initiation of Treatment	78.0	78.6	↑	11	14	32 of 60		☹	
	Engagement in Treatment	63.2	57.1	↓	8	14	32 of 60		☹	

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	84.6	↓	26	22	54 of 56	☹		
	Incarceration Free	87.0	66.7	↓	6	4	39 of 48	☹		
Post Discharge	Survival	99.0	100.0	↑	109	109	1 of 64			☺
Difference Between Post & Pre Treatment	DUI Convictions	7.16	12.84	↑	23.85	11.01	14 of 58			☺
	Incarceration	1.38	-4.59	↓	5.50	10.09	45 of 53	☹		
	Clients With Wages	-2.49	-1.83	↑	53.21	51.38	27 of 64		☹	
	Median Wages	\$376.90	-\$422.00	↓	\$2,697.00	\$2,275.00	59 of 64	☹		

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	100.0	↑	96	96	1 of 42			☺
	Favorable Outcomes	93.8	100.0	↑	95	95	1 of 42			☺
	Service Quality	95.4	97.8	↑	87	89	23 of 42		☹	
	Favorable Time to First Service	92.2	96.9	↑	93	96	17 of 42		☹	
	Convenient Time	92.2	96.9	↑	93	96	17 of 42		☹	

Indicator Summary

Comparing Score to State Average ↓ = 7 ↑ = 17

Quartiles Bottom Middle 2 Top
 ☹ = 6 ☺ = 7 ☺ = 11

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

THE NEXT STEP NETWORK, INC. (661)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
THE NEXT STEP NETWORK, INC. (661)

**Clients Admitted and Served
at the Agency (CY03)**
169

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	67	33	0	38	52	83	2	2	0	14	1
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	25	17	69	31	8	48	11	2	11	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	6	0	0	6	0	0	0	0	1	\$250,874.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	107	67
Units of Service	0	3,823	96,172
Avg Hours Per Client	0.0	35.7	1,435.4
Avg Daily Census	0	10	263

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	80	78.4	68.7			43.3	30	51.7	39.3
61 Completed Court Commitment			0.0	1	1.0	1.2			3.0	8	13.8	4.3
62 Left ACA/ 90 Days			8.0	11	10.8	8.6			5.3	8	13.8	26.9
63 Moved			0.3			0.3			6.8	1	1.7	2.8
64 Transferred			8.2	2	2.0	2.5			4.6	2	3.4	5.0
65 Incarcerated			0.1			0.1			0.8	2	3.4	2.4
66 Broke Rules			1.7	5	4.9	5.9			22.5	6	10.3	5.2
67 AWOL			14.9	2	2.0	11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3	1	1.0	1.3			1.3	1	1.7	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	12	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 at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 THE NEXT STEP NETWORK, INC. (661)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	97.1	↓	101	104	16 of 18	☹		
	Community Tenure - 90 days	97.0	97.1	↑	101	104	11 of 18		☹	
	Level of Functioning Improvement	69.5	64.5	↓	60	93	14 of 18	☹		
	Planned Discharges	73.8	78.5	↑	73	93	8 of 18		☹	
	14-Day Followup	25.6	0.0	↓	0	11	16 of 16	☹		
	Initiation of Treatment	98.2	97.4	↓	75	77	13 of 18		☹	
	Engagement in Treatment	9.7	13.0	↑	10	77	5 of 18			☹
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	66.7	↑	32	48	9 of 57			☹
	Planned Discharges	46.7	53.2	↑	25	47	23 of 59		☹	
	Employment	14.5	6.7	↓	1	15	43 of 50		☹	
	Initiation of Treatment	78.0	86.3	↑	44	51	14 of 60			☹
	Engagement in Treatment	63.2	84.3	↑	43	51	9 of 60			☹
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
	DUI Convictions Free	93.2	90.3	↓	31	28	40 of 56		☹	
	Incarceration Free	87.0	87.5	↑	8	7	25 of 48		☹	
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.2	↑	120	119	41 of 64		☹	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	17.50	↑	25.83	8.33	7 of 58			☹
	Incarceration	1.38	3.33	↑	6.67	3.33	14 of 53		☹	
	Clients With Wages	-2.49	0.00	↑	52.50	52.50	17 of 64		☹	
	Median Wages	\$376.90	\$1,203.60	↑	\$1,789.10	\$2,992.70	4 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	92.2	↓	107	116	31 of 42		☹	
	Favorable Outcomes	93.8	87.9	↓	102	116	32 of 42	☹		
	Service Quality	95.4	98.1	↑	106	108	21 of 42		☹	
	Favorable Time to First Service	92.2	93.1	↑	108	116	26 of 42		☹	
	Convenient Time	92.2	93.1	↑	108	116	26 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 8	↑ = 16	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☹ = 14	☹ = 6	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

BRIDGEWAY (663)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
BRIDGEWAY (663)

**Clients Admitted and Served
at the Agency (CY03)**
54

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	94	6	0	24	65	78	6	11	0	2	46
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	44	26	61	31	17	20	13	0	59	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	1	0	1	0	0	0	0	0	\$83,499.00

Clients Admitted and Served by Level of Care

Detox	Residential		Halfway			Outpatient	
Clients	0	Clients	0	Clients	25	Clients	29
Units of Service	0	Units of Service	0	Units of Service	1,540	Units of Service	21,633
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	61.6	Avg Hours Per Client	745.9
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	4	Avg Daily Census	59

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7	6	28.6	43.3	6	27.3	39.3
61 Completed Court Commitment			0.0			1.2	2	9.5	3.0	5	22.7	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3	9	42.9	6.8	2	9.1	2.8
64 Transferred			8.2			2.5	2	9.5	4.6	1	4.5	5.0
65 Incarcerated			0.1			0.1			0.8	1	4.5	2.4
66 Broke Rules			1.7			5.9	1	4.8	22.5	6	27.3	5.2
67 AWOL			14.9			11.4	1	4.8	12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	1	4.5	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 BRIDGEWAY (663)

All Adult
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement	73.2	68.8	↓	11	16	7 of 10			☹
	Planned Discharges	44.9	30.0	↓	6	20	11 of 12	☹		
	Employment	53.2	75.0	↑	9	12	2 of 11			☺
	Initiation of Treatment	98.8	100.0	↑	21	21	1 of 11	☹		
	Engagement in Treatment	96.9	100.0	↑	21	21	1 of 11			☺
Outpatient	Level of Functioning Improvement	47.4	44.4	↓	4	9	27 of 57			☹
	Planned Discharges	46.7	30.8	↓	4	13	44 of 59			☹
	Employment	14.5	57.1	↑	4	7	3 of 50			☺
	Initiation of Treatment	78.0	85.7	↑	18	21	16 of 60			☹
	Engagement in Treatment	63.2	71.4	↑	15	21	20 of 60			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	50.0	↓	2	1	55 of 56	☹		
	Incarceration Free	87.0	100.0	↑	2	2	1 of 48			☺
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment	# Survivors in Year after Discharge	1 of 64			☺
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions	7.16	0.00	↓	11.11	11.11	54 of 58	☹		
	Incarceration	1.38	0.00	↓	11.11	11.11	23 of 53		☹	
	Clients With Wages	-2.49	16.67	↑	66.67	83.33	3 of 64			☺
	Median Wages	\$376.90	-\$358.30	↓	\$1,882.30	\$1,524.00	57 of 64	☹		

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction		92.7	87.5	↓	7	8	36 of 42	☹		
Favorable Outcomes		93.8	100.0	↑	8	8	1 of 42			☺
Service Quality		95.4	100.0	↑	8	8	1 of 42			☺
Favorable Time to First Service		92.2	100.0	↑	8	8	1 of 42			☺
Convenient Time		92.2	100.0	↑	8	8	1 of 42			☺

Indicator Summary										
Comparing Score to State Average		↓ = 9	↑ = 13	Quartiles			Bottom	Middle 2	Top	
							☹ = 6	☹ = 6	☺ = 10	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

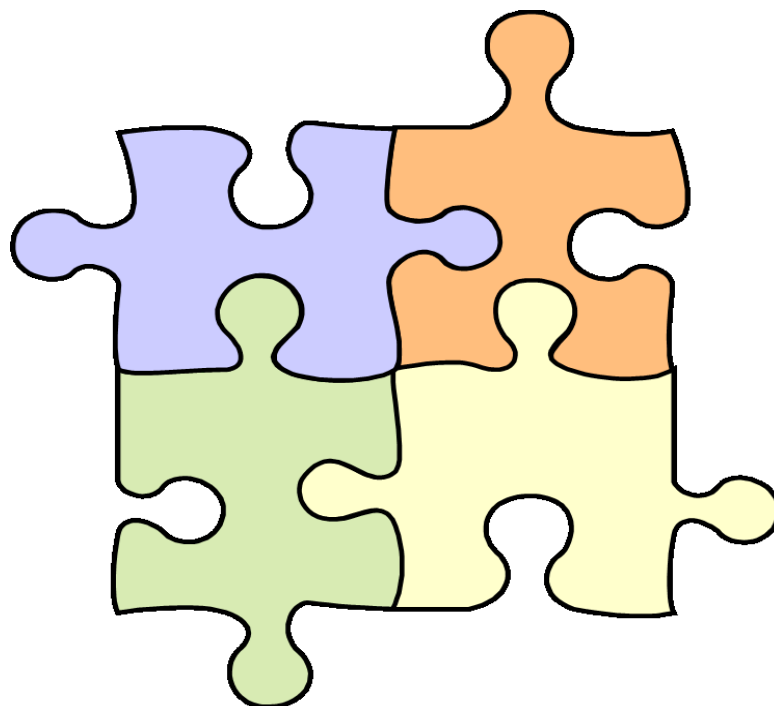
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

YWCA CRISIS CENTER (671)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
YWCA CRISIS CENTER (671)

**Clients Admitted and Served
at the Agency (CY03)**
16

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	31	50	88	0	13	0	0	94
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	94	56	50	56	6	31	31	6	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
											\$204,184.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	16
Units of Service	0	0	1,766
Avg Hours Per Client	0.0	0.0	110.4
Avg Daily Census	0	0	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7	3	50.0	43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9	3	50.0	22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	6	54.5

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 YWCA CRISIS CENTER (671)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges	44.9	50.0	↑	3	6	4 of 12	☹️
	Employment	53.2	33.3	↓	2	6	7 of 11	☹️
	Initiation of Treatment	98.8	100.0	↑	13	13	1 of 11	☹️
Outpatient	Engagement in Treatment	96.9	100.0	↑	13	13	1 of 11	😊
	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
Outpatient	Initiation of Treatment							
	Engagement in Treatment							
	Level of Functioning Improvement							
	Planned Discharges							
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free	93.2	100.0	↑	1	1	1 of 56	😊
	Incarceration Free							
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 6	# Survivors in Year after Discharge 6	1 of 64	😊
	Difference Between Post & Pre Treatment				% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment	DUI Convictions	7.16	16.67	↑	16.67	0.00	10 of 58	😊
	Incarceration							
	Clients With Wages	-2.49	0.00	↑	66.67	66.67	17 of 64	☹️
	Median Wages	\$376.90	\$975.70	↑	\$334.30	\$1,309.90	7 of 64	😊
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Consumer Survey (FY03 Clients)	Satisfaction	92.7	75.0	↓	3	4	40 of 42	☹️
	Favorable Outcomes	93.8	100.0	↑	4	4	1 of 42	😊
	Service Quality	95.4	100.0	↑	4	4	1 of 42	😊
	Favorable Time to First Service	92.2	100.0	↑	4	4	1 of 42	😊
	Convenient Time	92.2	100.0	↑	4	4	1 of 42	😊

Indicator Summary												
Comparing Score to State Average				Quartiles			Bottom		Middle 2		Top	
↓ = 2		↑ = 12					☹️ = 2		☹️ = 3		😊 = 9	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

**DOMESTIC VIOLENCE INTERVENTION SERVICES, INC.
(675)**

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
DOMESTIC VIOLENCE INTERVENTION SERVICES, INC. (675)

**Clients Admitted and Served
at the Agency (CY03)**
105

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	92	8	0	26	64	55	12	9	1	21	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	15	3	69	15	4	41	22	0	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	3	6	0	10	0	0	0	0	0	\$93,403.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	105
Units of Service	0	0	64,625
Avg Hours Per Client	0.0	0.0	615.5
Avg Daily Census	0	0	177

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	1	3.6	39.3
61 Completed Court Commitment			0.0			1.2			3.0	1	3.6	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	1	3.6	5.2
67 AWOL			14.9			11.4			12.2	25	89.3	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	79	75.2

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 DOMESTIC VIOLENCE INTERVENTION SERVICES, INC. (675)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	7.1	↓	1	14	52 of 57			☹
	Planned Discharges	46.7	4.0	↓	1	25	57 of 59			☹
	Employment	14.5	0.0	↓	0	8	50 of 50			☹
	Initiation of Treatment	78.0	58.7	↓	44	75	54 of 60			☹
	Engagement in Treatment	63.2	44.0	↓	33	75	54 of 60			☹
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	100.0	↑	5	5	1 of 56			☺
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.2	↑	119	118	43 of 64			☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	0.84	↓	4.20	3.36	53 of 58			☹
	Incarceration	1.38	-2.52	↓	0.84	3.36	35 of 53			☹
	Clients With Wages	-2.49	0.84	↑	39.50	40.34	16 of 64			☺
	Median Wages	\$376.90	-\$411.90	↓	\$3,012.40	\$2,600.50	58 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction	Satisfaction	92.7	89.9	↓	133	148	35 of 42			☹
	Favorable Outcomes	93.8	69.1	↓	85	123	41 of 42			☹
	Service Quality	95.4	81.5	↓	101	124	42 of 42			☹
	Favorable Time to First Service	92.2	83.1	↓	123	148	41 of 42			☹
	Convenient Time	92.2	83.1	↓	123	148	41 of 42			☹

Indicator Summary									
Comparing Score to State Average		↓ = 13	↑ = 4	Quartiles		Bottom	Middle 2	Top	
						☹ = 12	☹ = 2	☺ = 3	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

FAMILY CRISIS CTR, INC. (684)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
FAMILY CRISIS CTR, INC. (684)

**Clients Admitted and Served
at the Agency (CY03)**
107

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	30	70	0	39	56	56	5	37	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	12	8	76	15	5	30	16	5	14	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	3	5	0	8	1	0	3	0	5	\$73,219.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	107
Units of Service	0	0	87,201
Avg Hours Per Client	0.0	0.0	815.0
Avg Daily Census	0	0	239

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	10	11.2	39.3
61 Completed Court Commitment			0.0			1.2			3.0	3	3.4	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	29	32.6	26.9
63 Moved			0.3			0.3			6.8	4	4.5	2.8
64 Transferred			8.2			2.5			4.6	2	2.2	5.0
65 Incarcerated			0.1			0.1			0.8	1	1.1	2.4
66 Broke Rules			1.7			5.9			22.5	19	21.3	5.2
67 AWOL			14.9			11.4			12.2	4	4.5	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	17	19.1	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	10	11.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 FAMILY CRISIS CTR, INC. (684)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	4.9	↓	2	41	54 of 57	☹
	Planned Discharges	46.7	13.8	↓	8	58	50 of 59	☹
	Employment	14.5	14.6	↑	6	41	29 of 50	☺
	Initiation of Treatment	78.0	83.3	↑	80	96	21 of 60	☺
	Engagement in Treatment	63.2	43.8	↓	42	96	55 of 60	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment								
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary						
Comparing Score to State Average	↓ = 3	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹ = 3	☺ = 2	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

WOMEN IN SAFE HOMES, INC. (694)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
WOMEN IN SAFE HOMES, INC. (694)

**Clients Admitted and Served
at the Agency (CY03)**
47

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	4	96	0	21	77	68	15	15	0	0	17
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	32	28	26	55	13	26	30	2	13	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	1	0	0	2	0	0	1	0	1	\$163,333.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	11
Units of Service	0	0	96,367
Avg Hours Per Client	0.0	0.0	8,760.6
Avg Daily Census	0	0	264

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	17	70.8	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	1	4.2	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	1	4.2	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	1	4.2	5.2
67 AWOL			14.9			11.4			12.2	4	16.7	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	15	38.5

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 WOMEN IN SAFE HOMES, INC. (694)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges	46.7	74.1	↑	20	27	7 of 59			☺
	Employment	14.5	10.5	↓	2	19	37 of 50	☹		
	Initiation of Treatment	78.0	84.2	↑	32	38	19 of 60	☹		
	Engagement in Treatment	63.2	84.2	↑	32	38	10 of 60			☺
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
DUI Convictions Free		93.2	0.0	↓	1	0	56 of 56	☹		
	Incarceration Free									
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	27	27	1 of 64			☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	0.00	↓	3.70	3.70	54 of 58	☹		
	Incarceration									
	Clients With Wages	-2.49	11.11	↑	51.85	62.96	5 of 64			☺
	Median Wages	\$376.90	\$974.60	↑	\$1,230.90	\$2,205.50	8 of 64			☺
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average	↓ = 3	↑ = 6	Quartiles			Bottom	Middle 2	Top		
						☹ = 2	☹ = 2	☺ = 5		

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

MARIE DETTY YOUTH SVC CTR (810)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
MARIE DETTY YOUTH SVC CTR (810)

**Clients Admitted and Served
at the Agency (CY03)**
77

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	9	91	0	35	64	53	25	16	1	5	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	6	6	53	25	10	53	8	13	3	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
2	0	1	15	0	18	5	0	0	0	2

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	77
Units of Service	0	0	265,965
Avg Hours Per Client	0.0	0.0	3,454.1
Avg Daily Census	0	0	729

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	82	100.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MARIE DETTY YOUTH SVC CTR (810)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Engagement in Treatment							
	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
Outpatient	Initiation of Treatment							
	Engagement in Treatment	78.0	98.4	↑	60	61	4 of 60	☺
	Employment							
	Planned Discharges							
	Level of Functioning Improvement							
Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free							
	Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Satisfaction								
Favorable Outcomes								
Service Quality								
Favorable Time to First Service								
Convenient Time								

Indicator Summary						
Comparing Score to State Average	↓ = 0	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☺ = 0	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

EAGLE RIDGE INSTITUTE (820)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
EAGLE RIDGE INSTITUTE (820)

**Clients Admitted and Served
at the Agency (CY03)**
185

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	42	58	0	24	69	65	11	10	2	3	15
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	43	33	71	42	24	63	27	9	3	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	2	10	0	15	3	0	0	1	2	\$1,040,190.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	31	154
Units of Service	0	3,876	510,239
Avg Hours Per Client	0.0	125.0	3,313.2
Avg Daily Census	0	11	1,398

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	18	81.8	68.7			43.3	6	37.5	39.3
61 Completed Court Commitment			0.0						3.0	3	18.8	4.3
62 Left ACA/ 90 Days			8.0	1	4.5	8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2	1	4.5	2.5			4.6	1	6.3	5.0
65 Incarcerated			0.1			0.1			0.8	2	12.5	2.4
66 Broke Rules			1.7			5.9			22.5	1	6.3	5.2
67 AWOL			14.9	2	9.1	11.4			12.2	3	18.8	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	73	65.2

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 EAGLE RIDGE INSTITUTE (820)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	100.0	↑	31	31	1 of 18			☺
	Community Tenure - 90 days	97.0	100.0	↑	31	31	1 of 18			☺
	Level of Functioning Improvement	69.5	95.0	↑	19	20	1 of 18			☺
	Planned Discharges	73.8	80.0	↑	16	20	7 of 18		☹	
	14-Day Followup	25.6	0.0	↓	0	14	16 of 16	☹		
	Initiation of Treatment	98.2	100.0	↑	15	15	1 of 18			☺
	Engagement in Treatment	9.7	6.7	↓	1	15	10 of 18		☹	
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	66.7	↑	10	15	9 of 57			☺
	Planned Discharges	46.7	46.2	↓	6	13	30 of 59		☹	
	Employment	14.5	62.5	↑	5	8	2 of 50			☺
	Initiation of Treatment	78.0	95.1	↑	97	102	5 of 60			☺
	Engagement in Treatment	63.2	93.1	↑	95	102	4 of 60			☺
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
	DUI Convictions Free	93.2	100.0	↑	2	2	1 of 56			☺
	Incarceration Free									
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	25	25	1 of 64			☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	8.00	↑	8.00	0.00	28 of 58		☹	
	Incarceration	1.38	-4.00	↓	0.00	4.00	43 of 53	☹		
	Clients With Wages	-2.49	4.00	↑	52.00	56.00	9 of 64			☺
	Median Wages	\$376.90	\$524.40	↑	\$970.60	\$1,495.10	27 of 64		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	85.7	↓	18	21	37 of 42	☹		
	Favorable Outcomes	93.8	95.5	↑	21	22	24 of 42		☹	
	Service Quality	95.4	83.3	↓	15	18	41 of 42	☹		
	Favorable Time to First Service	92.2	90.9	↓	20	22	30 of 42		☹	
	Convenient Time	92.2	90.9	↓	20	22	30 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 8	↑ = 15	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☹ = 8	☺ = 11	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

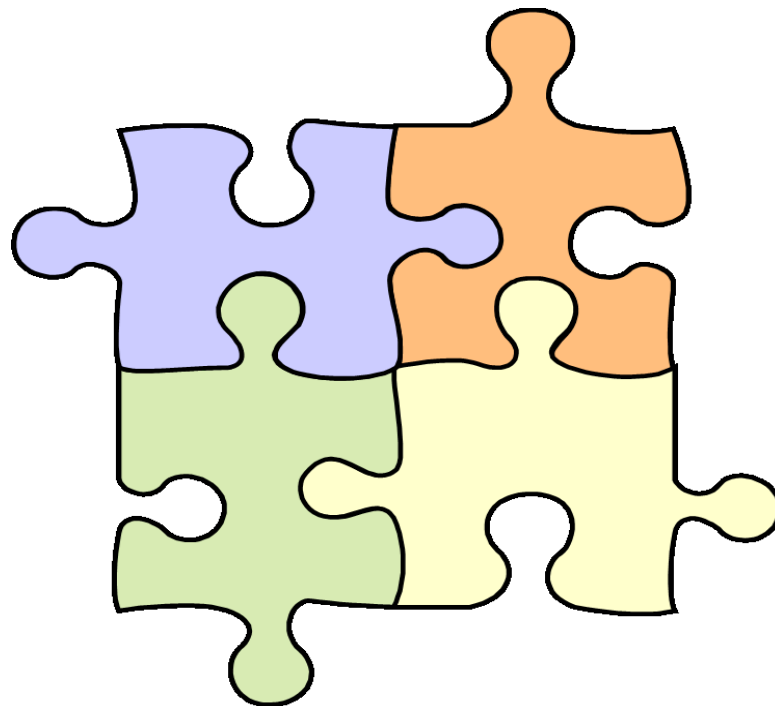
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

COPE, INC. (851)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
COPE, INC. (851)

**Clients Admitted and Served
at the Agency (CY03)**
240

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	83	18	0	24	58	49	39	6	1	3	2
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	23	12	20	16	14	45	7	2	77	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	5	8	1	16	1	0	1	0	10	\$212,500.00

Clients Admitted and Served by Level of Care

Detox	Residential		Halfway		Outpatient
Clients	0	Clients 0	Clients 0	Clients 0	Clients 240
Units of Service	0	Units of Service 0	Units of Service 0	Units of Service 0	Units of Service 702,250
Avg Hours Per Client	0.0	Avg Days Per Client 0.0	Avg Days Per Client 0.0	Avg Days Per Client 0.0	Avg Hours Per Client 2,926.0
Avg Daily Census	0	Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 1,924

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	44	86.3	39.3
61 Completed Court Commitment			0.0			1.2			3.0	2	3.9	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8	1	2.0	2.8
64 Transferred			8.2			2.5			4.6	2	3.9	5.0
65 Incarcerated			0.1			0.1			0.8	2	3.9	2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	126	69.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 COPE, INC. (851)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	0.0	↓	0	51	57 of 57	☹
	Planned Discharges	46.7	89.8	↑	44	49	4 of 59	☺
	Employment							
	Initiation of Treatment	78.0	76.7	↓	89	116	36 of 60	☹
	Engagement in Treatment	63.2	47.4	↓	55	116	50 of 60	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment								
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average	↓ = 3	↑ = 1	Quartiles			Bottom	Middle 2	Top
						☹ = 2	☹ = 1	☺ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CAA TURNING POINT (901)

Adult Clients

Provider Performance Management Report



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Provider Performance Management Report prepared May 2004
CAA TURNING POINT (901)

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at the Agency (CY03)**
432

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	52	48	0	25	59	60	28	7	0	4	1
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	24	16	71	22	31	57	17	2	9	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	8	2	0	12	4	0	1	0	1	\$454,235.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	1	2	434
Units of Service	0	0	585,596
Avg Hours Per Client	0.0	0.0	1,349.3
Avg Daily Census	0	0	1,604

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	119	37.2	39.3
61 Completed Court Commitment			0.0			1.2			3.0	10	3.1	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	105	32.8	26.9
63 Moved			0.3			0.3			6.8	8	2.5	2.8
64 Transferred			8.2			2.5			4.6	11	3.4	5.0
65 Incarcerated			0.1			0.1			0.8	21	6.6	2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2	1	0.3	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	45	14.1	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	23	7.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

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The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

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Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
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 CAA TURNING POINT (901)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	60.5	↑	141	233	16 of 57	☹
	Planned Discharges	46.7	50.2	↑	110	219	24 of 59	☹
	Employment	14.5	26.0	↑	33	127	17 of 50	☹
	Initiation of Treatment	78.0	72.5	↓	229	316	42 of 60	☹
	Engagement in Treatment	63.2	59.5	↓	188	316	30 of 60	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free	93.2	93.2	↓	44	41	31 of 56	☹
	Incarceration Free	87.0	87.5	↑	24	21	25 of 48	☹
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival	99.0	100.0	↑	274	274	1 of 64	☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions	7.16	9.49	↑	16.06	6.57	25 of 58	☹
	Incarceration	1.38	-0.36	↓	8.76	9.12	27 of 53	☹
	Clients With Wages	-2.49	-6.20	↓	55.84	49.64	52 of 64	☹
	Median Wages	\$376.90	\$169.30	↑	\$2,336.20	\$2,505.50	44 of 64	☹
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction	92.7	100.0	↑	72	72	1 of 42	☺
	Favorable Outcomes	93.8	87.3	↓	62	71	33 of 42	☹
	Service Quality	95.4	100.0	↑	70	70	1 of 42	☺
	Favorable Time to First Service	92.2	100.0	↑	71	71	1 of 42	☺
	Convenient Time	92.2	100.0	↑	71	71	1 of 42	☺

Indicator Summary												
Comparing Score to State Average				Quartiles			Bottom		Middle 2		Top	
↓ = 7		↑ = 10					☹ = 2		☹ = 10		☺ = 5	

Please See The Indicator Notes On The Next Page

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 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
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Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

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Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

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Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

HOMINY HEALTH SRVCS CTR INC. (902)

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Decision Support Services Division

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HOMINY HEALTH SRVCS CTR INC. (902)

**Clients Admitted and Served
at the Agency (CY03)**
101

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	41	59	0	32	54	74	1	19	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	18	10	72	20	4	31	36	1	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	3	0	5	0	0	0	0	1	\$110,721.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	100
Units of Service	0	0	94,601
Avg Hours Per Client	0.0	0.0	946.0
Avg Daily Census	0	0	259

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	22	37.9	39.3
61 Completed Court Commitment			0.0			1.2			3.0	5	8.6	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	4	6.9	26.9
63 Moved			0.3			0.3			6.8	3	5.2	2.8
64 Transferred			8.2			2.5			4.6	2	3.4	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	3	5.2	5.2
67 AWOL			14.9			11.4			12.2	16	27.6	5.2
68 Death						0.0			0.3	2	3.4	0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	1	1.7	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	20	29.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 HOMINY HEALTH SRVCS CTR INC. (902)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Level of Functioning Improvement	47.4	20.5	↓	9	44	40 of 57			☹
	Planned Discharges	46.7	35.6	↓	16	45	39 of 59			☹
	Employment	14.5	12.5	↓	3	24	31 of 50			☹
	Initiation of Treatment	78.0	91.2	↑	52	57	10 of 60			☺
	Engagement in Treatment	63.2	77.2	↑	44	57	14 of 60			☺
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
DUI Convictions Free	Incarceration Free	87.0	100.0	↑	1	1	1 of 48			☺
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 53	# Survivors in Year after Discharge 53	1 of 64			☺
Difference Between Post & Pre Treatment	DUI Convictions	7.16	-3.77	↓	% in Year before Discharge 0.00	% in Year following Discharge 3.77	58 of 58			☹
	Incarceration	1.38	1.89	↑	1.89	0.00	16 of 53			☹
	Clients With Wages	-2.49	1.89	↑	56.60	58.49	12 of 64			☺
	Median Wages	\$376.90	\$297.50	↑	\$1,500.00	\$1,797.50	37 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction	Favorable Outcomes	92.7	93.3	↑	14	15	26 of 42			☹
	Service Quality	93.8	66.7	↓	10	15	42 of 42			☹
	Favorable Time to First Service	95.4	85.7	↓	12	14	40 of 42			☹
	Convenient Time	92.2	93.3	↑	14	15	24 of 42			☹
		92.2	93.3	↑	14	15	24 of 42			☹

Indicator Summary									
Comparing Score to State Average		↓ = 7	↑ = 9	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 8	☺ = 5	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PALMER DRUG ABUSE PROGRAM INC. (903)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PALMER DRUG ABUSE PROGRAM INC. (903)

**Clients Admitted and Served
at the Agency (CY03)**
21

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	90	10	0	100	0	81	14	5	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	5	0	43	14	0	100	14	0	0	5
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	6	2	0	11	2	1	2	1	1	\$1,376,377.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	21
Units of Service	0	0	20,961
Avg Hours Per Client	0.0	0.0	998.1
Avg Daily Census	0	0	57

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	2	11.1	39.3
61 Completed Court Commitment			0.0			1.2			3.0	1	5.6	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	4	22.2	26.9
63 Moved			0.3			0.3			6.8	1	5.6	2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	5	27.8	5.2
67 AWOL			14.9			11.4			12.2	1	5.6	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	4	22.2	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	6	30.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PALMER DRUG ABUSE PROGRAM INC. (903)

All Adult
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	23.1	↓	3	13	39 of 57			☹
	Planned Discharges	46.7	15.4	↓	2	13	49 of 59	☹		
	Employment	14.5	12.5	↓	1	8	31 of 50			☹
	Initiation of Treatment	78.0	85.0	↑	17	20	18 of 60			☹
	Engagement in Treatment	63.2	65.0	↑	13	20	26 of 60			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☺ = 4	☺ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

METRO TULSA SUBSTANCE ABUSE SERVICE (904)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
METRO TULSA SUBSTANCE ABUSE SERVICE (904)

**Clients Admitted and Served
at the Agency (CY03)**
1,179

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	69	31	0	22	62	54	35	8	0	2	13
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	24	17	58	22	32	42	17	1	16	33
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	12	0	0	15	2	0	1	0	1	\$1,044,981.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	709	0	654
Units of Service	5,394	0	564,996
Avg Hours Per Client	7.6	0.0	863.9
Avg Daily Census	15	0	1,548

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	124	36.9	66.6				68.7			43.3	93	39.3
61 Completed Court Commitment			0.0				1.2			3.0	13	4.3
62 Left ACA/ 90 Days	82	24.4	8.0				8.6			5.3	64	26.9
63 Moved	2	0.6	0.3				0.3			6.8		2.8
64 Transferred	116	34.5	8.2				2.5			4.6	8	5.0
65 Incarcerated	2	0.6	0.1				0.1			0.8	6	2.4
66 Broke Rules	7	2.1	1.7				5.9			22.5		5.2
67 AWOL			14.9				11.4			12.2	4	5.2
68 Death							0.0			0.3		0.2
69 Failed to Begin Treatment	3	0.9	0.3				1.3			1.3	5	8.0
91 Administrative Discharge			0.0				0.0			0.0		0.6

	Count	Percent
Clients Not Seen Within 90 Days	611	56.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 METRO TULSA SUBSTANCE ABUSE SERVICE (904)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement	71.0	100.0	↑	3	3	1 of 9	
	Planned Discharges	72.9	61.0	↓	306	502	8 of 9	☹
	14-Day Follow-up	23.2	0.0	↓	0	240	8 of 8	☹
	Initiation of Treatment	16.3	17.6	↑	112	638	7 of 9	☹
	Engagement in Treatment	14.2	12.5	↑	80	638	7 of 9	☹
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
	Engagement in Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	46.8	↓	94	201	25 of 57	☹
	Planned Discharges	46.7	57.2	↑	115	201	18 of 59	☹
	Employment	14.5	32.6	↑	28	86	12 of 50	
	Initiation of Treatment	78.0	68.6	↓	188	274	46 of 60	☹
	Engagement in Treatment	63.2	48.2	↓	132	274	47 of 60	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free	93.2	92.2	↓	77	71	37 of 56	☹
	Incarceration Free	87.0	81.5	↓	65	53	32 of 48	☹
Post Discharge	Survival	99.0	99.1	↑	# Clients receiving Treatment 1,054	# Survivors in Year after Discharge 1,044	44 of 64	☹
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment	DUI Convictions	7.16	1.90	↓	7.31	5.41	50 of 58	☹
	Incarceration	1.38	-3.04	↓	6.17	9.20	40 of 53	☹
	Clients With Wages	-2.49	-5.31	↓	55.69	50.38	45 of 64	☹
	Median Wages	\$376.90	\$159.30	↑	\$1,805.30	\$1,964.70	45 of 64	☹
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Satisfaction								
Favorable Outcomes								
Service Quality								
Favorable Time to First Service								
Convenient Time								

Indicator Summary						
Comparing Score to State Average	↓ = 12	↑ = 5	Quartiles	Bottom	Middle 2	Top
				☹ = 5	☹ = 10	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

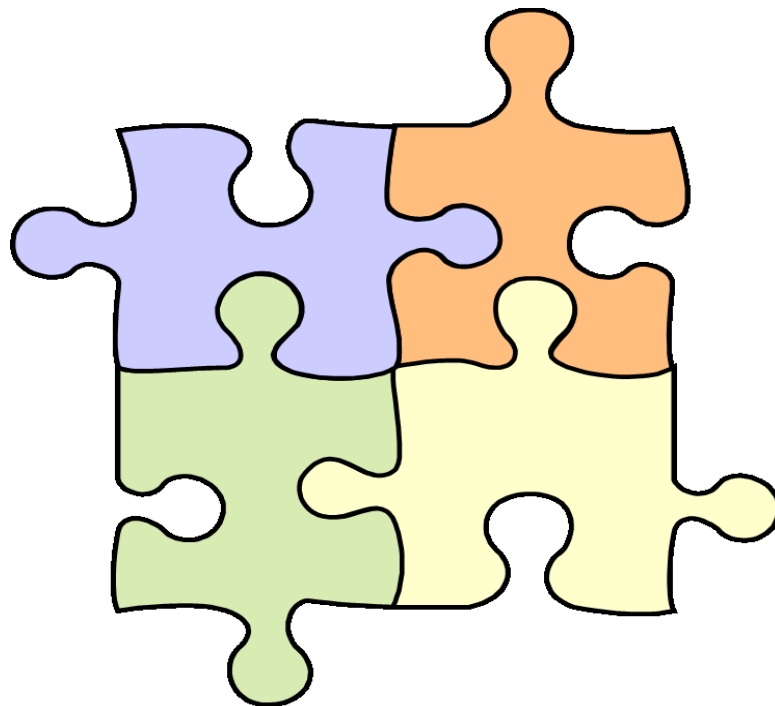
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (90%

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

**Clients Admitted and Served
at the Agency (CY03)**
139

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	55	45	0	27	63	56	20	22	1	0	1
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	50	44	33	60	21	56	14	5	38	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	2	0	4	1	0	1	0	0	\$157,032.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	139
Units of Service	0	0	254,793
Avg Hours Per Client	0.0	0.0	1,833.0
Avg Daily Census	0	0	698

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	6	60.0	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	1	10.0	5.0
65 Incarcerated			0.1			0.1			0.8	1	10.0	2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3	1	10.0	0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	1	10.0	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	82	94.3

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	12.5	↓	1	8	44 of 57			☹
	Planned Discharges	46.7	0.0	↓	0	7	59 of 59	☹		
	Employment	14.5	25.0	↑	1	4	18 of 50			☹
	Initiation of Treatment	78.0	76.3	↓	71	93	37 of 60			☹
	Engagement in Treatment	63.2	61.3	↓	57	93	29 of 60			☹
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
DUI Convictions Free		93.2	100.0	↑	1	1	1 of 56			☺
	Incarceration Free									
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	90.9	↓	11	10	63 of 64	☹		
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	9.09	↑	9.09	0.00	27 of 58			☹
	Incarceration	1.38	-9.09	↓	0.00	9.09	52 of 53	☹		
	Clients With Wages	-2.49	-18.18	↓	63.64	45.45	62 of 64	☹		
	Median Wages	\$376.90	-\$580.20	↓	\$1,696.30	\$1,116.10	60 of 64	☹		
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary									
Comparing Score to State Average		↓ = 8	↑ = 3	Quartiles		Bottom	Middle 2	Top	
						☹ = 5	☺ = 5	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NORMAN ALCOHOL INFORMATION CTR (906)

**Clients Admitted and Served
at the Agency (CY03)**
441

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	54	46	0	33	55	85	4	6	0	3	1
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	26	18	50	28	11	58	28	3	12	13
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
9	2	14	9	0	34	19	1	0	2	14	\$811,707.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	442
Units of Service	0	0	926,310
Avg Hours Per Client	0.0	0.0	2,095.7
Avg Daily Census	0	0	2,538

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	101	36.6	39.3
61 Completed Court Commitment			0.0			1.2			3.0	9	3.3	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	91	33.0	26.9
63 Moved			0.3			0.3			6.8	8	2.9	2.8
64 Transferred			8.2			2.5			4.6	18	6.5	5.0
65 Incarcerated			0.1			0.1			0.8	9	3.3	2.4
66 Broke Rules			1.7			5.9			22.5	7	2.5	5.2
67 AWOL			14.9			11.4			12.2	1	0.4	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	32	11.6	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	118	40.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NORMAN ALCOHOL INFORMATION CTR (906)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	55.3	↑	94	170	20 of 57		☹	
	Planned Discharges	46.7	39.9	↓	67	168	37 of 59		☹	
	Employment	14.5	26.8	↑	19	71	15 of 50			☺
	Initiation of Treatment	78.0	73.3	↓	189	258	40 of 60		☹	
	Engagement in Treatment	63.2	62.4	↓	161	258	28 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
	DUI Convictions Free	93.2	88.0	↓	25	22	48 of 56		☹	
	Incarceration Free	87.0	66.7	↓	9	6	39 of 48		☹	
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	98.7	↓	234	231	53 of 64		☹	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	2.14	↓	10.68	8.55	48 of 58		☹	
	Incarceration	1.38	0.85	↓	3.85	2.99	21 of 53			☹
	Clients With Wages	-2.49	-5.56	↓	68.80	63.25	48 of 64			☹
	Median Wages	\$376.90	\$250.10	↑	\$2,403.00	\$2,653.10	40 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	92.7	95.2	↑	20	21	20 of 42			☹
	Favorable Outcomes	93.8	100.0	↑	19	19	1 of 42			☺
	Service Quality	95.4	100.0	↑	20	20	1 of 42			☺
	Favorable Time to First Service	92.2	100.0	↑	21	21	1 of 42			☺
	Convenient Time	92.2	100.0	↑	21	21	1 of 42			☺

Indicator Summary										
Comparing Score to State Average		↓ = 10	↑ = 7	Quartiles			Bottom	Middle 2	Top	
							☹ = 4	☹ = 8	☺ = 5	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

N.E. OK COUNCIL ON ALCOHOLISM (907)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
N.E. OK COUNCIL ON ALCOHOLISM (907)

**Clients Admitted and Served
at the Agency (CY03)**
319

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	72	28	0	29	61	72	2	25	1	1	1
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	33	21	56	30	3	37	13	1	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	5	2	0	9	5	0	0	0	4	\$328,201.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	76	254
Units of Service	0	2,308	263,386
Avg Hours Per Client	0.0	30.4	1,037.0
Avg Daily Census	0	6	722

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	58	82.9	68.7	2	66.7	43.3	87	37.2	39.3
61 Completed Court Commitment			0.0	1	1.4	1.2			3.0	1	0.4	4.3
62 Left ACA/ 90 Days			8.0	2	2.9	8.6			5.3	107	45.7	26.9
63 Moved			0.3			0.3			6.8	2	0.9	2.8
64 Transferred			8.2	1	1.4	2.5			4.6	10	4.3	5.0
65 Incarcerated			0.1	1	1.4	0.1			0.8	3	1.3	2.4
66 Broke Rules			1.7	4	5.7	5.9	1	33.3	22.5	14	6.0	5.2
67 AWOL			14.9	3	4.3	11.4			12.2			5.2
68 Death						0.0			0.3	1	0.4	0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	9	3.8	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 N.E. OK COUNCIL ON ALCOHOLISM (907)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	98.7	↑	77	78	9 of 18		☹	
	Community Tenure - 90 days	97.0	97.4	↑	76	78	10 of 18		☹	
	Level of Functioning Improvement	69.5	77.9	↑	60	77	9 of 18		☹	
	Planned Discharges	73.8	85.5	↑	65	76	3 of 18			☺
	14-Day Followup	25.6	44.4	↑	4	9	1 of 16			☺
	Initiation of Treatment	98.2	100.0	↑	65	65	1 of 18			☺
	Engagement in Treatment	9.7	6.2	↓	4	65	13 of 18		☹	
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	50.3	↑	87	173	23 of 57		☹	
	Planned Discharges	46.7	41.7	↓	80	192	35 of 59		☹	
	Employment	14.5	11.2	↓	10	89	35 of 50		☹	
	Initiation of Treatment	78.0	70.3	↓	123	175	44 of 60		☹	
	Engagement in Treatment	63.2	56.0	↓	98	175	36 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
	DUI Convictions Free	93.2	96.9	↑	32	31	25 of 56		☹	
	Incarceration Free	87.0	95.5	↑	22	21	20 of 48		☹	
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.4	↑	329	327	35 of 64		☹	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	5.47	↓	9.73	4.26	36 of 58		☹	
	Incarceration	1.38	0.30	↓	6.69	6.38	22 of 53		☹	
	Clients With Wages	-2.49	-7.60	↓	55.62	48.02	56 of 64	☹		
	Median Wages	\$376.90	\$670.50	↑	\$1,687.10	\$2,357.50	18 of 64		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	97.0	↑	65	67	18 of 42		☹	
	Favorable Outcomes	93.8	94.0	↑	63	67	25 of 42		☹	
	Service Quality	95.4	98.3	↑	58	59	20 of 42		☹	
	Favorable Time to First Service	92.2	100.0	↑	67	67	1 of 42			☺
	Convenient Time	92.2	100.0	↑	67	67	1 of 42			☺

Indicator Summary									
Comparing Score to State Average		↓ = 8	↑ = 16	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 18	☺ = 5	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

PAYNE CO COUNSELING SVC,INC. (908)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PAYNE CO COUNSELING SVC,INC. (908)

**Clients Admitted and Served
at the Agency (CY03)**
118

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	73	28	0	55	39	84	6	7	2	2	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	8	8	78	4	3	28	8	2	4	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total		CADC	CAC	CCM	CPS	Other	
0	3	2	2	0	7		3	0	2	0	1	\$168,688.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	120
Units of Service	0	0	111,283
Avg Hours Per Client	0.0	0.0	927.4
Avg Daily Census	0	0	305

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	33	34.7	39.3
61 Completed Court Commitment			0.0			1.2			3.0	16	16.8	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	23	24.2	26.9
63 Moved			0.3			0.3			6.8	4	4.2	2.8
64 Transferred			8.2			2.5			4.6	2	2.1	5.0
65 Incarcerated			0.1			0.1			0.8	1	1.1	2.4
66 Broke Rules			1.7			5.9			22.5	5	5.3	5.2
67 AWOL			14.9			11.4			12.2	1	1.1	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	10	10.5	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	48	44.4

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PAYNE CO COUNSELING SVC, INC. (908)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	60.3	↑	47	78	17 of 57			☹
	Planned Discharges	46.7	40.0	↓	32	80	36 of 59			☹
	Employment	14.5	15.6	↑	5	32	27 of 50			☹
	Initiation of Treatment	78.0	75.0	↓	57	76	38 of 60			☹
	Engagement in Treatment	63.2	56.6	↓	43	76	35 of 60			☹
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	95.3	↑	64	61	27 of 56			☹
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.4	↑	155	154	36 of 64			☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	36.77	↑	41.29	4.52	2 of 58			☺
	Incarceration	1.38	0.00	↓	0.65	0.65	23 of 53			☹
	Clients With Wages	-2.49	-1.94	↑	60.00	58.06	29 of 64			☹
	Median Wages	\$376.90	\$370.40	↑	\$2,340.40	\$2,710.80	35 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction	Satisfaction	92.7	90.0	↓	27	30	34 of 42			☹
	Favorable Outcomes	93.8	80.0	↓	24	30	38 of 42			☹
	Service Quality	95.4	93.1	↓	27	29	33 of 42			☹
	Favorable Time to First Service	92.2	86.7	↓	26	30	38 of 42			☹
	Convenient Time	92.2	86.7	↓	26	30	38 of 42			☹

Indicator Summary									
Comparing Score to State Average		↓ = 10	↑ = 7	Quartiles			Bottom	Middle 2	Top
							☹ = 5	☹ = 10	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

S.W. YOUTH & FAMILY SERVICES (909)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
S.W. YOUTH & FAMILY SERVICES (909)

**Clients Admitted and Served
at the Agency (CY03)**
103

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	42	58	0	30	61	82	4	8	1	1	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	19	18	33	21	5	36	37	2	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	1	0	3	1	0	0	0	0	\$112,181.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	103
Units of Service	0	0	58,890
Avg Hours Per Client	0.0	0.0	571.7
Avg Daily Census	0	0	161

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	17	50.0	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	11	32.4	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	1	2.9	5.0
65 Incarcerated			0.1			0.1			0.8	1	2.9	2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	4	11.8	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	61	80.3

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.

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The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

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Includes all clients served at the agency, regardless of funding source.

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 S.W. YOUTH & FAMILY SERVICES (909)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	61.5	↑	8	13	15 of 57			☺
	Planned Discharges	46.7	46.2	↓	6	13	30 of 59		☹	
	Employment	14.5	20.0	↑	1	5	24 of 50		☹	
	Initiation of Treatment	78.0	77.3	↓	34	44	35 of 60		☹	
	Engagement in Treatment	63.2	56.8	↓	25	44	33 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
DUI Convictions Free		93.2	100.0	↑	1	1	1 of 56			☺
	Incarceration Free									
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	97.8	↓	45	44	61 of 64		☹	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	2.22	↓	2.22	0.00	47 of 58		☹	
	Incarceration									
	Clients With Wages	-2.49	2.22	↑	68.89	71.11	11 of 64			☺
Median Wages	\$376.90	\$674.90	↑	\$2,958.40	\$3,633.30	16 of 64			☺	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction		92.7	90.9	↓	10	11	33 of 42		☹	
	Favorable Outcomes	93.8	88.9	↓	8	9	30 of 42		☹	
	Service Quality	95.4	100.0	↑	9	9	1 of 42			☺
	Favorable Time to First Service	92.2	90.9	↓	10	11	30 of 42		☹	
	Convenient Time	92.2	90.9	↓	10	11	30 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 9	↑ = 6	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 7	☺ = 5	

Please See The Indicator Notes On The Next Page

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

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Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

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Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

DRUG RECOVERY, INC. (910)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
DRUG RECOVERY, INC. (910)

**Clients Admitted and Served
at the Agency (CY03)**
301

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	54	46	0	28	62	68	24	5	1	3	2
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	43	40	49	38	38	58	25	2	0	13
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
12	0	13	6	0	31	1	0	0	0	4	\$1,939,681.00

Clients Admitted and Served by Level of Care

Detox	Residential		Halfway			Outpatient	
Clients	0	Clients 121	Clients	29		Clients	178
Units of Service	0	Units of Service 11,096	Units of Service	1,900		Units of Service	250,352
Avg Hours Per Client	0.0	Avg Days Per Client 91.7	Avg Days Per Client	65.5		Avg Hours Per Client	1,406.5
Avg Daily Census	0	Avg Daily Census 30	Avg Daily Census	5		Avg Daily Census	686

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	30	28.0	68.7	11	42.3	43.3	50	40.0	39.3
61 Completed Court Commitment			0.0	10	9.3	1.2			3.0	1	0.8	4.3
62 Left ACA/ 90 Days			8.0	41	38.3	8.6	1	3.8	5.3	12	9.6	26.9
63 Moved			0.3			0.3			6.8	1	0.8	2.8
64 Transferred			8.2	1	0.9	2.5			4.6	5	4.0	5.0
65 Incarcerated			0.1	1	0.9	0.1	1	3.8	0.8	5	4.0	2.4
66 Broke Rules			1.7	19	17.8	5.9	11	42.3	22.5	29	23.2	5.2
67 AWOL			14.9	3	2.8	11.4	2	7.7	12.2	9	7.2	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3	2	1.9	1.3			1.3	13	10.4	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	6	2.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 DRUG RECOVERY, INC. (910)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	97.7	↓	125	128	14 of 18	☹		
	Community Tenure - 90 days	97.0	93.0	↓	119	128	18 of 18	☹		
	Level of Functioning Improvement	69.5	76.8	↑	76	99	11 of 18		☺	
	Planned Discharges	73.8	31.6	↓	31	98	18 of 18	☹		
	14-Day Followup	25.6	20.5	↓	8	39	8 of 16		☺	
	Initiation of Treatment	98.2	96.5	↓	55	57	17 of 18	☹		
	Engagement in Treatment	9.7	12.3	↑	7	57	6 of 18		☺	
Halfway	Level of Functioning Improvement	73.2	75.0	↑	12	16	4 of 10		☺	
	Planned Discharges	44.9	33.3	↓	7	21	7 of 12		☺	
	Employment	53.2	66.7	↑	10	15	4 of 11		☺	
	Initiation of Treatment	98.8	100.0	↑	22	22	1 of 11	☹		
	Engagement in Treatment	96.9	100.0	↑	22	22	1 of 11			☺
Outpatient	Level of Functioning Improvement	47.4	77.5	↑	69	89	7 of 57			☺
	Planned Discharges	46.7	49.5	↑	45	91	26 of 59		☺	
	Employment	14.5	25.0	↑	14	56	18 of 50		☺	
	Initiation of Treatment	78.0	94.3	↑	99	105	6 of 60			☺
	Engagement in Treatment	63.2	86.7	↑	91	105	7 of 60			☺
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	89.1	↓	46	41	43 of 56	☹		
	Incarceration Free	87.0	65.4	↓	26	17	44 of 48	☹		
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.0	↑	287	284	47 of 64		☺	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	11.15	↑	16.03	4.88	18 of 58		☺	
	Incarceration	1.38	-5.92	↓	9.06	14.98	48 of 53	☹		
	Clients With Wages	-2.49	-5.23	↓	61.32	56.10	43 of 64		☺	
	Median Wages	\$376.90	\$667.70	↑	\$1,564.20	\$2,232.00	19 of 64		☺	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	82.5	↓	235	285	39 of 42	☹		
	Favorable Outcomes	93.8	91.3	↓	262	287	28 of 42		☺	
	Service Quality	95.4	89.5	↓	238	266	36 of 42	☹		
	Favorable Time to First Service	92.2	84.6	↓	242	286	39 of 42	☹		
	Convenient Time	92.2	84.6	↓	242	286	39 of 42	☹		

Indicator Summary									
Comparing Score to State Average		↓ = 15	↑ = 14	Quartiles		Bottom	Middle 2	Top	
						☹ = 12	☺ = 13	☺ = 4	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TRI-CITY YOUTH & FAMILY CENTER (911)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
TRI-CITY YOUTH & FAMILY CENTER (911)

**Clients Admitted and Served
at the Agency (CY03)**
291

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	66	34	0	25	62	70	11	5	1	12	5
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	38	20	71	42	21	54	22	0	17	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	9	0	11	4	0	1	0	7	\$113,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	295
Units of Service	0	0	153,695
Avg Hours Per Client	0.0	0.0	521.0
Avg Daily Census	0	0	421

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	42	43.3	39.3
61 Completed Court Commitment			0.0			1.2			3.0	4	4.1	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	1	1.0	26.9
63 Moved			0.3			0.3			6.8	1	1.0	2.8
64 Transferred			8.2			2.5			4.6	3	3.1	5.0
65 Incarcerated			0.1			0.1			0.8	2	2.1	2.4
66 Broke Rules			1.7			5.9			22.5	41	42.3	5.2
67 AWOL			14.9			11.4			12.2	1	1.0	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	2	2.1	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	171	64.3

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.

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The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

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Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TRI-CITY YOUTH & FAMILY CENTER (911)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	8.3	↓	7	84	51 of 57	☹		
	Planned Discharges	46.7	42.9	↓	39	91	33 of 59		☹	
	Employment	14.5	1.3	↓	1	77	49 of 50	☹		
	Initiation of Treatment	78.0	80.7	↑	138	171	29 of 60		☹	
	Engagement in Treatment	63.2	62.6	↓	107	171	27 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	100.0	↑	1	1	1 of 56			☺
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	14	14	1 of 64			☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	7.14	↓	7.14	0.00	30 of 58		☹	
	Incarceration	1.38	7.14	↑	7.14	0.00	8 of 53			☺
	Clients With Wages	-2.49	0.00	↑	50.00	50.00	17 of 64		☹	
	Median Wages	\$376.90	-\$257.80	↓	\$3,534.50	\$3,276.70	54 of 64	☹		
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary									
Comparing Score to State Average		↓ = 6	↑ = 6	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 5	☺ = 4	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

STARTING POINT II, INC. (913)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
STARTING POINT II, INC. (913)

**Clients Admitted and Served
at the Agency (CY03)**
468

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	75	25	0	44	46	79	7	10	1	0	10
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	26	17	78	28	16	33	4	0	0	33
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
8	0	3	3	0	14	4	0	0	0	0	\$167,025.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	406	0	80
Units of Service	2,098	0	28,820
Avg Hours Per Client	5.2	0.0	360.2
Avg Daily Census	6	0	79

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	385	89.3	66.6				68.7			43.3	45	39.3
61 Completed Court Commitment			0.0				1.2			3.0	5	4.3
62 Left ACA/ 90 Days	36	8.4	8.0				8.6			5.3	7	26.9
63 Moved			0.3				0.3			6.8	1	2.8
64 Transferred	3	0.7	8.2				2.5			4.6	4	5.0
65 Incarcerated			0.1				0.1			0.8		2.4
66 Broke Rules	6	1.4	1.7				5.9			22.5	2	5.2
67 AWOL			14.9				11.4			12.2	1	5.2
68 Death							0.0			0.3		0.2
69 Failed to Begin Treatment	1	0.2	0.3				1.3			1.3	1	8.0
91 Administrative Discharge			0.0				0.0			0.0		0.6

	Count	Percent
Clients Not Seen Within 90 Days	6	1.2

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 STARTING POINT II, INC. (913)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement	71.0	96.9	↑	279	288	2 of 9			☺
	Planned Discharges	72.9	89.7	↑	390	435	4 of 9		☹	
	14-Day Follow-up	23.2	37.0	↑	20	54	7 of 8		☹	
	Initiation of Treatment	16.3	27.9	↑	83	297	5 of 9		☹	
	Engagement in Treatment	14.2	26.6	↑	79	297	5 of 9		☹	
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	63.6	↑	28	44	14 of 57			☺
	Planned Discharges	46.7	71.4	↑	40	56	9 of 59			☺
	Employment	14.5	5.0	↓	1	20	46 of 50	☹		
	Initiation of Treatment	78.0	72.7	↓	32	44	41 of 60		☹	
	Engagement in Treatment	63.2	47.7	↓	21	44	49 of 60	☹		
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	98.2	↑	56	55	23 of 56		☹	
	Incarceration Free	87.0	83.3	↓	12	10	29 of 48		☹	
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.6	↑	446	444	33 of 64		☹	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	7.62	↑	12.56	4.93	29 of 58		☹	
	Incarceration	1.38	-0.22	↓	2.69	2.91	26 of 53		☹	
	Clients With Wages	-2.49	-1.79	↑	53.81	52.02	26 of 64		☹	
	Median Wages	\$376.90	\$377.10	↑	\$1,896.20	\$2,273.40	34 of 64		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Consumer Survey (FY03 Clients)	Satisfaction	92.7	92.9	↑	39	42	27 of 42		☹	
	Favorable Outcomes	93.8	73.8	↓	31	42	40 of 42	☹		
	Service Quality	95.4	92.7	↓	38	41	34 of 42	☹		
	Favorable Time to First Service	92.2	92.9	↑	39	42	28 of 42		☹	
	Convenient Time	92.2	92.9	↑	39	42	28 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 7	↑ = 15	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☹ = 15	☺ = 3	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ADA AREA CHEMICAL DEP. CTR (914)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
ADA AREA CHEMICAL DEP. CTR (914)

**Clients Admitted and Served
at the Agency (CY03)**
94

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	48	52	0	31	57	79	10	10	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	29	18	59	32	3	51	30	3	0	5
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	4	2	0	6	2	0	0	0	3	\$96,088.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	94
Units of Service	0	0	114,724
Avg Hours Per Client	0.0	0.0	1,220.5
Avg Daily Census	0	0	314

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	37	44.6	39.3
61 Completed Court Commitment			0.0			1.2			3.0	2	2.4	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	5	6.0	26.9
63 Moved			0.3			0.3			6.8	8	9.6	2.8
64 Transferred			8.2			2.5			4.6	4	4.8	5.0
65 Incarcerated			0.1			0.1			0.8	2	2.4	2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2	9	10.8	5.2
68 Death						0.0			0.3	1	1.2	0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	15	18.1	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	6	8.2

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 ADA AREA CHEMICAL DEP. CTR (914)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	82.0	↑	41	50	3 of 57			☺
	Planned Discharges	46.7	60.0	↑	30	50	17 of 59		☹	
	Employment	14.5	47.6	↑	10	21	7 of 50			☺
	Initiation of Treatment	78.0	89.8	↑	53	59	12 of 60			☺
	Engagement in Treatment	63.2	74.6	↑	44	59	17 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	100.0	↑	23	23	1 of 56			☺
	Incarceration Free	87.0	83.3	↓	6	5	29 of 48		☹	
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	118	118	1 of 64			☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	16.10	↑	19.49	3.39	11 of 58			☺
	Incarceration	1.38	-3.39	↓	5.08	8.47	41 of 53		☹	
	Clients With Wages	-2.49	-5.93	↓	61.02	55.08	51 of 64		☹	
	Median Wages	\$376.90	\$729.30	↑	\$2,289.80	\$3,019.10	14 of 64			☺
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction	Satisfaction	92.7	94.5	↑	52	55	23 of 42		☹	
	Favorable Outcomes	93.8	88.7	↓	47	53	31 of 42		☹	
	Service Quality	95.4	96.2	↑	51	53	26 of 42		☹	
	Favorable Time to First Service	92.2	87.3	↓	48	55	36 of 42		☹	
	Convenient Time	92.2	87.3	↓	48	55	36 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 6	↑ = 11	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☹ = 6	☺ = 7	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

COMMUNITY ALCOHOLISM SERVICES (915)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
COMMUNITY ALCOHOLISM SERVICES (915)

**Clients Admitted and Served
at the Agency (CY03)**
155

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	73	27	0	18	62	62	5	30	0	1	18
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	16	13	74	14	4	21	14	0	1	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	1	1	0	5	2	0	0	0	1	\$151,611.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	153
Units of Service	0	0	272,164
Avg Hours Per Client	0.0	0.0	1,778.8
Avg Daily Census	0	0	746

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	65	63.1	39.3
61 Completed Court Commitment			0.0			1.2			3.0	1	1.0	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	2	1.9	26.9
63 Moved			0.3			0.3			6.8	15	14.6	2.8
64 Transferred			8.2			2.5			4.6	11	10.7	5.0
65 Incarcerated			0.1			0.1			0.8	4	3.9	2.4
66 Broke Rules			1.7			5.9			22.5	1	1.0	5.2
67 AWOL			14.9			11.4			12.2	4	3.9	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	25	21.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 COMMUNITY ALCOHOLISM SERVICES (915)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	78.2	↑	61	78	5 of 57	☹
	Planned Discharges	46.7	64.8	↑	57	88	13 of 59	☹
	Employment	14.5	37.2	↑	16	43	9 of 50	☹
	Initiation of Treatment	78.0	89.1	↑	90	101	13 of 60	☹
	Engagement in Treatment	63.2	84.2	↑	85	101	11 of 60	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free	93.2	94.4	↑	18	17	28 of 56	☹
	Incarceration Free	87.0	60.0	↓	10	6	47 of 48	☹
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival	99.0	99.0	↑	101	100	46 of 64	☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions	7.16	12.87	↑	17.82	4.95	13 of 58	☹
	Incarceration	1.38	3.96	↑	9.90	5.94	12 of 53	☹
	Clients With Wages	-2.49	-1.98	↑	61.39	59.41	30 of 64	☹
	Median Wages	\$376.90	\$412.20	↑	\$2,890.30	\$3,302.50	33 of 64	☹
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Consumer Survey (FY03 Clients)	Satisfaction	92.7	100.0	↑	3	3	1 of 42	☹
	Favorable Outcomes	93.8	100.0	↑	3	3	1 of 42	☹
	Service Quality	95.4	100.0	↑	3	3	1 of 42	☹
	Favorable Time to First Service	92.2	100.0	↑	3	3	1 of 42	☹
	Convenient Time	92.2	100.0	↑	3	3	1 of 42	☹

Indicator Summary												
Comparing Score to State Average				Quartiles			Bottom		Middle 2		Top	
↓ = 1		↑ = 16					☹ = 1		☹ = 4		☹ = 12	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

BROADWAY HOUSE, INC. (919)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
BROADWAY HOUSE, INC. (919)

**Clients Admitted and Served
at the Agency (CY03)**
48

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	100	0	0	2	69	85	4	8	0	2	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	42	29	77	27	19	44	8	0	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
											\$50,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	48
Units of Service	0	0	6,827
Avg Hours Per Client	0.0	0.0	142.2
Avg Daily Census	0	0	19

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7	10	26.3	43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3	12	31.6	6.8			2.8
64 Transferred			8.2			2.5	2	5.3	4.6			5.0
65 Incarcerated			0.1			0.1	1	2.6	0.8			2.4
66 Broke Rules			1.7			5.9	12	31.6	22.5			5.2
67 AWOL			14.9			11.4	1	2.6	12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 BROADWAY HOUSE, INC. (919)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement	73.2	96.6	↑	28	29	1 of 10			☺
	Planned Discharges	44.9	33.3	↓	10	30	7 of 12		☹	
	Employment	53.2	61.5	↑	16	26	5 of 11		☹	
	Initiation of Treatment	98.8	100.0	↑	49	49	1 of 11	☹		
	Engagement in Treatment	96.9	98.0	↑	48	49	8 of 11		☹	
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 1	↑ = 4	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☺ = 3	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TURNING POINT (925)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TURNING POINT (925)

Clients Admitted and Served
 at the Agency (CY03)
 205

All Adult
 Clients

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	65	35	0	29	60	70	7	17	0	1	1
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	26	13	67	29	6	61	10	1	14	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	2	2	2	0	7	3	0	0	0	2	\$138,848.00	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	207
Units of Service	0	0	108,050
Avg Hours Per Client	0.0	0.0	522.0
Avg Daily Census	0	0	296

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	28	57.1	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	14	28.6	26.9
63 Moved			0.3			0.3			6.8	2	4.1	2.8
64 Transferred			8.2			2.5			4.6	1	2.0	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	4	8.2	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	138	89.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TURNING POINT (925)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	3.1	↓	1	32	55 of 57	☹		
	Planned Discharges	46.7	68.8	↑	22	32	10 of 59			☺
	Employment	14.5	10.0	↓	1	10	39 of 50		☹	
	Initiation of Treatment	78.0	60.7	↓	65	107	52 of 60	☹		
	Engagement in Treatment	63.2	30.8	↓	33	107	59 of 60	☹		
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	93.2	87.5	↓	16	14	49 of 56	☹		
	Incarceration Free	87.0	75.0	↓	4	3	36 of 48		☹	
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 119	# Survivors in Year after Discharge 119	1 of 64			☺
	Difference Between Post & Pre Treatment				% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	10.08	↑	13.45	3.36	22 of 58		☹	
	Incarceration	1.38	-5.04	↓	3.36	8.40	47 of 53	☹		
	Clients With Wages	-2.49	-6.72	↓	64.71	57.98	53 of 64	☹		
	Median Wages	\$376.90	\$888.70	↑	\$1,819.30	\$2,708.00	10 of 64			☺
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Consumer Survey (FY03 Clients)	Satisfaction	92.7	100.0	↑	7	7	1 of 42			☺
	Favorable Outcomes	93.8	100.0	↑	8	8	1 of 42			☺
	Service Quality	95.4	87.5	↓	7	8	39 of 42	☹		
	Favorable Time to First Service	92.2	87.5	↓	7	8	35 of 42	☹		
	Convenient Time	92.2	87.5	↓	7	8	35 of 42	☹		

Indicator Summary									
Comparing Score to State Average		↓ = 11	↑ = 6	Quartiles		Bottom	Middle 2	Top	
						☹ = 9	☹ = 3	☺ = 5	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

EDMOND FAMILY SERVICES, INC. (929)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
EDMOND FAMILY SERVICES, INC. (929)

**Clients Admitted and Served
at the Agency (CY03)**
44

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	39	61	0	39	48	91	7	0	0	2	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	16	14	45	20	14	27	45	5	0	48
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	9	0	9	2	0	0	0	0	\$72,853.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	44
Units of Service	0	0	29,489
Avg Hours Per Client	0.0	0.0	670.2
Avg Daily Census	0	0	81

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	13	40.6	39.3
61 Completed Court Commitment			0.0			1.2			3.0	3	9.4	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	14	43.8	26.9
63 Moved			0.3			0.3			6.8	1	3.1	2.8
64 Transferred			8.2			2.5			4.6	1	3.1	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	8	24.2

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 EDMOND FAMILY SERVICES, INC. (929)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	88.9	↑	8	9	2 of 57			☺
	Planned Discharges	46.7	66.7	↑	6	9	12 of 59			☺
	Employment	14.5	50.0	↑	1	2	5 of 50			☺
	Initiation of Treatment	78.0	56.3	↓	9	16	57 of 60	☹		
	Engagement in Treatment	63.2	37.5	↓	6	16	56 of 60	☹		
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	88.9	↓	9	8	44 of 56	☹		
	Incarceration Free	87.0	100.0	↑	2	2	1 of 48			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	63	63	1 of 64			☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	9.52	↑	14.29	4.76	24 of 58			☹
	Incarceration	1.38	1.59	↑	3.17	1.59	18 of 53			☹
	Clients With Wages	-2.49	-3.17	↓	68.25	65.08	34 of 64			☹
	Median Wages	\$376.90	\$1,443.10	↑	\$2,760.00	\$4,203.10	2 of 64			☺
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction	Satisfaction	92.7	100.0	↑	6	6	1 of 42			☺
	Favorable Outcomes	93.8	83.3	↓	5	6	36 of 42	☹		
	Service Quality	95.4	100.0	↑	6	6	1 of 42			☺
	Favorable Time to First Service	92.2	100.0	↑	6	6	1 of 42			☺
	Convenient Time	92.2	100.0	↑	6	6	1 of 42			☺

Indicator Summary									
Comparing Score to State Average		↓ = 5	↑ = 12	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☺ = 3	☺ = 10	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PEOPLE INCORPORATED (933)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PEOPLE INCORPORATED (933)

**Clients Admitted and Served
at the Agency (CY03)**
236

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	13	87	0	33	63	65	5	24	0	1	4
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	29	18	73	34	7	58	26	13	1	4
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	7	11	0	18	4	0	2	0	8	\$275,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	238
Units of Service	0	0	551,715
Avg Hours Per Client	0.0	0.0	2,318.1
Avg Daily Census	0	0	1,512

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	9	8.0	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	78	69.0	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	4	3.5	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	1	0.9	5.2
67 AWOL			14.9			11.4			12.2	17	15.0	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	4	3.5	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	86	49.4

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PEOPLE INCORPORATED (933)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	8.6	↓	7	81	50 of 57	☹		
	Planned Discharges	46.7	7.9	↓	7	89	53 of 59	☹		
	Employment	14.5	9.5	↓	7	74	40 of 50		☺	
	Initiation of Treatment	78.0	94.0	↑	173	184	7 of 60			☺
	Engagement in Treatment	63.2	82.1	↑	151	184	12 of 60			☺

Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction		92.7	100.0	↑	6	6	1 of 42			☺
Favorable Outcomes		93.8	100.0	↑	5	5	1 of 42			☺
Service Quality		95.4	100.0	↑	5	5	1 of 42			☺
Favorable Time to First Service		92.2	100.0	↑	6	6	1 of 42			☺
Convenient Time		92.2	100.0	↑	6	6	1 of 42			☺

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 7	Quartiles			Bottom	Middle 2	Top	
							☹ = 2	☺ = 1	☺ = 7	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

GATEWAY TO PREVENTION/RECOVERY (934)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
GATEWAY TO PREVENTION/RECOVERY (934)

**Clients Admitted and Served
at the Agency (CY03)**
322

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	55	45	0	34	62	74	5	15	0	4	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	21	16	67	19	6	47	16	5	2	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
4	1	7	7	1	20	2	0	0	1	1	\$504,246.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	326
Units of Service	0	0	758,341
Avg Hours Per Client	0.0	0.0	2,326.2
Avg Daily Census	0	0	2,078

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	49	25.8	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	89	46.8	26.9
63 Moved			0.3			0.3			6.8	3	1.6	2.8
64 Transferred			8.2			2.5			4.6	9	4.7	5.0
65 Incarcerated			0.1			0.1			0.8	4	2.1	2.4
66 Broke Rules			1.7			5.9			22.5	1	0.5	5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3	2	1.1	0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	33	17.4	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	93	42.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 GATEWAY TO PREVENTION/RECOVERY (934)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	59.4	↑	76	128	18 of 57			☹
	Planned Discharges	46.7	29.4	↓	37	126	45 of 59			☹
	Employment	14.5	26.1	↑	18	69	16 of 50			☹
	Initiation of Treatment	78.0	83.3	↑	190	228	21 of 60			☹
	Engagement in Treatment	63.2	75.9	↑	173	228	15 of 60			☺
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	92.3	↓	13	12	34 of 56			☹
	Incarceration Free	87.0	81.8	↓	11	9	31 of 48			☹
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.2	↑	120	119	41 of 64			☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	5.00	↓	10.83	5.83	38 of 58			☹
	Incarceration	1.38	4.17	↑	9.17	5.00	11 of 53			☺
	Clients With Wages	-2.49	-5.83	↓	63.33	57.50	50 of 64	☹		
	Median Wages	\$376.90	\$532.20	↑	\$2,293.00	\$2,825.20	26 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction	Satisfaction	92.7	100.0	↑	6	6	1 of 42			☺
	Favorable Outcomes	93.8	100.0	↑	6	6	1 of 42			☺
	Service Quality	95.4	100.0	↑	6	6	1 of 42			☺
	Favorable Time to First Service	92.2	100.0	↑	6	6	1 of 42			☺
	Convenient Time	92.2	100.0	↑	6	6	1 of 42			☺

Indicator Summary									
Comparing Score to State Average		↓ = 5	↑ = 12	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 9	☺ = 7	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

MOORE ALC/DRUG CTR (935)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
MOORE ALC/DRUG CTR (935)

**Clients Admitted and Served
at the Agency (CY03)**
44

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	30	70	0	43	43	91	2	5	0	2	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	11	5	68	7	20	59	39	16	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	14	5	0	20	0	0	0	0	0	\$169,570.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	43
Units of Service	0	0	24,503
Avg Hours Per Client	0.0	0.0	569.8
Avg Daily Census	0	0	67

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	8	25.0	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	21	65.6	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	1	3.1	5.0
65 Incarcerated			0.1			0.1			0.8	1	3.1	2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	1	3.1	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MOORE ALC/DRUG CTR (935)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	47.6	↑	10	21	24 of 57		☹	
	Planned Discharges	46.7	34.8	↓	8	23	40 of 59		☹	
	Employment	14.5	38.5	↑	5	13	8 of 50			☺
	Initiation of Treatment	78.0	78.3	↑	18	23	33 of 60		☹	
	Engagement in Treatment	63.2	47.8	↓	11	23	48 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	93.2	100.0	↑	4	4	1 of 56			☺
	Incarceration Free									
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 92	# Survivors in Year after Discharge 92	1 of 64			☺
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions	7.16	3.26	↓	4.35	1.09	43 of 58			☹
	Incarceration	1.38	-1.09	↓	0.00	1.09	29 of 53			☹
	Clients With Wages	-2.49	-4.35	↓	56.52	52.17	40 of 64			☹
	Median Wages	\$376.90	\$636.30	↑	\$2,998.70	\$3,635.00	20 of 64			☹
Consumer Survey (FY03 Clients)										
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Consumer Survey (FY03 Clients)	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average	↓ = 5	↑ = 6		Quartiles	Bottom	Middle 2	Top			
					☹ = 1	☹ = 7	☺ = 3			

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TOTAL LIFE COUNSELING (938)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
TOTAL LIFE COUNSELING (938)

**Clients Admitted and Served
at the Agency (CY03)**
256

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	21	79	0	43	51	54	30	6	0	6	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	4	2	72	3	7	40	7	23	11	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	7	10	1	19	7	0	0	1	1	\$104,745.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	254
Units of Service	0	0	208,928
Avg Hours Per Client	0.0	0.0	822.5
Avg Daily Census	0	0	572

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	2	1.8	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	104	94.5	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	4	3.6	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	94	46.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TOTAL LIFE COUNSELING (938)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	77.9	↑	60	77	6 of 57			☺
	Planned Discharges	46.7	1.0	↓	1	104	58 of 59	☹		
	Employment	14.5	1.4	↓	1	69	48 of 50	☹		
	Initiation of Treatment	78.0	82.3	↑	158	192	24 of 60		☹	
	Engagement in Treatment	63.2	65.1	↑	125	192	25 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
DUI Convictions Free		93.2	88.9	↓	9	8	44 of 56	☹		
	Incarceration Free	87.0	100.0	↑	4	4	1 of 48			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	44	44	1 of 64			☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	18.18	↑	20.45	2.27	5 of 58			☺
	Incarceration	1.38	6.82	↑	9.09	2.27	9 of 53			☺
	Clients With Wages	-2.49	-6.82	↓	63.64	56.82	55 of 64	☹		
	Median Wages	\$376.90	-\$28.00	↓	\$2,649.60	\$2,621.60	50 of 64	☹		
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction		92.7	92.4	↓	73	79	29 of 42		☹	
Favorable Outcomes		93.8	85.3	↓	64	75	34 of 42	☹		
Service Quality		95.4	95.6	↑	65	68	30 of 42		☹	
Favorable Time to First Service		92.2	96.2	↑	75	78	19 of 42		☹	
Convenient Time		92.2	96.2	↑	75	78	19 of 42		☹	

Indicator Summary															
Comparing Score to State Average				Quartiles			Bottom			Middle 2			Top		
↓ = 7 ↑ = 10				☹ = 6			☹ = 6			☺ = 5					

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

LEFLORE CO. YOUTH/FAMILY SERVICES, INC. (939)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
LEFLORE CO. YOUTH/FAMILY SERVICES, INC. (939)

**Clients Admitted and Served
at the Agency (CY03)**
11

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	82	18	0	100	0	55	0	45	0	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	0	0	0	0	100	0	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	1	0	2	0	0	0	0	1	\$16,650.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	11
Units of Service	0	0	7,566
Avg Hours Per Client	0.0	0.0	687.8
Avg Daily Census	0	0	21

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	14	100.0	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 LEFLORE CO. YOUTH/FAMILY SERVICES, INC. (939)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement							
	Planned Discharges	46.7	100.0	↑	14	14	1 of 59	☺
	Employment							
	Initiation of Treatment	78.0	50.0	↓	1	2	58 of 60	☹
	Engagement in Treatment	63.2	50.0	↓	1	2	44 of 60	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free							
	Incarceration Free							
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 13	# Survivors in Year after Discharge 13	1 of 64	☺
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment								
Difference Between Post & Pre Treatment	DUI Convictions							
	Incarceration							
	Clients With Wages	-2.49	-7.69	↓	15.38	7.69	57 of 64	☹
	Median Wages	\$376.90	\$114.10	↑	\$475.50	\$589.50	49 of 64	☹
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Consumer Survey (FY03 Clients)	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average	↓ = 4	↑ = 2		Quartiles	Bottom	Middle 2	Top	
					☹ = 3	☺ = 1	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

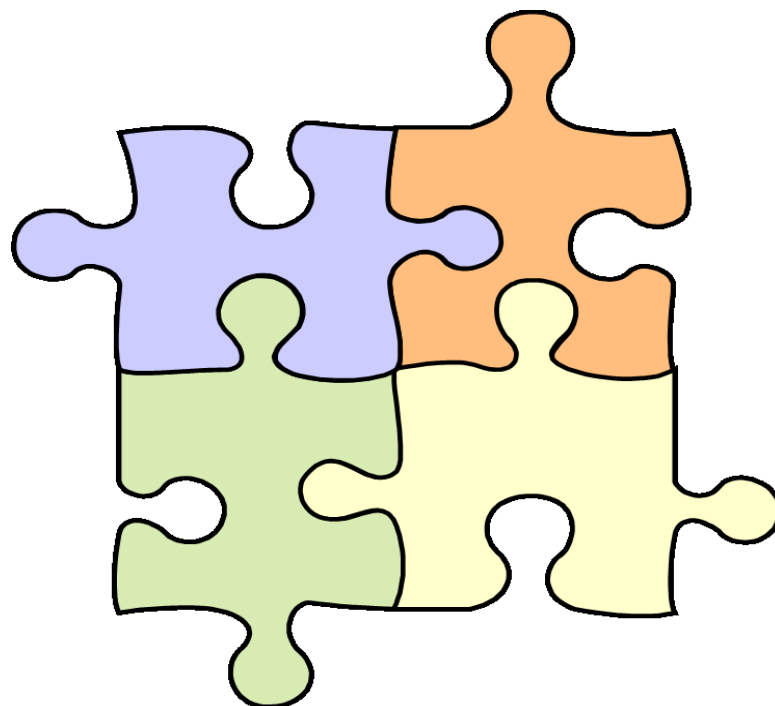
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

A BETTER CHANCE (940)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
A BETTER CHANCE (940)

**Clients Admitted and Served
at the Agency (CY03)**
178

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	10	90	0	13	56	70	17	7	0	1	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	0	0	0	0	100	3	0	98
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	4	12	1	18	0	0	0	1	1

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	178
Units of Service	0	0	10,265
Avg Hours Per Client	0.0	0.0	57.7
Avg Daily Census	0	0	28

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	163	100.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

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Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment							
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment							
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge		
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time							

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 0	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☺ = 0	☺ = 0

Please See The Indicator Notes On The Next Page

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

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Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

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Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

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Long-Term Outcome Notes:

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DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

**Clients Admitted and Served
at the Agency (CY03)**
93

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	51	49	0	35	52	85	9	0	0	3	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	25	19	76	20	16	53	19	0	10	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	4	1	6	2	0	0	0	0	\$106,140.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	93
Units of Service	0	0	108,374
Avg Hours Per Client	0.0	0.0	1,165.3
Avg Daily Census	0	0	297

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	20	27.0	39.3
61 Completed Court Commitment			0.0			1.2			3.0	14	18.9	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	24	32.4	26.9
63 Moved			0.3			0.3			6.8	2	2.7	2.8
64 Transferred			8.2			2.5			4.6	4	5.4	5.0
65 Incarcerated			0.1			0.1			0.8	1	1.4	2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2	9	12.2	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	22	28.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	64.6	↑	31	48	12 of 57			☺
	Planned Discharges	46.7	33.3	↓	16	48	41 of 59	☹		
	Employment	14.5	21.7	↑	5	23	22 of 50	☹		
	Initiation of Treatment	78.0	85.3	↑	58	68	17 of 60	☹		
	Engagement in Treatment	63.2	66.2	↑	45	68	24 of 60	☹		
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	100.0	↑	8	8	1 of 56			☺
	Incarceration Free	87.0	100.0	↑	2	2	1 of 48			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	46	46	1 of 64			☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	13.04	↑	17.39	4.35	12 of 58			☺
	Incarceration	1.38	0.00	↓	4.35	4.35	23 of 53	☹		
	Clients With Wages	-2.49	-8.70	↓	67.39	58.70	59 of 64	☹		
	Median Wages	\$376.90	\$886.20	↑	\$2,543.90	\$3,430.10	11 of 64			☺
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction	Satisfaction	92.7	100.0	↑	19	19	1 of 42			☺
	Favorable Outcomes	93.8	84.2	↓	16	19	35 of 42	☹		
	Service Quality	95.4	100.0	↑	15	15	1 of 42			☺
	Favorable Time to First Service	92.2	100.0	↑	19	19	1 of 42			☺
	Convenient Time	92.2	100.0	↑	19	19	1 of 42			☺

Indicator Summary									
Comparing Score to State Average		↓ = 4	↑ = 13	Quartiles		Bottom	Middle 2	Top	
						☹ = 2	☹ = 5	☺ = 10	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

INDIAN HEALTH CARE RESRCE CTR (943)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
INDIAN HEALTH CARE RESRCE CTR (943)

**Clients Admitted and Served
at the Agency (CY03)**
139

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	58	42	0	25	63	12	5	28	0	1	2
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	32	12	83	38	12	53	9	1	0	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	5	2	8	2	0	0	0	0	\$156,038.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	139
Units of Service	0	0	156,174
Avg Hours Per Client	0.0	0.0	1,123.6
Avg Daily Census	0	0	428

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	32	27.6	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	59	50.9	26.9
63 Moved			0.3			0.3			6.8	1	0.9	2.8
64 Transferred			8.2			2.5			4.6	5	4.3	5.0
65 Incarcerated			0.1			0.1			0.8	2	1.7	2.4
66 Broke Rules			1.7			5.9			22.5	3	2.6	5.2
67 AWOL			14.9			11.4			12.2	4	3.4	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	10	8.6	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	37	32.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 INDIAN HEALTH CARE RESRCE CTR (943)

All Adult
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	47.4	29.2	↓	26	89	37 of 57	☹
	Planned Discharges	46.7	31.8	↓	28	88	43 of 59	☹
	Employment	14.5	24.5	↑	13	53	21 of 50	☹
	Initiation of Treatment	78.0	77.7	↓	80	103	34 of 60	☹
	Engagement in Treatment	63.2	55.3	↓	57	103	38 of 60	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free	93.2	92.3	↓	13	12	34 of 56	☹
	Incarceration Free	87.0	62.5	↓	8	5	46 of 48	☹
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival	99.0	99.3	↑	148	147	37 of 64	☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions	7.16	2.70	↓	8.78	6.08	44 of 58	☹
	Incarceration	1.38	-2.70	↓	5.41	8.11	36 of 53	☹
	Clients With Wages	-2.49	-3.38	↓	63.51	60.14	35 of 64	☹
	Median Wages	\$376.90	\$146.00	↑	\$2,020.90	\$2,166.90	47 of 64	☹
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Consumer Survey (FY03 Clients)	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary						
Comparing Score to State Average	↓ = 10	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹ = 2	☹ = 10	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NATIVE AMERICAN CENTER OF RECOVERY (948)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NATIVE AMERICAN CENTER OF RECOVERY (948)

**Clients Admitted and Served
at the Agency (CY03)**
41

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	63	37	0	22	63	76	2	20	0	2	2
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	15	2	56	29	5	34	2	2	2	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	1	0	1	0	3	0	0	0	0	2	\$39,507.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	41
Units of Service	0	0	44,954
Avg Hours Per Client	0.0	0.0	1,096.4
Avg Daily Census	0	0	123

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	26	74.3	39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	1	2.9	26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6	2	5.7	5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2	4	11.4	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	2	5.7	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	1	2.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NATIVE AMERICAN CENTER OF RECOVERY (948)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	64.5	↑	20	31	13 of 57			☹
	Planned Discharges	46.7	78.8	↑	26	33	5 of 59			☹
	Employment	14.5	27.3	↑	3	11	13 of 50			☹
	Initiation of Treatment	78.0	81.6	↑	31	38	26 of 60		☹	
	Engagement in Treatment	63.2	73.7	↑	28	38	18 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
	DUI Convictions Free	93.2	88.9	↓	9	8	44 of 56		☹	
	Incarceration Free	87.0	50.0	↓	2	1	48 of 48		☹	
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	44	44	1 of 64			☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	18.18	↑	20.45	2.27	5 of 58			☹
	Incarceration	1.38	-6.82	↓	4.55	11.36	50 of 53		☹	
	Clients With Wages	-2.49	-4.55	↓	43.18	38.64	41 of 64			☹
	Median Wages	\$376.90	-\$112.00	↓	\$3,466.50	\$3,354.50	52 of 64		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 5	↑ = 7	Quartiles			Bottom	Middle 2	Top	
							☹ = 4	☹ = 3	☹ = 5	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ROGERS COUNTY DRUG ABUSE (949)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
ROGERS COUNTY DRUG ABUSE (949)

**Clients Admitted and Served
at the Agency (CY03)
203**

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	63	37	0	34	58	77	1	19	1	0	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	18	17	42	34	11	45	12	0	0	40
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	2	0	4	1	0	0	0	1	\$124,070.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	203
Units of Service	0	0	223,491
Avg Hours Per Client	0.0	0.0	1,100.9
Avg Daily Census	0	0	612

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5			5.2
67 AWOL			14.9			11.4			12.2	6	100.0	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	135	97.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 ROGERS COUNTY DRUG ABUSE (949)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	0.0	↓	0	6	57 of 57	☹		
	Planned Discharges	46.7	0.0	↓	0	6	59 of 59	☹		
	Employment	14.5	0.0	↓	0	2	50 of 50	☹		
	Initiation of Treatment	78.0	73.5	↓	83	113	39 of 60		☹	
	Engagement in Treatment	63.2	55.8	↓	63	113	37 of 60		☹	
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	93.3	↑	30	28	30 of 56		☹	
	Incarceration Free	87.0	100.0	↑	4	4	1 of 48			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	100.0	↑	116	116	1 of 64			☺
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	17.24	↑	25.86	8.62	8 of 58			☺
	Incarceration	1.38	2.59	↑	3.45	0.86	15 of 53		☹	
	Clients With Wages	-2.49	0.86	↑	53.45	54.31	15 of 64			☺
	Median Wages	\$376.90	\$1,331.80	↑	\$2,292.20	\$3,624.00	3 of 64			☺
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary									
Comparing Score to State Average	↓ = 5	↑ = 7	Quartiles			Bottom	Middle 2	Top	
			☹ = 3	☹ = 4	☹ = 5				

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

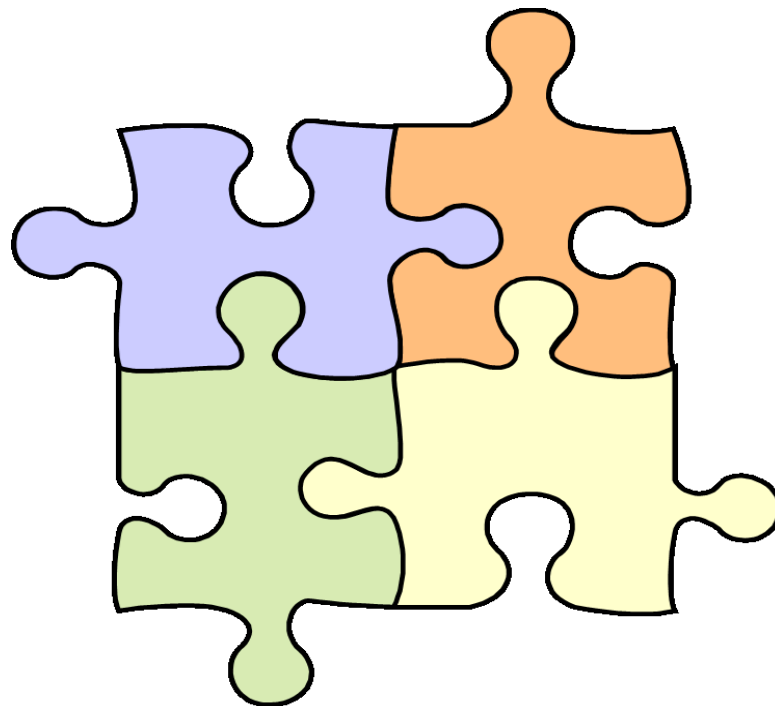
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CARE FOR CHANGE INC. (951)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
CARE FOR CHANGE INC. (951)

**Clients Admitted and Served
at the Agency (CY03)**
350

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	65	35	0	33	55	38	56	4	0	2	2
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	14	10	31	4	25	57	18	3	14	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	3	7	0	10	1	0	0	0	1	\$365,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	350
Units of Service	0	0	529,264
Avg Hours Per Client	0.0	0.0	1,512.2
Avg Daily Census	0	0	1,450

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	86	43.9	39.3
61 Completed Court Commitment			0.0			1.2			3.0	2	1.0	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	1	0.5	26.9
63 Moved			0.3			0.3			6.8	1	0.5	2.8
64 Transferred			8.2			2.5			4.6	1	0.5	5.0
65 Incarcerated			0.1			0.1			0.8	1	0.5	2.4
66 Broke Rules			1.7			5.9			22.5	2	1.0	5.2
67 AWOL			14.9			11.4			12.2	86	43.9	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	16	8.2	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	89	35.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 CARE FOR CHANGE INC. (951)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	12.4	↓	21	170	45 of 57			☹
	Planned Discharges	46.7	48.0	↑	82	171	29 of 59			☹
	Employment	14.5	0.0	↓	0	86	50 of 50	☹		
	Initiation of Treatment	78.0	69.5	↓	157	226	45 of 60			☹
	Engagement in Treatment	63.2	47.3	↓	107	226	51 of 60	☹		
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	91.4	↓	35	32	38 of 56			☹
	Incarceration Free	87.0	90.5	↑	95	86	24 of 48			☹
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.0	99.7	↑	347	346	30 of 64			☹
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.16	6.92	↓	10.09	3.17	33 of 58			☹
	Incarceration	1.38	22.77	↑	27.38	4.61	4 of 53			☺
	Clients With Wages	-2.49	8.36	↑	51.30	59.65	6 of 64			☺
	Median Wages	\$376.90	\$430.20	↑	\$2,034.10	\$2,464.30	31 of 64			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction	Satisfaction	92.7	97.3	↑	71	73	16 of 42			☹
	Favorable Outcomes	93.8	80.8	↓	59	73	37 of 42	☹		
	Service Quality	95.4	87.9	↓	58	66	38 of 42	☹		
	Favorable Time to First Service	92.2	95.9	↑	70	73	21 of 42			☹
	Convenient Time	92.2	95.9	↑	70	73	21 of 42			☹

Indicator Summary									
Comparing Score to State Average		↓ = 8	↑ = 9	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☹ = 11	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NW SUBSTANCE TREATMENT CNTR (953)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NW SUBSTANCE TREATMENT CNTR (953)

**Clients Admitted and Served
at the Agency (CY03)**
61

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	38	59	69	7	13	0	7	39
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	43	28	52	43	31	69	33	21	5	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	1	0	2	0	0	0	0	0	\$502,123.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	61	0
Units of Service	0	2,911	0
Avg Hours Per Client	0.0	47.7	0.0
Avg Daily Census	0	8	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	34	58.6	68.7			43.3			39.3
61 Completed Court Commitment			0.0	1	1.7	1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0	10	17.2	8.6			5.3			26.9
63 Moved			0.3	3	5.2	0.3			6.8			2.8
64 Transferred			8.2	4	6.9	2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7	4	6.9	5.9			22.5			5.2
67 AWOL			14.9	2	3.4	11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	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.

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The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NW SUBSTANCE TREATMENT CNTR (953)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	93.7	↓	59	63	18 of 18	☹		
	Community Tenure - 90 days	97.0	93.7	↓	59	63	17 of 18	☹		
	Level of Functioning Improvement	69.5	78.2	↑	43	55	8 of 18		☹	
	Planned Discharges	73.8	60.0	↓	33	55	15 of 18	☹		
	14-Day Followup	25.6	11.1	↓	1	9	13 of 16	☹		
	Initiation of Treatment	98.2	100.0	↑	38	38	1 of 18			☺
	Engagement in Treatment	9.7	5.3	↓	2	38	14 of 18	☹		
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.2	100.0	↑	3	3	1 of 56			☺
	Incarceration Free	87.0	100.0	↑	17	17	1 of 48			☺
Post Discharge	Survival	99.0	98.4	↓	# Clients receiving Treatment 122	# Survivors in Year after Discharge 120	55 of 64	☹		
Difference Between Post & Pre Treatment	DUI Convictions	7.16	2.46	↓	% in Year before Discharge 2.46	% in Year following Discharge 0.00	46 of 58	☹		
	Incarceration	1.38	13.11	↑	13.93	0.82	5 of 53			☺
	Clients With Wages	-2.49	-0.82	↑	20.49	19.67	24 of 64		☹	
	Median Wages	\$376.90	\$826.80	↑	\$919.50	\$1,746.30	12 of 64			☺

Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	92.3	↓	24	26	30 of 42		☹	
	Favorable Outcomes	93.8	100.0	↑	26	26	1 of 42			☺
	Service Quality	95.4	96.0	↑	24	25	29 of 42		☹	
	Favorable Time to First Service	92.2	96.2	↑	25	26	19 of 42		☹	
	Convenient Time	92.2	96.2	↑	25	26	19 of 42		☹	

Indicator Summary									
Comparing Score to State Average		↓ = 8	↑ = 11	Quartiles			Bottom	Middle 2	Top
				☹ = 7	☹ = 6	☺ = 6			

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NEW DIRECTIONS (957)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NEW DIRECTIONS (957)

**Clients Admitted and Served
at the Agency (CY03)**
133

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	28	65	53	19	19	1	2	0
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	56	47	26	57	30	52	6	2	100	0
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	4	0	1	6	4	1	1	0	2	\$168,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	133
Units of Service	0	0	783,296
Avg Hours Per Client	0.0	0.0	5,889.4
Avg Daily Census	0	0	2,146

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	17	73.9	39.3
61 Completed Court Commitment			0.0			1.2			3.0	3	13.0	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2			2.5			4.6			5.0
65 Incarcerated			0.1			0.1			0.8			2.4
66 Broke Rules			1.7			5.9			22.5	2	8.7	5.2
67 AWOL			14.9			11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	1	4.3	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	64	73.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment							
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment							
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge		
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time							

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 0	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☺ = 0	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

SPECIALIZED OUTPATIENT SERVICES, INC. (958)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
SPECIALIZED OUTPATIENT SERVICES, INC. (958)

**Clients Admitted and Served
at the Agency (CY03)**
174

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	47	53	0	35	58	44	20	4	0	31	1
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	7	7	79	13	26	57	15	3	3	35
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	3	8	0	12	5	0	2	0	7	\$255,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	174
Units of Service	0	0	310,399
Avg Hours Per Client	0.0	0.0	1,783.9
Avg Daily Census	0	0	850

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6			68.7			43.3	53	33.5	39.3
61 Completed Court Commitment			0.0			1.2			3.0	3	1.9	4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3	51	32.3	26.9
63 Moved			0.3			0.3			6.8	3	1.9	2.8
64 Transferred			8.2			2.5			4.6	22	13.9	5.0
65 Incarcerated			0.1			0.1			0.8	2	1.3	2.4
66 Broke Rules			1.7			5.9			22.5	3	1.9	5.2
67 AWOL			14.9			11.4			12.2	15	9.5	5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3	6	3.8	8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	Count	Percent
Clients Not Seen Within 90 Days	12	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 at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 SPECIALIZED OUTPATIENT SERVICES, INC. (958)

All Adult
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	47.4	39.7	↓	54	136	31 of 57			☹
	Planned Discharges	46.7	32.6	↓	46	141	42 of 59			☹
	Employment	14.5	10.9	↓	7	64	36 of 50			☹
	Initiation of Treatment	78.0	81.5	↑	128	157	27 of 60			☹
	Engagement in Treatment	63.2	75.8	↑	119	157	16 of 60			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction	92.7	100.0	↑	13	13	1 of 42			☺
	Favorable Outcomes	93.8	100.0	↑	13	13	1 of 42			☺
	Service Quality	95.4	100.0	↑	13	13	1 of 42			☺
	Favorable Time to First Service	92.2	100.0	↑	13	13	1 of 42			☺
	Convenient Time	92.2	100.0	↑	13	13	1 of 42			☺

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 7	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☹ = 5	☺ = 5	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TULSA WOMEN AND CHILDREN'S CENTER (959)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
TULSA WOMEN AND CHILDREN'S CENTER (959)

**Clients Admitted and Served
at the Agency (CY03)**
99

**All Adult
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	31	67	69	19	10	0	0	17
State Avg	59	41	0	27	61	69	15	12	0	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	38	30	32	44	39	53	34	32	7	13
State Avg	31	21	63	30	19	46	22	3	11	25

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	99	0
Units of Service	0	7,313	0
Avg Hours Per Client	0.0	73.9	0.0
Avg Daily Census	0	20	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			66.6	41	44.1	68.7			43.3			39.3
61 Completed Court Commitment			0.0			1.2			3.0			4.3
62 Left ACA/ 90 Days			8.0			8.6			5.3			26.9
63 Moved			0.3			0.3			6.8			2.8
64 Transferred			8.2	1	1.1	2.5			4.6			5.0
65 Incarcerated			0.1	1	1.1	0.1			0.8			2.4
66 Broke Rules			1.7	2	2.2	5.9			22.5			5.2
67 AWOL			14.9	48	51.6	11.4			12.2			5.2
68 Death						0.0			0.3			0.2
69 Failed to Begin Treatment			0.3			1.3			1.3			8.0
91 Administrative Discharge			0.0			0.0			0.0			0.6

	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TULSA WOMEN AND CHILDREN'S CENTER (959)

All Adult
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days	98.3	98.7	↑	74	75	10 of 18			☹
	Community Tenure - 90 days	97.0	98.7	↑	74	75	7 of 18			☹
	Level of Functioning Improvement	69.5	0.0	↓	0	60	18 of 18		☹	
	Planned Discharges	73.8	41.7	↓	25	60	17 of 18	☹		
	14-Day Followup	25.6	5.9	↓	1	17	15 of 16	☹		
	Initiation of Treatment	98.2	100.0	↑	52	52	1 of 18			☺
	Engagement in Treatment	9.7	1.9	↓	1	52	17 of 18	☹		
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
					% in Year before Discharge	% in Year following Discharge				
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival									
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 4	↑ = 3	Quartiles			Bottom	Middle 2	Top	
							☹ = 4	☺ = 2	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

HUMAN SKILLS & RESOURCES (461)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
HUMAN SKILLS & RESOURCES (461)

**Clients Admitted and Served
at the Agency (CY03)
201**

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	76	24	0	27	59	79	6	11	0	1	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	10	7	63	25	9	35	7	0	1	88
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	3	13	3	19	6	0	0	0	1	\$178,910.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	201
Units of Service	0	0	546,365
Avg Hours Per Client	0.0	0.0	2,718.2
Avg Daily Census	0	0	1,497

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										31	58.5	47.1
61 Completed Court Commitment										3	5.7	8.5
62 Left ACA/ 90 Days										1	1.9	13.8
63 Moved												0.3
64 Transferred												7.0
65 Incarcerated										3	5.7	9.8
66 Broke Rules										3	5.7	5.7
67 AWOL										12	22.6	5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	188	68.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 HUMAN SKILLS & RESOURCES (461)

Adult Drug
 Court
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	60.3	66.0	↑	35	53	9 of 15	☹
	Planned Discharges	56.3	62.0	↑	31	50	5 of 14	☹
	Employment	40.6	18.8	↓	3	16	13 of 14	☹
	Initiation of Treatment	93.2	91.7	↓	110	120	14 of 19	☹
	Engagement in Treatment	89.8	88.3	↓	106	120	14 of 19	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free							
	Incarceration Free							
Post Discharge	Survival	99.8	100.0	↑	# Clients receiving Treatment 1	# Survivors in Year after Discharge 1	1 of 13	☹
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment								
DUI Convictions	Incarceration							
	Clients With Wages	-7.58	-100.00	↓	100.00	0.00	13 of 13	☹
	Median Wages	\$555.10-\$2,572.80		↓	\$2,572.80	\$0.00	13 of 13	☹
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Satisfaction	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average	↓ = 5	↑ = 3		Quartiles	Bottom	Middle 2	Top	
					☹ = 4	☹ = 4	☺ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

PAYNE COUNTY DRUG COURT, INC. (462)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PAYNE COUNTY DRUG COURT, INC. (462)

**Clients Admitted and Served
at the Agency (CY03)**
42

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	76	24	0	40	55	79	10	12	0	0	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	10	5	55	12	5	64	10	10	0	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	1	1	0	3	1	1	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	42
Units of Service	0	0	74,471
Avg Hours Per Client	0.0	0.0	1,773.1
Avg Daily Census	0	0	204

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										1	9.1	47.1
61 Completed Court Commitment										10	90.9	8.5
62 Left ACA/ 90 Days												13.8
63 Moved												0.3
64 Transferred												7.0
65 Incarcerated												9.8
66 Broke Rules												5.7
67 AWOL												5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	4	25.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PAYNE COUNTY DRUG COURT, INC. (462)

Adult Drug
 Court
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Level of Functioning Improvement	60.3	18.2	↓	2	11	14 of 15			☹
	Planned Discharges	56.3	9.1	↓	1	11	12 of 14			☹
	Employment									
	Initiation of Treatment	93.2	100.0	↑	24	24	1 of 19			☺
	Engagement in Treatment	89.8	100.0	↑	24	24	1 of 19			☺

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 2	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☺ = 2	☺ = 2	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

FOCUS (463)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
FOCUS (463)

**Clients Admitted and Served
at the Agency (CY03)**
52

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	54	46	0	48	46	58	0	29	0	0	33
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	69	62	44	98	2	71	0	10	87	2
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	1	0	2	2	0	0	1	1

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	52
Units of Service	0	0	96,641
Avg Hours Per Client	0.0	0.0	1,858.5
Avg Daily Census	0	0	265

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										4	17.4	47.1
61 Completed Court Commitment										1	4.3	8.5
62 Left ACA/ 90 Days												13.8
63 Moved												0.3
64 Transferred										2	8.7	7.0
65 Incarcerated												9.8
66 Broke Rules										11	47.8	5.7
67 AWOL										4	17.4	5.5
68 Death												0.3
69 Failed to Begin Treatment										1	4.3	2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	4	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 at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 FOCUS (463)

Adult Drug
 Court
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	60.3	20.0	↓	3	15	13 of 15	☹
	Planned Discharges	56.3	6.3	↓	1	16	13 of 14	☹
	Employment	40.6	27.3	↓	3	11	10 of 14	☹
	Initiation of Treatment	93.2	100.0	↑	35	35	1 of 19	☺
	Engagement in Treatment	89.8	97.1	↑	34	35	6 of 19	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment								
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average	↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top
						☹ = 0	☹ = 4	☺ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

OKLAHOMA FAMILIES FIRST, INC. (467)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
OKLAHOMA FAMILIES FIRST, INC. (467)

**Clients Admitted and Served
at the Agency (CY03)**
26

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	69	31	0	27	65	69	0	31	0	0	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	42	38	92	77	0	81	8	0	0	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	2	3	0	5	1	0	0	0	3

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	26
Units of Service	0	0	139,247
Avg Hours Per Client	0.0	0.0	5,355.7
Avg Daily Census	0	0	381

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												47.1
61 Completed Court Commitment										1	16.7	8.5
62 Left ACA/ 90 Days										1	16.7	13.8
63 Moved												0.3
64 Transferred										1	16.7	7.0
65 Incarcerated										3	50.0	9.8
66 Broke Rules												5.7
67 AWOL												5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	3	33.3

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 OKLAHOMA FAMILIES FIRST, INC. (467)

Adult Drug
 Court
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	60.3	0.0	↓	0	6	15 of 15	☹
	Planned Discharges	56.3	0.0	↓	0	3	14 of 14	☹
	Employment	40.6	0.0	↓	0	2	14 of 14	☹
	Initiation of Treatment	93.2	100.0	↑	25	25	1 of 19	☺
	Engagement in Treatment	89.8	88.0	↓	22	25	15 of 19	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average	↓ = 4	↑ = 1	Quartiles	Bottom	Middle 2	Top		
				☹ = 4	☺ = 0	☺ = 1		

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

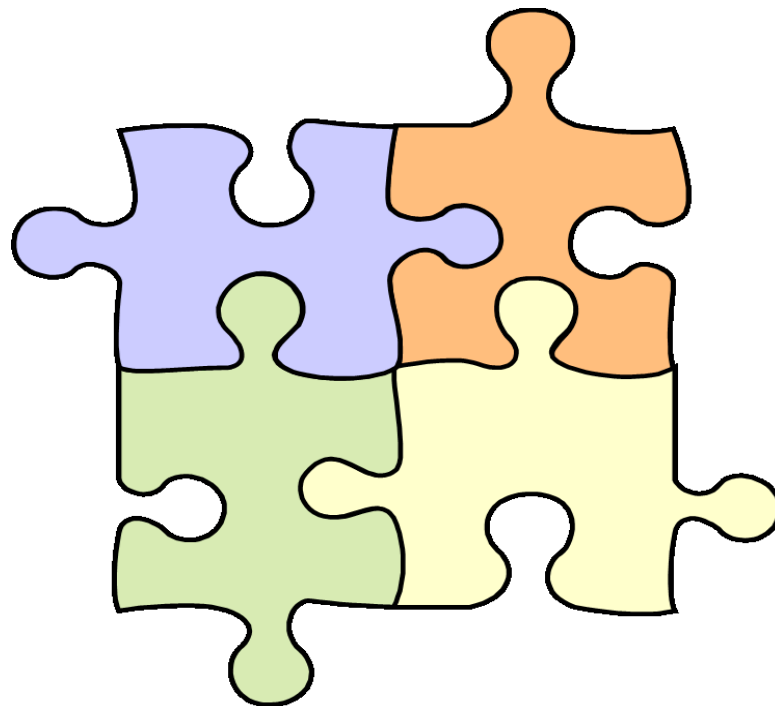
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

COUNSELING CENTER OF S.E. OKLAHOMA (471)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
COUNSELING CENTER OF S.E. OKLAHOMA (471)

**Clients Admitted and Served
at the Agency (CY03)**
28

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	64	36	0	29	57	68	14	11	0	7	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	43	29	68	18	18	36	43	4	21	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	6	2	0	8	0	0	1	0	5

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	28
Units of Service	0	0	81,264
Avg Hours Per Client	0.0	0.0	2,902.3
Avg Daily Census	0	0	223

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										2	28.6	47.1
61 Completed Court Commitment												8.5
62 Left ACA/ 90 Days												13.8
63 Moved												0.3
64 Transferred										2	28.6	7.0
65 Incarcerated										2	28.6	9.8
66 Broke Rules										1	14.3	5.7
67 AWOL												5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	55	30.2										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 COUNSELING CENTER OF S.E. OKLAHOMA (471)

Adult Drug
 Court
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	60.3	50.0	↓	1	2	11 of 15	☹
	Planned Discharges							
	Employment							
	Initiation of Treatment	93.2	100.0	↑	23	23	1 of 19	☺
	Engagement in Treatment	89.8	100.0	↑	23	23	1 of 19	☺
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average	↓ = 1	↑ = 2	Quartiles			Bottom	Middle 2	Top
						☹ = 0	☺ = 1	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

RIVERSIDE COUNSELING (476)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
RIVERSIDE COUNSELING (476)

**Clients Admitted and Served
at the Agency (CY03)**
26

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	77	23	0	15	69	77	0	15	0	0	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	19	0	42	54	4	0	15	0	23	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	6	0	6	1	0	1	0	0	\$51,800.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients 0	Clients 0	Clients 0	Clients 26
Units of Service 0	Units of Service 0	Units of Service 0	Units of Service 34,100
Avg Hours Per Client 0.0	Avg Days Per Client 0.0	Avg Days Per Client 0.0	Avg Hours Per Client 1,311.5
Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 93

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												47.1
61 Completed Court Commitment												8.5
62 Left ACA/ 90 Days										26	100.0	13.8
63 Moved												0.3
64 Transferred												7.0
65 Incarcerated												9.8
66 Broke Rules												5.7
67 AWOL												5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	38	76.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment							
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment							
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge		
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time							

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 0	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☺ = 0	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
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Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

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Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RED ROCK BEHAVIORAL HEALTH SVC (553)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
RED ROCK BEHAVIORAL HEALTH SVC (553)

**Clients Admitted and Served
at the Agency (CY03)**
6

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	83	17	0	17	83	100	0	0	0	0	0
State Avg	69	31	0	25	64	68	12	14	0	2	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	50	33	33	100	17	17	17	0	0	50	
State Avg	32	24	62	40	15	54	20	2	9	17	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	5	0	5	0	0	1	0	0	\$26,150.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	6
Units of Service	0	0	18,039
Avg Hours Per Client	0.0	0.0	3,006.4
Avg Daily Census	0	0	49

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									
		98	77.2									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 RED ROCK BEHAVIORAL HEALTH SVC (553)

Adult Drug
 Court
 Clients

Indicators								
<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Engagement in Treatment							
	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
Outpatient	Engagement in Treatment							
	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment	93.2	100.0	↑	6	6	1 of 19	☺
Engagement in Treatment	89.8	100.0	↑	6	6	1 of 19	☺	
Long-Term Outcomes (CY00 Clients)								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free							
	Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Consumer Survey (FY03 Clients)	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average	↓ = 0	↑ = 2		Quartiles	Bottom	Middle 2	Top	
					☹ = 0	☺ = 0	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TRI-CITY SUBSTANCE ABUSE CTR (639)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
TRI-CITY SUBSTANCE ABUSE CTR (639)

**Clients Admitted and Served
at the Agency (CY03)**
159

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	78	22	0	28	59	60	4	29	0	2	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	40	35	77	50	6	62	25	0	5	5
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total		CADC	CAC	CCM	CPS	Other	
1	1	5	0	0	7		4	0	1	0	7	\$192,505.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	159
Units of Service	0	0	553,467
Avg Hours Per Client	0.0	0.0	3,480.9
Avg Daily Census	0	0	1,516

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										34	47.9	47.1
61 Completed Court Commitment										10	14.1	8.5
62 Left ACA/ 90 Days												13.8
63 Moved												0.3
64 Transferred										5	7.0	7.0
65 Incarcerated										15	21.1	9.8
66 Broke Rules										1	1.4	5.7
67 AWOL										4	5.6	5.5
68 Death										1	1.4	0.3
69 Failed to Begin Treatment										1	1.4	2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	2	2.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TRI-CITY SUBSTANCE ABUSE CTR (639)

Adult Drug
 Court
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	60.3	70.5	↑	43	61	6 of 15		☹	
	Planned Discharges	56.3	67.3	↑	33	49	3 of 14			☺
	Employment	40.6	62.5	↑	5	8	3 of 14			☺
	Initiation of Treatment	93.2	94.7	↑	71	75	12 of 19		☹	
	Engagement in Treatment	89.8	92.0	↑	69	75	10 of 19		☹	
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	93.5	100.0	↑	3	3	1 of 10			☺
	Incarceration Free									
Post Discharge	Survival	99.8	100.0	↑	# Clients receiving Treatment 32	# Survivors in Year after Discharge 32	1 of 13		☹	
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions	7.38	6.25	↓	9.38	3.13	4 of 10		☹	
	Incarceration	-13.11	-9.38	↑	0.00	9.38	3 of 10			☺
	Clients With Wages	-7.58	0.00	↑	56.25	56.25	3 of 13			☺
	Median Wages	\$555.10	\$878.10	↑	\$2,986.60	\$3,864.70	6 of 13		☹	
Consumer Survey (FY03 Clients)										
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Consumer Survey (FY03 Clients)	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average	↓ = 1	↑ = 10		Quartiles	Bottom	Middle 2	Top			
					☹ = 1	☹ = 5	☺ = 5			

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

12 & 12, INC. (640)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
12 & 12, INC. (640)

**Clients Admitted and Served
at the Agency (CY03)**
33

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	85	15	0	30	64	85	12	0	0	3	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	27	24	61	30	12	55	42	3	0	21
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
4	0	3	2	0	9	4	0	0	0	4	\$33,880.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	2	4	0
Units of Service	0	0	0
Avg Hours Per Client	0.0	0.0	0.0
Avg Daily Census	0	0	0
			33
			83,854
			2,541.0
			230

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												47.1
61 Completed Court Commitment												8.5
62 Left ACA/ 90 Days												13.8
63 Moved												0.3
64 Transferred										5	71.4	7.0
65 Incarcerated												9.8
66 Broke Rules										1	14.3	5.7
67 AWOL												5.5
68 Death												0.3
69 Failed to Begin Treatment										1	14.3	2.0
91 Administrative Discharge			0.0			0.0			0.0			
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	22	1.8										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 12 & 12, INC. (640)

Adult Drug
 Court
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	60.3	0.0	↓	0	1	15 of 15	☹		
	Planned Discharges	56.3	66.7	↑	2	3	4 of 14			☺
	Employment	40.6	0.0	↓	0	1	14 of 14	☹		
	Initiation of Treatment	93.2	95.5	↑	21	22	9 of 19		☹	
	Engagement in Treatment	89.8	95.5	↑	21	22	8 of 19		☹	

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 2	↑ = 3	Quartiles			Bottom	Middle 2	Top	
							☹ = 2	☹ = 2	☺ = 1	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

THE OAKS REHAB. SERVICES CTR (655)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
THE OAKS REHAB. SERVICES CTR (655)

**Clients Admitted and Served
at the Agency (CY03)**
101

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	66	34	0	28	62	85	5	4	0	0	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	43	31	34	64	0	75	22	1	3	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	4	5	0	9	2	0	0	1	3	\$59,200.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	6	101
Units of Service	0	0	170,989
Avg Hours Per Client	0.0	0.0	1,693.0
Avg Daily Census	0	0	468

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										44	56.4	47.1
61 Completed Court Commitment										7	9.0	8.5
62 Left ACA/ 90 Days										12	15.4	13.8
63 Moved												0.3
64 Transferred										10	12.8	7.0
65 Incarcerated										4	5.1	9.8
66 Broke Rules												5.7
67 AWOL												5.5
68 Death												0.3
69 Failed to Begin Treatment										1	1.3	2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	44	6.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 THE OAKS REHAB. SERVICES CTR (655)

Adult Drug
 Court
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	60.3	72.5	↑	50	69	5 of 15			☺
	Planned Discharges	56.3	60.0	↑	39	65	6 of 14		☹	
	Employment	40.6	52.1	↑	25	48	7 of 14		☹	
	Initiation of Treatment	93.2	86.7	↓	39	45	18 of 19	☹		
	Engagement in Treatment	89.8	75.6	↓	34	45	19 of 19	☹		
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.5	100.0	↑	1	1	1 of 10			☺
	Incarceration Free									
Post Discharge	Survival	99.8	100.0	↑	# Clients receiving Treatment 5	# Survivors in Year after Discharge 5	1 of 13	☹		
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions	7.38	20.00	↑	20.00	0.00	2 of 10			☺
	Incarceration									
	Clients With Wages	-7.58	-20.00	↓	80.00	60.00	11 of 13	☹		
	Median Wages	\$555.10	\$1,148.20	↑	\$3,537.80	\$4,685.90	2 of 13			☺
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary									
Comparing Score to State Average		↓ = 3	↑ = 7	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☹ = 2	☺ = 4	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

EAGLE RIDGE INSTITUTE (820)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

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Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
EAGLE RIDGE INSTITUTE (820)

**Clients Admitted and Served
at the Agency (CY03)**
112

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	70	30	0	17	73	71	3	10	3	1	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	47	37	77	45	12	68	37	1	4	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	4	0	5	2	0	0	0	0	\$116,072.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	112
Units of Service	0	0	360,867
Avg Hours Per Client	0.0	0.0	3,222.0
Avg Daily Census	0	0	989

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										6	37.5	47.1
61 Completed Court Commitment										3	18.8	8.5
62 Left ACA/ 90 Days												13.8
63 Moved												0.3
64 Transferred										1	6.3	7.0
65 Incarcerated										2	12.5	9.8
66 Broke Rules										1	6.3	5.7
67 AWOL										3	18.8	5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	73	65.2

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 EAGLE RIDGE INSTITUTE (820)

Adult Drug
 Court
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	60.3	66.7	↑	10	15	8 of 15		☹	
	Planned Discharges	56.3	46.2	↓	6	13	11 of 14		☹	
	Employment	40.6	62.5	↑	5	8	3 of 14			☺
	Initiation of Treatment	93.2	94.7	↑	71	75	12 of 19		☹	
	Engagement in Treatment	89.8	94.7	↑	71	75	9 of 19		☹	

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 4	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☹ = 4	☺ = 1

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CAA TURNING POINT (901)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
CAA TURNING POINT (901)

**Clients Admitted and Served
at the Agency (CY03)**
99

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	48	52	0	8	82	58	34	7	0	2	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	35	27	71	32	57	42	16	3	19	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	6	2	0	9	4	0	1	0	1	\$134,680.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	1	0	99
Units of Service	0	0	296,397
Avg Hours Per Client	0.0	0.0	2,993.9
Avg Daily Census	0	0	812

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										17	32.1	47.1
61 Completed Court Commitment												8.5
62 Left ACA/ 90 Days										21	39.6	13.8
63 Moved												0.3
64 Transferred												7.0
65 Incarcerated										13	24.5	9.8
66 Broke Rules												5.7
67 AWOL										1	1.9	5.5
68 Death												0.3
69 Failed to Begin Treatment										1	1.9	2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	23	7.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 CAA TURNING POINT (901)

Adult Drug
 Court
 Clients

Indicators									
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	60.3	37.8	↓	17	45	12 of 15		☹
	Planned Discharges	56.3	50.0	↓	17	34	10 of 14		☹
	Employment	40.6	36.4	↓	8	22	9 of 14		☹
	Initiation of Treatment	93.2	91.3	↓	63	69	15 of 19	☹	
	Engagement in Treatment	89.8	87.0	↓	60	69	16 of 19	☹	
Long-Term Outcomes (CY00 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free	93.5	85.7	↓	7	6	8 of 10	☹	
	Incarceration Free	60.0	66.7	↑	3	2	4 of 7		☹
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge			
	Survival	99.8	100.0	↑	59	59	1 of 13	☹	
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge			
	DUI Convictions	7.38	3.39	↓	11.86	8.47	5 of 10		☹
	Incarceration	-13.11	-20.34	↓	5.08	25.42	8 of 10	☹	
	Clients With Wages	-7.58	-8.47	↓	62.71	54.24	9 of 13		☹
	Median Wages	\$555.10	-\$13.60	↓	\$2,661.40	\$2,647.80	11 of 13	☹	
Consumer Survey (FY03 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Satisfaction									
Favorable Outcomes									
Service Quality									
Favorable Time to First Service									
Convenient Time									

Indicator Summary									
Comparing Score to State Average		↓ = 10	↑ = 2	Quartiles		Bottom	Middle 2	Top	
						☹ = 6	☹ = 6	☹ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

PALMER DRUG ABUSE PROGRAM INC. (903)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PALMER DRUG ABUSE PROGRAM INC. (903)

**Clients Admitted and Served
at the Agency (CY03)**
1

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	100	0	0	100	0	100	0	0	0	0	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	100	100	0	100	0	0	0	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	1	1	0	3	0	1	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	1
Units of Service	0	0	180
Avg Hours Per Client	0.0	0.0	180.0
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												47.1
61 Completed Court Commitment												8.5
62 Left ACA/ 90 Days												13.8
63 Moved												0.3
64 Transferred												7.0
65 Incarcerated												9.8
66 Broke Rules												5.7
67 AWOL										1	100.0	5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	6	30.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PALMER DRUG ABUSE PROGRAM INC. (903)

Adult Drug
 Court
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Engagement in Treatment							
	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
Outpatient	Engagement in Treatment							
	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment	93.2	100.0	↑	1	1	1 of 19	☺
Engagement in Treatment	89.8	100.0	↑	1	1	1 of 19	☺	
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free							
	Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment								
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary						
Comparing Score to State Average	↓ = 0	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☺ = 0	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

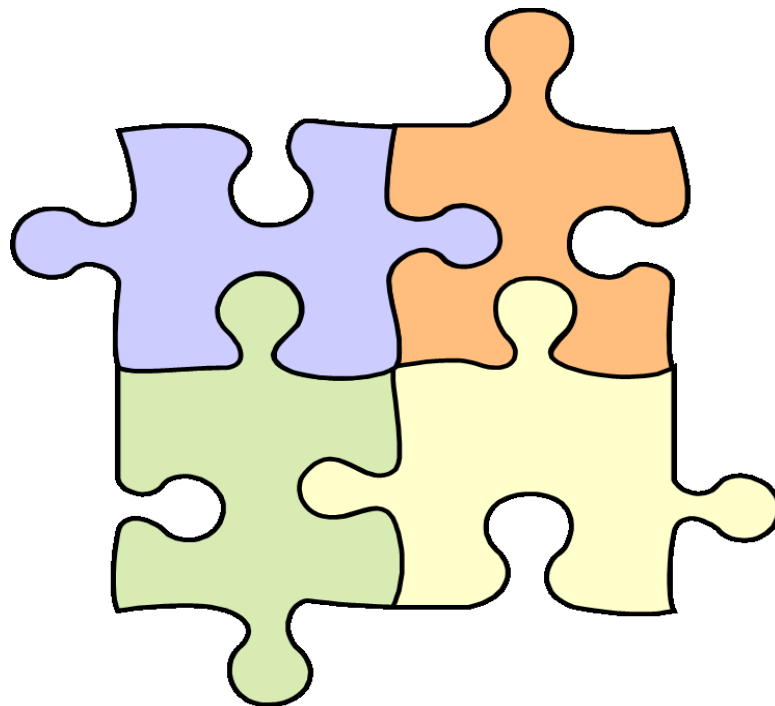
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

METRO TULSA SUBSTANCE ABUSE SERVICE (904)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
METRO TULSA SUBSTANCE ABUSE SERVICE (904)

**Clients Admitted and Served
at the Agency (CY03)**
159

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	78	22	0	20	62	62	22	10	1	4	2
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	15	7	70	15	16	45	18	0	12	16
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	9	0	0	9	0	0	1	0	0	\$233,840.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	33	0	162
Units of Service	0	0	342,436
Avg Hours Per Client	0.0	0.0	2,113.8
Avg Daily Census	0	0	938

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										67	73.6	47.1
61 Completed Court Commitment										9	9.9	8.5
62 Left ACA/ 90 Days										1	1.1	13.8
63 Moved												0.3
64 Transferred										5	5.5	7.0
65 Incarcerated										6	6.6	9.8
66 Broke Rules												5.7
67 AWOL										3	3.3	5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			
Clients Not Seen Within 90 Days	<u>Count</u>	<u>Percent</u>										
	611	56.6										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

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Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 METRO TULSA SUBSTANCE ABUSE SERVICE (904)

Adult Drug
 Court
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	60.3	65.6	↑	61	93	10 of 15		☹	
	Planned Discharges	56.3	81.6	↑	71	87	1 of 14			☺
	Employment	40.6	55.6	↑	15	27	5 of 14		☹	
	Initiation of Treatment	93.2	82.1	↓	32	39	19 of 19	☹		
	Engagement in Treatment	89.8	76.9	↓	30	39	18 of 19	☹		
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.5	100.0	↑	5	5	1 of 10			☺
	Incarceration Free	60.0	60.0	↑	10	6	5 of 7		☹	
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.8	100.0	↑	89	89	1 of 13	☹		
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.38	1.12	↓	5.62	4.49	9 of 10	☹		
	Incarceration	-13.11	-12.36	↑	11.24	23.60	6 of 10		☹	
	Clients With Wages	-7.58	-13.48	↓	73.03	59.55	10 of 13		☹	
	Median Wages	\$555.10	\$1,118.20	↑	\$2,389.70	\$3,507.90	3 of 13			☺
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 4	↑ = 8	Quartiles			Bottom	Middle 2	Top	
							☹ = 4	☹ = 5	☺ = 3	

Please See The Indicator Notes On The Next Page

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

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Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

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Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (90%

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

**Clients Admitted and Served
at the Agency (CY03)**
45

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	61	39	0	24	70	41	30	28	0	0	2
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	51	44	41	54	33	57	30	4	20	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	1	0	2	0	0	1	0	0	\$59,200.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	46
Units of Service	0	0	141,981
Avg Hours Per Client	0.0	0.0	3,086.5
Avg Daily Census	0	0	389

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												47.1
61 Completed Court Commitment												8.5
62 Left ACA/ 90 Days												13.8
63 Moved												0.3
64 Transferred												7.0
65 Incarcerated										1	50.0	9.8
66 Broke Rules												5.7
67 AWOL												5.5
68 Death										1	50.0	0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	82	94.3

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.

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Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Adult Drug
 Court
 Clients

Indicators									
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	60.3	0.0	↓	0	1	15 of 15	☹	
	Planned Discharges								
	Employment								
	Initiation of Treatment	93.2	95.0	↑	19	20	11 of 19		☹
	Engagement in Treatment	89.8	90.0	↑	18	20	13 of 19		☹
Long-Term Outcomes (CY00 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
Post Discharge	Survival	99.8	100.0	↑	# Clients receiving Treatment 1	# Survivors in Year after Discharge 1	1 of 13		☹
					% in Year before Discharge	% in Year following Discharge			
Difference Between Post & Pre Treatment	DUI Convictions								
	Incarceration	-13.11	-100.00	↓	0.00	100.00	10 of 10		☹
	Clients With Wages	-7.58	0.00	↑	0.00	0.00	3 of 13		☺
	Median Wages	\$555.10	\$0.00	↑	\$0.00	\$0.00	10 of 13		☹
Consumer Survey (FY03 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Satisfaction									
Favorable Outcomes									
Service Quality									
Favorable Time to First Service									
Convenient Time									

Indicator Summary									
Comparing Score to State Average	↓ = 3	↑ = 4		Quartiles	Bottom	Middle 2	Top		
					☹ = 3	☹ = 3	☺ = 1		

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NORMAN ALCOHOL INFORMATION CTR (906)

**Clients Admitted and Served
at the Agency (CY03)**
102

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	66	34	0	28	57	87	5	5	1	1	1
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	31	25	54	43	9	65	25	3	6	16
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
6	2	7	6	0	21	14	1	0	1	6	\$113,080.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	103
Units of Service	0	0	349,865
Avg Hours Per Client	0.0	0.0	3,396.7
Avg Daily Census	0	0	959

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										23	54.8	47.1
61 Completed Court Commitment										7	16.7	8.5
62 Left ACA/ 90 Days										3	7.1	13.8
63 Moved										1	2.4	0.3
64 Transferred										1	2.4	7.0
65 Incarcerated										3	7.1	9.8
66 Broke Rules										1	2.4	5.7
67 AWOL												5.5
68 Death												0.3
69 Failed to Begin Treatment										3	7.1	2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	118	40.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NORMAN ALCOHOL INFORMATION CTR (906)

Adult Drug
 Court
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	60.3	77.3	↑	17	22	3 of 15			☺
	Planned Discharges	56.3	68.2	↑	15	22	2 of 14			☺
	Employment	40.6	55.6	↑	5	9	5 of 14		☹	
	Initiation of Treatment	93.2	87.5	↓	56	64	17 of 19	☹		
	Engagement in Treatment	89.8	82.8	↓	53	64	17 of 19	☹		
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	93.5	100.0	↑	1	1	1 of 10			☺
	Incarceration Free	60.0	0.0	↓	1	0	7 of 7	☹		
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.8	100.0	↑	10	10	1 of 13	☹		
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.38	0.00	↓	10.00	10.00	10 of 10	☹		
	Incarceration	-13.11	-10.00	↑	10.00	20.00	4 of 10		☹	
	Clients With Wages	-7.58	10.00	↑	80.00	90.00	1 of 13			☺
	Median Wages	\$555.10	-\$447.00	↓	\$3,128.30	\$2,681.30	12 of 13	☹		
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Consumer Survey (FY03 Clients)	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average	↓ = 5	↑ = 7		Quartiles	Bottom	Middle 2	Top			
					☹ = 6	☹ = 2	☺ = 4			

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

N.E. OK COUNCIL ON ALCOHOLISM (907)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
N.E. OK COUNCIL ON ALCOHOLISM (907)

**Clients Admitted and Served
at the Agency (CY03)**
73

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	69	31	0	23	69	66	3	31	1	0	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	30	18	46	38	3	39	9	0	0	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	5	2	0	9	5	0	0	0	4	\$82,880.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	7	74
Units of Service	0	0	176,117
Avg Hours Per Client	0.0	0.0	2,380.0
Avg Daily Census	0	0	483

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										28	53.8	47.1
61 Completed Court Commitment												8.5
62 Left ACA/ 90 Days										15	28.8	13.8
63 Moved												0.3
64 Transferred										6	11.5	7.0
65 Incarcerated										2	3.8	9.8
66 Broke Rules										1	1.9	5.7
67 AWOL												5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 N.E. OK COUNCIL ON ALCOHOLISM (907)

Adult Drug
 Court
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	60.3	67.4	↑	31	46	7 of 15			☹
	Planned Discharges	56.3	58.3	↑	28	48	7 of 14			☹
	Employment	40.6	27.3	↓	6	22	10 of 14			☹
	Initiation of Treatment	93.2	90.7	↓	39	43	16 of 19	☹		
	Engagement in Treatment	89.8	90.7	↑	39	43	11 of 19			☹
Long-Term Outcomes (CY00 Clients)										
		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free	93.5	100.0	↑	2	2	1 of 10			☺
	Incarceration Free	60.0	100.0	↑	3	3	1 of 7			☺
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.8	100.0	↑	45	45	1 of 13	☹		
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.38	2.22	↓	4.44	2.22	6 of 10			☹
	Incarceration	-13.11	-6.67	↑	6.67	13.33	2 of 10			☺
	Clients With Wages	-7.58	-6.67	↑	68.89	62.22	8 of 13			☹
	Median Wages	\$555.10	\$1,035.30	↑	\$1,828.80	\$2,864.00	4 of 13			☹
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary									
Comparing Score to State Average		↓ = 3	↑ = 9	Quartiles		Bottom	Middle 2	Top	
						☹ = 2	☹ = 7	☺ = 3	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

DRUG RECOVERY, INC. (910)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
DRUG RECOVERY, INC. (910)

**Clients Admitted and Served
at the Agency (CY03)**
86

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	48	52	0	22	67	59	34	6	0	2	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	38	36	43	42	49	56	19	3	0	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	5	3	0	8	0	0	0	0	1	\$134,680.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	10	86
Units of Service	0	0	171,026
Avg Hours Per Client	0.0	0.0	1,988.7
Avg Daily Census	0	0	469

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										25	44.6	47.1
61 Completed Court Commitment												8.5
62 Left ACA/ 90 Days												13.8
63 Moved										1	1.8	0.3
64 Transferred										2	3.6	7.0
65 Incarcerated										4	7.1	9.8
66 Broke Rules										14	25.0	5.7
67 AWOL										6	10.7	5.5
68 Death												0.3
69 Failed to Begin Treatment										4	7.1	2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	6	2.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 DRUG RECOVERY, INC. (910)

Adult Drug
 Court
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	60.3	83.3	↑	40	48	2 of 15			☺
	Planned Discharges	56.3	53.2	↓	25	47	9 of 14	☹		
	Employment	40.6	25.0	↓	8	32	12 of 14	☹		
	Initiation of Treatment	93.2	97.8	↑	44	45	8 of 19	☹		
	Engagement in Treatment	89.8	95.6	↑	43	45	7 of 19	☹		
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
	DUI Convictions Free	93.5	50.0	↓	4	2	10 of 10	☹		
	Incarceration Free	60.0	14.3	↓	7	1	6 of 7	☹		
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival	99.8	100.0	↑	65	65	1 of 13	☹		
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions	7.38	1.54	↓	6.15	4.62	8 of 10	☹		
	Incarceration	-13.11	-23.08	↓	10.77	33.85	9 of 10	☹		
	Clients With Wages	-7.58	-24.62	↓	69.23	44.62	12 of 13	☹		
	Median Wages	\$555.10	\$177.70	↑	\$2,271.70	\$2,449.40	9 of 13		☹	
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 8	↑ = 4	Quartiles			Bottom	Middle 2	Top	
							☹ = 6	☺ = 5	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

GATEWAY TO PREVENTION/RECOVERY (934)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
GATEWAY TO PREVENTION/RECOVERY (934)

**Clients Admitted and Served
at the Agency (CY03)**
37

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	70	30	0	24	68	65	11	16	0	3	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	49	35	73	32	8	49	27	0	0	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	7	7	0	15	2	0	0	0	0	\$81,400.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	37
Units of Service	0	0	163,351
Avg Hours Per Client	0.0	0.0	4,414.9
Avg Daily Census	0	0	448

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										7	58.3	47.1
61 Completed Court Commitment												8.5
62 Left ACA/ 90 Days										2	16.7	13.8
63 Moved												0.3
64 Transferred												7.0
65 Incarcerated										2	16.7	9.8
66 Broke Rules										1	8.3	5.7
67 AWOL												5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	93	42.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 GATEWAY TO PREVENTION/RECOVERY (934)

Adult Drug
 Court
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	60.3	75.0	↑	6	8	4 of 15			☺
	Planned Discharges	56.3	57.1	↑	4	7	8 of 14	☹		
	Employment	40.6	50.0	↑	1	2	8 of 14	☹		
	Initiation of Treatment	93.2	100.0	↑	23	23	1 of 19			☺
	Engagement in Treatment	89.8	100.0	↑	23	23	1 of 19			☺
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival	99.8	100.0	↑	# Clients receiving Treatment 1	# Survivors in Year after Discharge 1	1 of 13	☹		
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages	-7.58	0.00	↑	100.00	100.00	3 of 13			☺
	Median Wages	\$555.10	\$4,018.60	↑	\$797.00	\$4,815.60	1 of 13			☺
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Consumer Survey (FY03 Clients)	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average	↓ = 0	↑ = 8		Quartiles	Bottom	Middle 2	Top			
					☹ = 1	☹ = 2	☺ = 5			

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

INDIAN HEALTH CARE RESRCE CTR (943)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
INDIAN HEALTH CARE RESRCE CTR (943)

**Clients Admitted and Served
at the Agency (CY03)
20**

**Adult Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	85	15	0	25	75	5	0	15	0	5	0
State Avg	69	31	0	25	64	68	12	14	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	20	0	95	45	5	70	5	0	0	0
State Avg	32	24	62	40	15	54	20	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	2	1	4	2	0	0	0	0	\$20,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	20
Units of Service	0	0	59,882
Avg Hours Per Client	0.0	0.0	2,994.1
Avg Daily Census	0	0	164

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												47.1
61 Completed Court Commitment												8.5
62 Left ACA/ 90 Days										3	50.0	13.8
63 Moved												0.3
64 Transferred										3	50.0	7.0
65 Incarcerated												9.8
66 Broke Rules												5.7
67 AWOL												5.5
68 Death												0.3
69 Failed to Begin Treatment												2.0
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	37	32.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 INDIAN HEALTH CARE RESRCE CTR (943)

Adult Drug
 Court
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	60.3	0.0	↓	0	3	15 of 15	☹		
	Planned Discharges	56.3	0.0	↓	0	3	14 of 14	☹		
	Employment	40.6	0.0	↓	0	2	14 of 14	☹		
	Initiation of Treatment	93.2	95.2	↑	20	21	10 of 19		☹	
	Engagement in Treatment	89.8	90.5	↑	19	21	12 of 19		☹	

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 3	☺ = 2	☺ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

**COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION
(221)**

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

**Clients Admitted and Served
at the Agency (CY03)
20**

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	15	85	0	5	85	75	10	10	0	5	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	35	30	90	10	20	35	35	0	5	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	1	0	2	1	0	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	20
Units of Service	0	0	27,016
Avg Hours Per Client	0.0	0.0	1,350.8
Avg Daily Census	0	0	74

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										3	50.0	42.4
63 Moved												3.7
64 Transferred										1	16.7	9.8
65 Incarcerated												0.5
66 Broke Rules										1	16.7	5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment										1	16.7	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	27	38.0										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	0.0	↓	0	3	20 of 20	☹		
	Planned Discharges	21.7	0.0	↓	0	5	23 of 23	☹		
	Employment	11.3	0.0	↓	0	3	14 of 14	☹		
	Initiation of Treatment	84.4	72.2	↓	13	18	26 of 32	☹		
	Engagement in Treatment	69.0	55.6	↓	10	18	23 of 32			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 5	↑ = 0	Quartiles			Bottom	Middle 2	Top	
							☹ = 4	☺ = 1	☺ = 0	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

SHEKINAH COUNSELING SERVICES (464)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
SHEKINAH COUNSELING SERVICES (464)

**Clients Admitted and Served
at the Agency (CY03)**
105

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	20	80	0	36	61	81	12	5	1	1	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	26	20	67	33	4	39	8	5	3	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	1	0	2	2	0	1	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	106
Units of Service	0	0	97,223
Avg Hours Per Client	0.0	0.0	917.2
Avg Daily Census	0	0	266

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										23	28.0	19.1
61 Completed Court Commitment										1	1.2	1.4
62 Left ACA/ 90 Days										23	28.0	42.4
63 Moved										8	9.8	3.7
64 Transferred										15	18.3	9.8
65 Incarcerated												0.5
66 Broke Rules										12	14.6	5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment												9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	20	21.5

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 SHEKINAH COUNSELING SERVICES (464)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	45.3	↑	29	64	9 of 20			☹
	Planned Discharges	21.7	27.3	↑	18	66	14 of 23			☹
	Employment	11.3	0.0	↓	0	49	14 of 14	☹		
	Initiation of Treatment	84.4	83.1	↓	74	89	20 of 32			☹
	Engagement in Treatment	69.0	53.9	↓	48	89	24 of 32			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☹ = 4	☹ = 0	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ROCMND AREA YOUTH SERVICE (466)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment							
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment							
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Long-Term Outcomes (CY00 Clients)								
Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge		
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time							

Indicator Summary								
Comparing Score to State Average	↓ = 0	↑ = 0		Quartiles	Bottom	Middle 2	Top	
					☹ = 0	☺ = 0	☺ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
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TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

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Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

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**Oklahoma Department of Mental Health and Substance
Abuse Services**

THE BROWN SCHOOLS OF OKLAHOMA, INC (470)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
THE BROWN SCHOOLS OF OKLAHOMA, INC (470)

**Clients Admitted and Served
at the Agency (CY03)**
54

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	15	85	0	20	76	33	63	4	0	0	2
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	9	0	35	4	15	63	11	4	2	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	2	3	0	5	1	0	0	0	1

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	54
Units of Service	0	0	170,620
Avg Hours Per Client	0.0	0.0	3,159.6
Avg Daily Census	0	0	467

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										13	28.3	19.1
61 Completed Court Commitment										1	2.2	1.4
62 Left ACA/ 90 Days										8	17.4	42.4
63 Moved												3.7
64 Transferred												9.8
65 Incarcerated												0.5
66 Broke Rules												5.8
67 AWOL										16	34.8	5.8
68 Death												0.2
69 Failed to Begin Treatment										8	17.4	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	10	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 THE BROWN SCHOOLS OF OKLAHOMA, INC (470)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	32.0	↓	8	25	15 of 20			☹
	Planned Discharges	21.7	42.9	↑	12	28	10 of 23			☹
	Employment	11.3	8.0	↓	2	25	12 of 14			☹
	Initiation of Treatment	84.4	82.2	↓	37	45	21 of 32			☹
	Engagement in Treatment	69.0	66.7	↓	30	45	20 of 32			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☹ = 5	☹ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

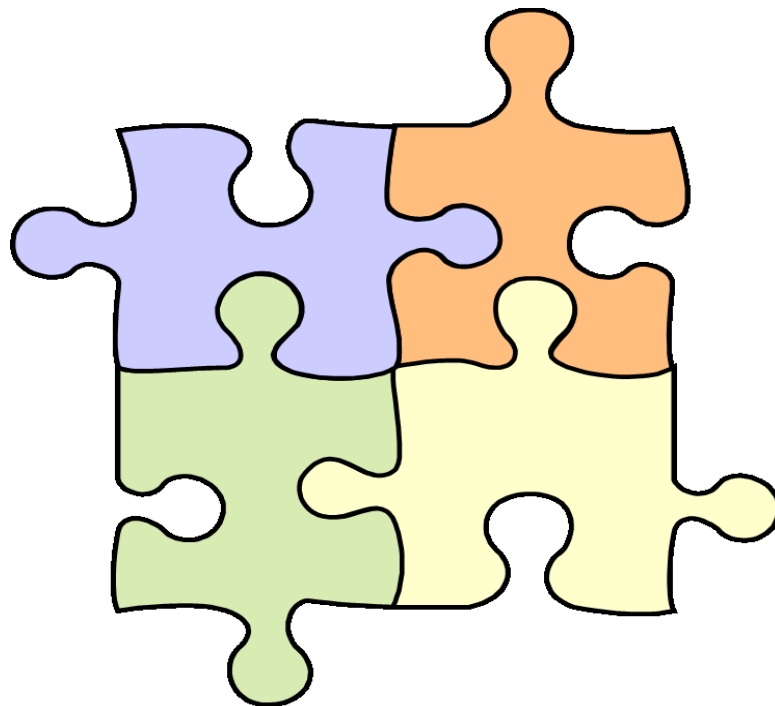
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

COUNSELING CENTER OF S.E. OKLAHOMA (471)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
COUNSELING CENTER OF S.E. OKLAHOMA (471)

**Clients Admitted and Served
at the Agency (CY03)**
233

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	12	88	0	38	60	74	14	11	0	1	1
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	23	14	80	26	5	57	21	9	2	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	24	15	0	39	0	0	3	0	23

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	235
Units of Service	0	0	1,389,712
Avg Hours Per Client	0.0	0.0	5,913.7
Avg Daily Census	0	0	3,807

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										41	17.3	19.1
61 Completed Court Commitment										3	1.3	1.4
62 Left ACA/ 90 Days										82	34.6	42.4
63 Moved										13	5.5	3.7
64 Transferred										45	19.0	9.8
65 Incarcerated										1	0.4	0.5
66 Broke Rules										11	4.6	5.8
67 AWOL										9	3.8	5.8
68 Death										1	0.4	0.2
69 Failed to Begin Treatment										31	13.1	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	55	30.2

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 COUNSELING CENTER OF S.E. OKLAHOMA (471)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	37.9	↓	39	103	11 of 20			☹
	Planned Discharges	21.7	18.2	↓	20	110	18 of 23			☹
	Employment	11.3	20.0	↑	19	95	3 of 14			☺
	Initiation of Treatment	84.4	84.5	↑	158	187	18 of 32			☹
	Engagement in Treatment	69.0	68.4	↓	128	187	19 of 32			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☹ = 4	☺ = 1	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RIVERSIDE COUNSELING (476)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
RIVERSIDE COUNSELING (476)

**Clients Admitted and Served
at the Agency (CY03)**
17

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	20	80	0	15	80	95	0	5	0	0	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	60	20	0	25	20	0	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	9	1	10	2	0	0	0	0	\$17,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	17
Units of Service	0	0	14,529
Avg Hours Per Client	0.0	0.0	854.6
Avg Daily Census	0	0	40

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	38	76.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 RIVERSIDE COUNSELING (476)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment	84.4	60.0	↓	9	15	29 of 32			☹
	Engagement in Treatment	69.0	60.0	↓	9	15	22 of 32			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 2	↑ = 0	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☺ = 1	☺ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

JIM TALIAFERRO CMHC (502)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
JIM TALIAFERRO CMHC (502)

**Clients Admitted and Served
at the Agency (CY03)**
18

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	53	47	32	37	26	0	0	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	11	6	42	21	0	63	5	11	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	1	3	2	0	6	0	0	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	18
Units of Service	0	0	78,686
Avg Hours Per Client	0.0	0.0	4,371.4
Avg Daily Census	0	0	216

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										1	8.3	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days												42.4
63 Moved											16.7	3.7
64 Transferred												9.8
65 Incarcerated												0.5
66 Broke Rules											11	91.7
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment												9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	1	12.5

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 JIM TALIAFERRO CMHC (502)

Adult
 TANF/ CW
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Engagement in Treatment							
	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
Outpatient	Engagement in Treatment							
	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment	84.4	44.4	↓	4	9	30 of 32	☹
Engagement in Treatment	69.0	44.4	↓	4	9	26 of 32	☹	
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free							
	Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment								
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average	↓ = 2	↑ = 0		Quartiles	Bottom	Middle 2	Top	
					☹ = 2	☺ = 0	☺ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RED ROCK BEHAVIORAL HEALTH SVC (553)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
RED ROCK BEHAVIORAL HEALTH SVC (553)

**Clients Admitted and Served
at the Agency (CY03)**
43

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	7	93	0	41	52	73	5	11	0	2	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	19	5	75	16	9	41	23	9	0	2
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	2	8	0	11	0	0	2	0	0	\$18,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	44
Units of Service	0	0	21,335
Avg Hours Per Client	0.0	0.0	484.9
Avg Daily Census	0	0	58

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										2	11.8	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days										13	76.5	42.4
63 Moved											16.7	3.7
64 Transferred										1	5.9	9.8
65 Incarcerated												0.5
66 Broke Rules										1	5.9	5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment												9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	98	77.2										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 RED ROCK BEHAVIORAL HEALTH SVC (553)

Adult
 TANF/ CW
 Clients

Indicators										
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	0.0	↓	0	3	20 of 20	☹		
	Planned Discharges	21.7	66.7	↑	2	3	4 of 23			☺
	Employment	11.3	0.0	↓	0	1	14 of 14	☹		
	Initiation of Treatment	84.4	85.3	↑	29	34	16 of 32		☹	
	Engagement in Treatment	69.0	52.9	↓	18	34	25 of 32	☹		
Long-Term Outcomes (CY00 Clients)										
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
	DUI Convictions Free									
	Incarceration Free									
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									
Consumer Survey (FY03 Clients)										
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 3	☺ = 1	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

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Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CHISHOLM TRAIL COUNSELING SVS (556)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
CHISHOLM TRAIL COUNSELING SVS (556)

**Clients Admitted and Served
at the Agency (CY03)**
30

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	13	87	0	47	50	80	3	10	0	0	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	20	13	73	20	10	27	20	7	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	3	1	4	0	0	1	0	2	\$25,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	30
Units of Service	0	0	8,196
Avg Hours Per Client	0.0	0.0	273.2
Avg Daily Census	0	0	22

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			0.0			0.0			0.0	26	100.0	2.1

	Count	Percent
Clients Not Seen Within 90 Days	26	49.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 CHISHOLM TRAIL COUNSELING SVS (556)

Adult
 TANF/ CW
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	38.1	0.0	↓	0	25	20 of 20	☹
	Planned Discharges							
	Employment	11.3	0.0	↓	0	21	14 of 14	☹
	Initiation of Treatment	84.4	64.3	↓	18	28	28 of 32	☹
	Engagement in Treatment	69.0	32.1	↓	9	28	30 of 32	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average	↓ = 4	↑ = 0		Quartiles	Bottom	Middle 2	Top	
					☹ = 4	☺ = 0	☺ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

12 & 12, INC. (640)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
12 & 12, INC. (640)

**Clients Admitted and Served
at the Agency (CY03)**
32

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	6	94	0	34	66	44	47	9	0	0	6
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	16	16	69	6	6	59	19	6	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
5	1	2	2	0	10	6	0	0	0	3	\$25,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	32
Units of Service	0	0	8,836
Avg Hours Per Client	0.0	0.0	276.1
Avg Daily Census	0	0	24

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										10	31.3	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days										1	3.1	42.4
63 Moved												3.7
64 Transferred										12	37.5	9.8
65 Incarcerated												0.5
66 Broke Rules										4	12.5	5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment										5	15.6	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	22	1.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 12 & 12, INC. (640)

Adult
 TANF/ CW
 Clients

Indicators								
Short-Term Outcomes (CY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement	38.1	33.3	↓	4	12	12 of 20	☹
	Planned Discharges	21.7	34.6	↑	9	26	13 of 23	☹
	Employment	11.3	9.1	↓	1	11	10 of 14	☹
	Initiation of Treatment	84.4	26.3	↓	5	19	31 of 32	☹
	Engagement in Treatment	69.0	21.1	↓	4	19	31 of 32	☹
Long-Term Outcomes (CY00 Clients)								
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles		Bottom	Middle 2	Top
						☹ = 2	☹ = 3	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

OPPORTUNITIES, INC., CDTC (642)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
OPPORTUNITIES, INC., CDTC (642)

**Clients Admitted and Served
at the Agency (CY03)**
18

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	9	91	0	36	64	68	0	27	0	5	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	6	6	68	14	0	18	14	0	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	2	0	0	4	1	0	0	0	2	\$10,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	2	20
Units of Service	0	0	26,572
Avg Hours Per Client	0.0	0.0	1,328.6
Avg Daily Census	0	0	73

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										9	52.9	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days										6	35.3	42.4
63 Moved										1	5.9	3.7
64 Transferred												9.8
65 Incarcerated												0.5
66 Broke Rules										1	5.9	5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment												9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	5	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 OPPORTUNITIES, INC., CDTC (642)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	63.6	↑	7	11	6 of 20			☺
	Planned Discharges	21.7	53.8	↑	7	13	6 of 23			☺
	Employment	11.3	0.0	↓	0	8	14 of 14	☹		
	Initiation of Treatment	84.4	84.6	↑	11	13	17 of 32		☹	
	Engagement in Treatment	69.0	76.9	↑	10	13	13 of 32		☹	

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 1	↑ = 4	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☺ = 2	☺ = 2	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NEW HOPE OF MANGUM (643)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NEW HOPE OF MANGUM (643)

**Clients Admitted and Served
at the Agency (CY03)**
37

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	24	76	0	29	71	85	5	5	0	2	3
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	43	38	59	32	10	51	29	5	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	2	1	2	0	6	3	1	0	0	4	\$40,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	8	38
Units of Service	0	0	54,166
Avg Hours Per Client	0.0	0.0	1,425.4
Avg Daily Census	0	0	148

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												
61 Completed Court Commitment										1	20.0	1.4
62 Left ACA/ 90 Days										3	60.0	42.4
63 Moved										1	20.0	3.7
64 Transferred												9.8
65 Incarcerated												0.5
66 Broke Rules												5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment												9.3
91 Administrative Discharge						0.0						2.1
												0.0

	Count	Percent
Clients Not Seen Within 90 Days	318	69.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NEW HOPE OF MANGUM (643)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	28.6	↓	2	7	17 of 20			☹
	Planned Discharges	21.7	37.5	↑	3	8	12 of 23			☹
	Employment	11.3	20.0	↑	1	5	3 of 14			☺
	Initiation of Treatment	84.4	100.0	↑	15	15	1 of 32			☺
	Engagement in Treatment	69.0	73.3	↑	11	15	15 of 32			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 1	↑ = 4	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☹ = 3	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

KIAMICHI COUNCIL ON ALCOHOLISM (650)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
KIAMICHI COUNCIL ON ALCOHOLISM (650)

**Clients Admitted and Served
at the Agency (CY03)**
49

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	32	68	0	41	55	77	4	18	0	2	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	33	14	46	46	9	45	13	6	8	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
4	0	4	3	0	11	7	0	4	0	1	\$45,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	56
Units of Service	0	0	26,610
Avg Hours Per Client	0.0	0.0	475.2
Avg Daily Census	0	0	73

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										12	33.3	19.1
61 Completed Court Commitment										3	8.3	1.4
62 Left ACA/ 90 Days										14	38.9	42.4
63 Moved										1	2.8	3.7
64 Transferred										4	11.1	9.8
65 Incarcerated										1	2.8	0.5
66 Broke Rules												5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment										1	2.8	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	55	14.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 KIAMICHI COUNCIL ON ALCOHOLISM (650)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	50.0	↑	15	30	8 of 20		☹	
	Planned Discharges	21.7	37.9	↑	11	29	11 of 23		☹	
	Employment	11.3	12.5	↑	3	24	7 of 14			☺
	Initiation of Treatment	84.4	91.7	↑	33	36	13 of 32		☹	
	Engagement in Treatment	69.0	83.3	↑	30	36	9 of 32		☹	

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 0	↑ = 5	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☹ = 4	☺ = 1	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

MONARCH, INC. (651)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
MONARCH, INC. (651)

**Clients Admitted and Served
at the Agency (CY03)**
57

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	10	90	0	31	67	64	12	24	0	0	2
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	28	25	33	48	21	62	14	12	9	21
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	4	1	0	6	1	0	1	0	2	\$272,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	2	3	49
Units of Service	42	42	162,105
Avg Hours Per Client	21.0	14.0	3,308.3
Avg Daily Census	0	0	444

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						63.6	4	66.7	66.7	7	19.4	19.1
61 Completed Court Commitment										1	2.8	1.4
62 Left ACA/ 90 Days						13.6				9	25.0	42.4
63 Moved							1	16.7	16.7	7	19.4	3.7
64 Transferred						4.5				1	2.8	9.8
65 Incarcerated												0.5
66 Broke Rules						2.3	1	16.7	16.7	1	2.8	5.8
67 AWOL						15.9				7	19.4	5.8
68 Death												0.2
69 Failed to Begin Treatment										3	8.3	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	42	24.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MONARCH, INC. (651)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	33.3	↓	6	18	12 of 20			☹
	Planned Discharges	21.7	21.1	↓	4	19	15 of 23			☹
	Employment	11.3	11.8	↑	2	17	8 of 14			☹
	Initiation of Treatment	84.4	90.6	↑	29	32	14 of 32			☹
	Engagement in Treatment	69.0	90.6	↑	29	32	7 of 32			☺

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions				% in Year before Discharge	% in Year following Discharge				
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 2	↑ = 3	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☹ = 4	☺ = 1	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

THE OAKS REHAB. SERVICES CTR (655)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
THE OAKS REHAB. SERVICES CTR (655)

**Clients Admitted and Served
at the Agency (CY03)
90**

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	28	72	0	31	66	80	1	16	3	1	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	34	18	43	56	5	62	9	9	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	4	6	0	11	1	0	0	1	7	\$37,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	2	15	92
Units of Service	0	0	145,913
Avg Hours Per Client	0.0	0.0	1,586.0
Avg Daily Census	0	0	400

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										36	43.9	19.1
61 Completed Court Commitment										2	2.4	1.4
62 Left ACA/ 90 Days										30	36.6	42.4
63 Moved										1	1.2	3.7
64 Transferred										8	9.8	9.8
65 Incarcerated										1	1.2	0.5
66 Broke Rules												5.8
67 AWOL										1	1.2	5.8
68 Death												0.2
69 Failed to Begin Treatment										3	3.7	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	44	6.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 THE OAKS REHAB. SERVICES CTR (655)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	54.1	↑	33	61	7 of 20			☺
	Planned Discharges	21.7	44.8	↑	30	67	8 of 23	☹		
	Employment	11.3	27.0	↑	10	37	1 of 14			☺
	Initiation of Treatment	84.4	89.5	↑	68	76	15 of 32	☹		
	Engagement in Treatment	69.0	77.6	↑	59	76	12 of 32	☹		

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 0	↑ = 5	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☺ = 3	☺ = 2	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

FAMILY CRISIS CTR, INC. (684)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
FAMILY CRISIS CTR, INC. (684)

**Clients Admitted and Served
at the Agency (CY03)**
89

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	21	79	0	40	56	56	1	40	0	0	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	9	6	75	11	1	27	15	6	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total		CADC	CAC	CCM	CPS	Other	
0	0	3	4	0	7		1	0	2	0	4	\$26,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	89
Units of Service	0	0	84,317
Avg Hours Per Client	0.0	0.0	947.4
Avg Daily Census	0	0	231

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										10	11.9	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days										29	34.5	42.4
63 Moved										3	3.6	3.7
64 Transferred										2	2.4	9.8
65 Incarcerated												0.5
66 Broke Rules										19	22.6	5.8
67 AWOL										4	4.8	5.8
68 Death												0.2
69 Failed to Begin Treatment										17	20.2	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	10	11.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 FAMILY CRISIS CTR, INC. (684)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	4.9	↓	2	41	19 of 20		☹	
	Planned Discharges	21.7	13.8	↓	8	58	19 of 23		☹	
	Employment	11.3	14.6	↑	6	41	5 of 14			☺
	Initiation of Treatment	84.4	83.3	↓	80	96	19 of 32		☹	
	Engagement in Treatment	69.0	43.8	↓	42	96	27 of 32		☹	

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☹ = 3	☺ = 1	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

MARIE DETTY YOUTH SVC CTR (810)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
MARIE DETTY YOUTH SVC CTR (810)

**Clients Admitted and Served
at the Agency (CY03)**
77

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	9	91	0	35	64	53	25	16	1	5	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	6	6	53	25	10	53	8	13	3	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
2	0	1	15	0	18	5	0	0	0	2

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	77
Units of Service	0	0	265,965
Avg Hours Per Client	0.0	0.0	3,454.1
Avg Daily Census	0	0	729

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	82	100.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MARIE DETTY YOUTH SVC CTR (810)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
Outpatient	Initiation of Treatment									
	Engagement in Treatment	84.4	98.4	↑	60	61	8 of 32			☺
	Employment									
	Planned Discharges									
	Level of Functioning Improvement									
	Engagement in Treatment	69.0	96.7	↑	59	61	5 of 32			☺

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 0	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☺ = 0	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

EAGLE RIDGE INSTITUTE (820)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
EAGLE RIDGE INSTITUTE (820)

**Clients Admitted and Served
at the Agency (CY03)**
42

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	38	57	36	38	12	0	7	17
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	19	10	52	12	38	52	12	21	2	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	1	6	0	10	1	0	0	1	2	\$82,389.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	42
Units of Service	0	0	149,372
Avg Hours Per Client	0.0	0.0	3,556.5
Avg Daily Census	0	0	409

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							
				73	65.2							

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 EAGLE RIDGE INSTITUTE (820)

Adult
 TANF/ CW
 Clients

Indicators								
<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Engagement in Treatment							
	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
Outpatient	Initiation of Treatment							
	Engagement in Treatment	84.4	96.3	↑	26	27	9 of 32	☹
	Employment							
	Planned Discharges							
	Level of Functioning Improvement							
<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free							
	Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
					% in Year before Discharge	% in Year following Discharge		
Difference Between Post & Pre Treatment	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY03 Clients)								
<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Satisfaction								
Favorable Outcomes								
Service Quality								
Favorable Time to First Service								
Convenient Time								

Indicator Summary								
Comparing Score to State Average	↓ = 0	↑ = 2		Quartiles	Bottom	Middle 2	Top	
					☹ = 0	☺ = 1	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

COPE, INC. (851)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
COPE, INC. (851)

**Clients Admitted and Served
at the Agency (CY03)**
19

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	42	58	0	32	58	42	32	21	0	5	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	26	16	16	11	5	47	21	11	11	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	5	7	1	15	1	0	1	0	10	\$75,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	19
Units of Service	0	0	20,941
Avg Hours Per Client	0.0	0.0	1,102.2
Avg Daily Census	0	0	57

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	126	69.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.
For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services. The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.
Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 COPE, INC. (851)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment	84.4	100.0	↑	15	15	1 of 32			☺
Engagement in Treatment	69.0	73.3	↑	11	15	15 of 32		☹		

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 0	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☺ = 1	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
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For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

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Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

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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.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CAA TURNING POINT (901)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
CAA TURNING POINT (901)

**Clients Admitted and Served
at the Agency (CY03)**
19

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	26	74	0	26	58	68	11	26	0	0	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	37	32	79	47	21	74	21	0	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	0	0	2	1	0	1	0	1	\$10,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	19
Units of Service	0	0	8,001
Avg Hours Per Client	0.0	0.0	421.1
Avg Daily Census	0	0	22

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										4	30.8	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days										5	38.5	42.4
63 Moved											16.7	3.7
64 Transferred												9.8
65 Incarcerated										1	7.7	0.5
66 Broke Rules											16.7	5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment										3	23.1	9.3
91 Administrative Discharge			0.0			0.0				0.0		2.1

	Count	Percent
Clients Not Seen Within 90 Days	23	7.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 CAA TURNING POINT (901)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	83.3	↑	5	6	3 of 20			☺
	Planned Discharges	21.7	66.7	↑	4	6	4 of 23			☺
	Employment	11.3	0.0	↓	0	2	14 of 14	☹		
	Initiation of Treatment	84.4	73.3	↓	11	15	25 of 32	☹		
	Engagement in Treatment	69.0	40.0	↓	6	15	28 of 32	☹		

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 3	☺ = 0	☺ = 2	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

HOMINY HEALTH SRVCS CTR INC. (902)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
HOMINY HEALTH SRVCS CTR INC. (902)

**Clients Admitted and Served
at the Agency (CY03)**
6

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	17	83	0	33	67	67	17	17	0	0	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	17	17	100	67	0	50	0	17	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	1	0	3	0	0	0	0	0	\$3,500.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	6
Units of Service	0	0	4,582
Avg Hours Per Client	0.0	0.0	763.6
Avg Daily Census	0	0	13

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										1	20.0	19.1
61 Completed Court Commitment										1	20.0	1.4
62 Left ACA/ 90 Days												42.4
63 Moved											16.7	3.7
64 Transferred												9.8
65 Incarcerated												0.5
66 Broke Rules											16.7	5.8
67 AWOL										3	60.0	5.8
68 Death												0.2
69 Failed to Begin Treatment												9.3
91 Administrative Discharge			0.0			0.0					0.0	2.1

	Count	Percent
Clients Not Seen Within 90 Days	20	29.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 HOMINY HEALTH SRVCS CTR INC. (902)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	0.0	↓	0	4	20 of 20	☹		
	Planned Discharges	21.7	20.0	↓	1	5	16 of 23		☹	
	Employment	11.3	0.0	↓	0	4	14 of 14	☹		
	Initiation of Treatment	84.4	100.0	↑	4	4	1 of 32			☺
	Engagement in Treatment	69.0	100.0	↑	4	4	1 of 32			☺

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 2	☹ = 1	☺ = 2	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

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State Average - The average score among all the providers for a particular indicator.

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TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

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Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

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For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

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DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (90%

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

**Clients Admitted and Served
at the Agency (CY03)**
13

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	38	62	46	54	0	0	0	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	38	31	23	23	31	62	15	8	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	1	0	3	1	0	0	0	0	\$44,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	13
Units of Service	0	0	22,325
Avg Hours Per Client	0.0	0.0	1,717.3
Avg Daily Census	0	0	61

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										1	50.0	42.4
63 Moved												3.7
64 Transferred												9.8
65 Incarcerated												0.5
66 Broke Rules												5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment										1	50.0	9.3
91 Administrative Discharge			0.0			0.0				0.0		2.1

	Count	Percent
Clients Not Seen Within 90 Days	82	94.3

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	0.0	↓	0	1	20 of 20	☹		
	Planned Discharges	21.7	0.0	↓	0	1	23 of 23	☹		
	Employment	11.3	0.0	↓	0	1	14 of 14	☹		
	Initiation of Treatment	84.4	100.0	↑	6	6	1 of 32			☺
	Engagement in Treatment	69.0	100.0	↑	6	6	1 of 32			☺

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 3	☺ = 0	☺ = 2	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NORMAN ALCOHOL INFORMATION CTR (906)

**Clients Admitted and Served
at the Agency (CY03)**
41

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	2	98	0	41	55	84	5	7	0	0	5
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	34	27	57	43	32	64	39	10	5	7
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
5	2	7	7	0	21	12	1	0	1	9	\$130,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	44
Units of Service	0	0	144,951
Avg Hours Per Client	0.0	0.0	3,294.3
Avg Daily Census	0	0	397

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										4	14.3	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days										14	50.0	42.4
63 Moved											16.7	3.7
64 Transferred										4	14.3	9.8
65 Incarcerated										1	3.6	0.5
66 Broke Rules										3	10.7	5.8
67 AWOL										1	3.6	5.8
68 Death												0.2
69 Failed to Begin Treatment										1	3.6	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	118	40.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NORMAN ALCOHOL INFORMATION CTR (906)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	33.3	↓	6	18	12 of 20			☹
	Planned Discharges	21.7	5.6	↓	1	18	22 of 23	☹		
	Employment	11.3	6.3	↓	1	16	13 of 14			☹
	Initiation of Treatment	84.4	93.5	↑	29	31	11 of 32			☹
	Engagement in Treatment	69.0	93.5	↑	29	31	6 of 32			☺

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☹ = 3	☹ = 1	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

PAYNE CO COUNSELING SVC,INC. (908)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PAYNE CO COUNSELING SVC, INC. (908)

Clients Admitted and Served
 at the Agency (CY03)
 4

Adult
 TANF/ CW
 Clients

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	13	88	0	63	38	63	25	13	0	0	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	25	25	50	13	0	75	0	0	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total		CADC	CAC	CCM	CPS	Other	
0	3	2	2	0	7		3	0	2	0	1	\$40,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	8
Units of Service	0	0	3,846
Avg Hours Per Client	0.0	0.0	480.8
Avg Daily Census	0	0	11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										2	50.0	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days												42.4
63 Moved										2	50.0	3.7
64 Transferred												9.8
65 Incarcerated												0.5
66 Broke Rules											16.7	5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment												9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	48	44.4

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PAYNE CO COUNSELING SVC, INC. (908)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	100.0	↑	3	3	1 of 20			☺
	Planned Discharges	21.7	50.0	↑	2	4	7 of 23			☺
	Employment	11.3	0.0	↓	0	3	14 of 14	☹		
	Initiation of Treatment	84.4	66.7	↓	2	3	27 of 32	☹		
	Engagement in Treatment	69.0	33.3	↓	1	3	29 of 32	☹		

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 3	☺ = 0	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

DRUG RECOVERY, INC. (910)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
DRUG RECOVERY, INC. (910)

**Clients Admitted and Served
at the Agency (CY03)**
49

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	24	76	0	37	61	51	37	4	4	2	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	24	20	35	24	22	82	8	4	2	6
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
8	0	8	3	0	19	0	0	0	0	1	\$10,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	3	49
Units of Service	0	0	38,375
Avg Hours Per Client	0.0	0.0	783.2
Avg Daily Census	0	0	105

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										11	30.6	19.1
61 Completed Court Commitment										1	2.8	1.4
62 Left ACA/ 90 Days										9	25.0	42.4
63 Moved												3.7
64 Transferred										1	2.8	9.8
65 Incarcerated												0.5
66 Broke Rules										5	13.9	5.8
67 AWOL										2	5.6	5.8
68 Death												0.2
69 Failed to Begin Treatment										7	19.4	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1
Clients Not Seen Within 90 Days											6	2.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 DRUG RECOVERY, INC. (910)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	64.7	↑	11	17	5 of 20			☺
	Planned Discharges	21.7	44.4	↑	8	18	9 of 23		☹	
	Employment	11.3	0.0	↓	0	12	14 of 14	☹		
	Initiation of Treatment	84.4	92.5	↑	37	40	12 of 32		☹	
	Engagement in Treatment	69.0	82.5	↑	33	40	10 of 32		☹	

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 1	↑ = 4	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☺ = 3	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PEOPLE INCORPORATED (933)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PEOPLE INCORPORATED (933)

**Clients Admitted and Served
at the Agency (CY03)**
236

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	13	87	0	33	63	65	5	24	0	1	4
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	29	18	73	34	7	58	26	13	1	4
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	7	11	0	18	4	0	2	0	8	\$275,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	238
Units of Service	0	0	551,715
Avg Hours Per Client	0.0	0.0	2,318.1
Avg Daily Census	0	0	1,512

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										9	8.0	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days										78	69.0	42.4
63 Moved												3.7
64 Transferred										4	3.5	9.8
65 Incarcerated												0.5
66 Broke Rules										1	0.9	5.8
67 AWOL										17	15.0	5.8
68 Death												0.2
69 Failed to Begin Treatment										4	3.5	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	86	49.4

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PEOPLE INCORPORATED (933)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	8.6	↓	7	81	18 of 20			☹
	Planned Discharges	21.7	7.9	↓	7	89	21 of 23	☹		
	Employment	11.3	9.5	↓	7	74	9 of 14			☹
	Initiation of Treatment	84.4	94.0	↑	173	184	10 of 32			☹
	Engagement in Treatment	69.0	82.1	↑	151	184	11 of 32			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions				% in Year before Discharge	% in Year following Discharge				
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☹ = 4	☹ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

GATEWAY TO PREVENTION/RECOVERY (934)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
GATEWAY TO PREVENTION/RECOVERY (934)

**Clients Admitted and Served
at the Agency (CY03)**
144

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	23	77	0	35	64	67	5	22	0	3	1
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	20	17	62	19	7	44	16	9	1	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
3	1	7	7	1	19	2	0	0	0	1	\$210,630.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	149
Units of Service	0	0	338,806
Avg Hours Per Client	0.0	0.0	2,273.9
Avg Daily Census	0	0	928

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										11	11.3	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days										58	59.8	42.4
63 Moved										2	2.1	3.7
64 Transferred										3	3.1	9.8
65 Incarcerated										1	1.0	0.5
66 Broke Rules												5.8
67 AWOL												5.8
68 Death										1	1.0	0.2
69 Failed to Begin Treatment										21	21.6	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	93	42.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 GATEWAY TO PREVENTION/RECOVERY (934)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	43.5	↑	27	62	10 of 20			☹
	Planned Discharges	21.7	12.9	↓	8	62	20 of 23	☹		
	Employment	11.3	25.5	↑	13	51	2 of 14			☺
	Initiation of Treatment	84.4	78.8	↓	93	118	23 of 32			☹
	Engagement in Treatment	69.0	70.3	↑	83	118	18 of 32			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 2	↑ = 3	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☺ = 3	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TOTAL LIFE COUNSELING (938)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
TOTAL LIFE COUNSELING (938)

**Clients Admitted and Served
at the Agency (CY03)
203**

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	8	92	0	43	51	50	36	7	0	5	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	3	1	73	2	8	40	7	27	5	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	7	10	1	19	7	0	0	1	1	\$88,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	205
Units of Service	0	0	176,108
Avg Hours Per Client	0.0	0.0	859.1
Avg Daily Census	0	0	482

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										1	1.0	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days										99	99.0	42.4
63 Moved												3.7
64 Transferred												9.8
65 Incarcerated												0.5
66 Broke Rules												5.8
67 AWOL												5.8
68 Death												0.2
69 Failed to Begin Treatment												9.3
91 Administrative Discharge			0.0			0.0						2.1

	Count	Percent
Clients Not Seen Within 90 Days	94	46.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TOTAL LIFE COUNSELING (938)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	80.6	↑	54	67	4 of 20			☺
	Planned Discharges	21.7	0.0	↓	0	94	23 of 23	☹		
	Employment	11.3	0.0	↓	0	65	14 of 14	☹		
	Initiation of Treatment	84.4	80.5	↓	124	154	22 of 32		☹	
	Engagement in Treatment	69.0	61.7	↓	95	154	21 of 32		☹	

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles			Bottom	Middle 2	Top	
							☹ = 2	☺ = 2	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

**Clients Admitted and Served
at the Agency (CY03)**
7

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	44	56	67	22	0	0	11	0
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	71	71	89	67	56	56	0	0	0	0
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	3	0	3	1	0	0	0	0	\$25,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	9
Units of Service	0	0	10,561
Avg Hours Per Client	0.0	0.0	1,173.4
Avg Daily Census	0	0	29

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										6	85.7	19.1
61 Completed Court Commitment												1.4
62 Left ACA/ 90 Days										1	14.3	42.4
63 Moved											16.7	3.7
64 Transferred											4.5	9.8
65 Incarcerated												0.5
66 Broke Rules											16.7	5.8
67 AWOL											15.9	5.8
68 Death												0.2
69 Failed to Begin Treatment												9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	22	28.9										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	85.7	↑	6	7	2 of 20			☹
	Planned Discharges	21.7	85.7	↑	6	7	3 of 23			☹
	Employment	11.3	14.3	↑	1	7	6 of 14			☹
	Initiation of Treatment	84.4	100.0	↑	1	1	1 of 32			☺
	Engagement in Treatment	69.0	100.0	↑	1	1	1 of 32			☺

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 0 ↑ = 5 | Quartiles Bottom ☹ = 0 Middle 2 ☺ = 0 Top ☺ = 5

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ROGERS COUNTY DRUG ABUSE (949)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
ROGERS COUNTY DRUG ABUSE (949)

**Clients Admitted and Served
at the Agency (CY03)**
13

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	13	87	0	20	73	80	7	7	0	7	8
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	8	8	53	13	13	40	7	0	0	62
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	2	0	4	1	0	0	0	1	\$13,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	15
Units of Service	0	0	6,014
Avg Hours Per Client	0.0	0.0	400.9
Avg Daily Census	0	0	16

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										1	100.0	
68 Death												
69 Failed to Begin Treatment												
91 Administrative Discharge												
Clients Not Seen Within 90 Days												
	<u>Count</u>	<u>Percent</u>										
	135	97.8										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 ROGERS COUNTY DRUG ABUSE (949)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	0.0	↓	0	1	20 of 20	☹		
	Planned Discharges	21.7	0.0	↓	0	1	23 of 23	☹		
	Employment	11.3	0.0	↓	0	1	14 of 14	☹		
	Initiation of Treatment	84.4	100.0	↑	4	4	1 of 32			☺
	Engagement in Treatment	69.0	75.0	↑	3	4	14 of 32		☹	

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles			Bottom	Middle 2	Top	
							☹ = 3	☺ = 1	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

SPECIALIZED OUTPATIENT SERVICES, INC. (958)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
SPECIALIZED OUTPATIENT SERVICES, INC. (958)

**Clients Admitted and Served
at the Agency (CY03)**
120

**Adult
TANF/ CW
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	27	73	0	29	65	59	28	5	0	7	2
State Avg	16	84	0	35	61	64	16	15	0	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	10	9	76	18	28	68	19	4	2	39
State Avg	21	14	65	25	11	51	17	10	2	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	2	8	0	11	5	0	2	0	6	\$135,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	120
Units of Service	0	0	249,933
Avg Hours Per Client	0.0	0.0	2,082.8
Avg Daily Census	0	0	685

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										22	19.6	19.1
61 Completed Court Commitment										3	2.7	1.4
62 Left ACA/ 90 Days										41	36.6	42.4
63 Moved										3	2.7	3.7
64 Transferred										22	19.6	9.8
65 Incarcerated												0.5
66 Broke Rules										3	2.7	5.8
67 AWOL										12	10.7	5.8
68 Death												0.2
69 Failed to Begin Treatment										6	5.4	9.3
91 Administrative Discharge			0.0			0.0			0.0			2.1

	Count	Percent
Clients Not Seen Within 90 Days	12	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 SPECIALIZED OUTPATIENT SERVICES, INC. (958)

Adult
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (CY03 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	38.1	29.9	↓	29	97	16 of 20			☹
	Planned Discharges	21.7	18.8	↓	19	101	17 of 23			☹
	Employment	11.3	8.8	↓	5	57	11 of 14			☹
	Initiation of Treatment	84.4	78.4	↓	87	111	24 of 32			☹
	Engagement in Treatment	69.0	71.2	↑	79	111	17 of 32			☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY03 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary										
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☹ = 5	☹ = 0	

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN AL/DRUG TREATMENT CTR (102)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NORMAN AL/DRUG TREATMENT CTR (102)

**Clients Admitted and Served
at the Agency (CY03)**
67

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	63	37	100	0	0	71	6	9	1	9	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	7	4	59	1	11	81	39	0	1	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
2	1	2	6	0	11	1	0	0	0	2

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	67	0
Units of Service	0	4,254	0
Avg Hours Per Client	0.0	63.5	0.0
Avg Daily Census	0	12	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1	31	44.3	44.9			49.6			40.6
61 Completed Court Commitment									1.3			5.2
62 Left ACA/ 90 Days				4	5.7	10.7			20.3			18.1
63 Moved									1.2			5.5
64 Transferred			28.6	5	7.1	2.3			1.6			6.5
65 Incarcerated				1	1.4	0.2			0.8			1.5
66 Broke Rules			14.3	13	18.6	20.2			7.3			5.4
67 AWOL				10	14.3	16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment				6	8.6	2.3			0.8			6.8
91 Administrative Discharge			0.0						0.0			

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NORMAN AL/DRUG TREATMENT CTR (102)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days	94.2	95.3	↑	61	64	2 of 3			☹
	Community Tenure - 90 days	89.5	95.3	↑	61	64	2 of 3			☹
	Level of Functioning Improvement	41.4	8.2	↓	5	61	3 of 3	☹		
	Planned Discharges	29.8	46.7	↑	28	60	1 of 3			☺
	14-Day Followup	23.1	0.0	↓	0	7	2 of 2	☹		
	Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 2	↑ = 3	Quartiles	Bottom	Middle 2	Top
				☹ = 2	☹ = 2	☺ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

SECOND CHANCE CDU (454)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
SECOND CHANCE CDU (454)

**Clients Admitted and Served
at the Agency (CY03)**
54

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	72	28	100	0	0	74	6	19	2	0	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	13	6	76	31	7	100	13	0	0	6
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
											\$559,408.00

Clients Admitted and Served by Level of Care

Detox	Residential		Halfway		Outpatient	
Clients	0	52	10	0	0	0
Units of Service	0	3,076	889	0	0	0
Avg Hours Per Client	0.0	59.2	88.9	0.0	0.0	0.0
Avg Daily Census	0	8	2	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1	9	20.9	44.9	8	80.0	49.6			40.6
61 Completed Court Commitment				3	7.0	1.3						5.2
62 Left ACA/ 90 Days				5	11.6	10.7			20.3			18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6	3	7.0	2.3			1.6			6.5
65 Incarcerated						0.2	1	10.0	0.8			1.5
66 Broke Rules			14.3	13	30.2	20.2	1	10.0	7.3			5.4
67 AWOL				6	14.0	16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment				4	9.3	2.3			0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			
Clients Not Seen Within 90 Days	Count	Percent		0	0.0							

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 SECOND CHANCE CDU (454)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	94.2	97.9	↑	47	48	1 of 3			☺
	Community Tenure - 90 days	89.5	97.9	↑	47	48	1 of 3			☺
	Level of Functioning Improvement	41.4	56.3	↑	27	48	1 of 3			☺
	Planned Discharges	29.8	37.5	↑	18	48	2 of 3		☹	
	14-Day Followup	23.1	100.0	↑	9	9	1 of 2			☺
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement	65.2	85.7	↑	6	7	1 of 2			☺
	Planned Discharges	45.5	88.9	↑	8	9	1 of 2			☺
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions				% in Year before Discharge	% in Year following Discharge				
	Incarceration									
	Clients With Wages									
	Median Wages									

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 0 ↑ = 7

Quartiles Bottom Middle 2 Top
 ☹ = 0 ☺ = 1 ☺ = 6

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

PAYNE COUNTY DRUG COURT, INC. (462)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PAYNE COUNTY DRUG COURT, INC. (462)

**Clients Admitted and Served
at the Agency (CY03)**
8

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	88	13	100	0	0	50	0	13	0	38	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	13	0	0	100	0	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	1	1	0	3	1	1	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	6
Units of Service	0	0	11,827
Avg Hours Per Client	0.0	0.0	1,971.2
Avg Daily Census	0	0	32

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	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PAYNE COUNTY DRUG COURT, INC. (462)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 0 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹ = 0 ☺ = 0 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

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Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

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Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

**Clients Admitted and Served
at the Agency (CY03)**
25

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	72	28	100	0	0	80	0	0	0	4	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	84	0	12	100	8	4	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	2	1	4	1	0	0	0	3

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	25
Units of Service	0	0	35,345
Avg Hours Per Client	0.0	0.0	1,413.8
Avg Daily Census	0	0	97

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										
	17	100.0										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 0	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☺ = 0	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

FAMILY & CHILDREN'S SERVICES (541)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
FAMILY & CHILDREN'S SERVICES (541)

**Clients Admitted and Served
at the Agency (CY03)**
16

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	69	31	100	0	0	25	31	38	0	0	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	13	0	6	0	0	6	94	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	7	0	8	4	0	4	0	1	\$237,333.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	16
Units of Service	0	0	5,712
Avg Hours Per Client	0.0	0.0	357.0
Avg Daily Census	0	0	16

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6			40.6
61 Completed Court Commitment												5.2
62 Left ACA/ 90 Days									20.3			18.1
63 Moved									13.0			5.5
64 Transferred			28.6			2.3			1.6	3	100.0	6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3			5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment									0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	13	81.3

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.

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Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 FAMILY & CHILDREN'S SERVICES (541)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	66.7 0.0	↑ ↓	2 0	3 3	11 of 23 21 of 21		☺	☹

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹ = 1	☺ = 1	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

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Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RED ROCK BEHAVIORAL HEALTH SVC (553)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
RED ROCK BEHAVIORAL HEALTH SVC (553)

**Clients Admitted and Served
at the Agency (CY03)**
14

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	75	25	100	0	0	81	0	19	0	0	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	31	0	0	81	19	0	0	29
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	10	16	2	30	0	0	4	1	0	\$267,720.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	15
Units of Service	0	0	18,622
Avg Hours Per Client	0.0	0.0	1,241.5
Avg Daily Census	0	0	51

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	5	62.5	40.6
61 Completed Court Commitment						1.3						5.2
62 Left ACA/ 90 Days						10.7			20.3			18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3			1.6			6.5
65 Incarcerated						0.2			0.8	1	12.5	1.5
66 Broke Rules			14.3			20.2			7.3	2	25.0	5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	3	25.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

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For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 RED ROCK BEHAVIORAL HEALTH SVC (553)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	0.0 70.0	↓ ↑	0 7	11 10	23 of 23 4 of 21	☹		☺

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹ = 1	☺ = 0	☺ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

12 & 12, INC. (640)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
12 & 12, INC. (640)

**Clients Admitted and Served
at the Agency (CY03)**
9

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	89	11	100	0	0	67	33	0	0	0	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	44	0	22	78	11	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
14	2	7	7	0	30	10	0	1	0	8	\$2,234,895.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	9
Units of Service	0	0	4,835
Avg Hours Per Client	0.0	0.0	537.2
Avg Daily Census	0	0	13

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	3	33.3	40.6
61 Completed Court Commitment						1.3						5.2
62 Left ACA/ 90 Days						10.7			20.3			18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3			1.6			6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3	5	55.6	5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8	1	11.1	6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 12 & 12, INC. (640)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	87.5 37.5	↑ ↓	7 3	8 8	6 of 23 12 of 21			☺ ☹

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☹ = 1	☺ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NEW HOPE OF MANGUM (643)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NEW HOPE OF MANGUM (643)

**Clients Admitted and Served
at the Agency (CY03)**
16

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	69	31	100	0	0	56	19	0	0	25	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	63	6	6	88	6	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	2	6	4	0	13	4	1	0	0	9	\$897,970.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	16
Units of Service	0	0	17,490
Avg Hours Per Client	0.0	0.0	1,093.1
Avg Daily Census	0	0	48

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	2	22.2	40.6
61 Completed Court Commitment						1.3				3	33.3	5.2
62 Left ACA/ 90 Days						10.7			20.3	1	11.1	18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3			1.6	1	11.1	6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3			5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8	2	22.2	6.8
91 Administrative Discharge			0.0			0.0			0.0			

	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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NEW HOPE OF MANGUM (643)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	80.0 28.6	↑ ↓	4 2	5 7	9 of 23 14 of 21	☹️ ☹️		

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹️ = 0	☹️ = 2	☺️ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

KIAMICHI COUNCIL ON ALCOHOLISM (650)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
KIAMICHI COUNCIL ON ALCOHOLISM (650)

**Clients Admitted and Served
at the Agency (CY03)**
32

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	76	24	100	0	0	79	9	12	0	0	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	13	3	48	18	3	85	9	0	6	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
4	0	6	4	0	14	7	0	4	0	2	\$358,998.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	33
Units of Service	0	0	16,387
Avg Hours Per Client	0.0	0.0	496.6
Avg Daily Census	0	0	45

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	8	34.8	40.6
61 Completed Court Commitment						1.3						5.2
62 Left ACA/ 90 Days						10.7			20.3	8	34.8	18.1
63 Moved						1.2			13.0	1	4.3	5.5
64 Transferred			28.6			2.3			1.6	1	4.3	6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3	2	8.7	5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8	3	13.0	6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	3	13.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 KIAMICHI COUNCIL ON ALCOHOLISM (650)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	44.4 44.4	↑ ↓	8 8	18 18	16 of 23 9 of 21	☹️ ☹️		

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹️ = 0	☹️ = 2	☺️ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

MONARCH, INC. (651)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
MONARCH, INC. (651)

**Clients Admitted and Served
at the Agency (CY03)**
73

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	48	52	100	0	0	59	4	34	0	0	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	1	0	0	1	99	3	0	86
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	7	1	0	9	1	0	1	0	3	\$1,851,287.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	19
Units of Service	0	0	11,870
Avg Hours Per Client	0.0	0.0	624.7
Avg Daily Census	0	0	33

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9	8	21.1	49.6	5	26.3	40.6
61 Completed Court Commitment						1.3						5.2
62 Left ACA/ 90 Days						10.7	13	34.2	20.3			18.1
63 Moved						1.2	16	42.1	13.0	8	42.1	5.5
64 Transferred			28.6			2.3			1.6			6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2	1	2.6	7.3	5	26.3	5.4
67 AWOL						16.9			6.5	1	5.3	10.3
68 Death												
69 Failed to Begin Treatment									0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	6	10.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MONARCH, INC. (651)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	100.0 0.0	↑ ↓	1 0	1 1	1 of 23 21 of 21			☺ ☹

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹ = 1	☺ = 0	☺ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

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Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

THE OAKS REHAB. SERVICES CTR (655)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
THE OAKS REHAB. SERVICES CTR (655)

**Clients Admitted and Served
at the Agency (CY03)**
91

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	53	47	100	0	0	63	8	27	0	3	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	4	1	9	8	0	21	79	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	7	8	0	16	2	0	0	1	8	\$1,244,145.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	51	19
Units of Service	0	2,924	23,180
Avg Hours Per Client	0.0	57.3	1,220.0
Avg Daily Census	0	8	64

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1	36	75.0	44.9	26	76.5	49.6	11	61.1	40.6
61 Completed Court Commitment												5.2
62 Left ACA/ 90 Days				8	16.7	10.7	7	20.6	20.3	4	22.2	18.1
63 Moved												5.5
64 Transferred			28.6	1	2.1	2.3	1	2.9	1.6	2	11.1	6.5
65 Incarcerated									0.8			1.5
66 Broke Rules			14.3	2	4.2	20.2			7.3			5.4
67 AWOL				1	2.1	16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment								2.3	0.8	1	5.6	6.8
91 Administrative Discharge			0.0					0.0	0.0			

	Count	Percent
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 at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 THE OAKS REHAB. SERVICES CTR (655)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	68.8 68.8	↑ ↑	11 11	16 16	10 of 23 5 of 21		☹️	☺️

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹️ = 0	☹️ = 1	☺️ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

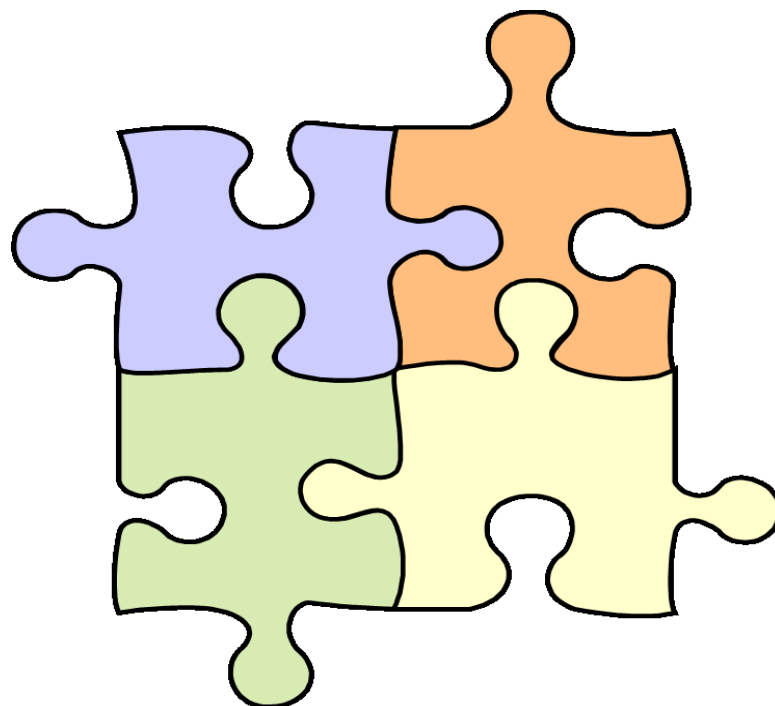
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ROADBACK, INC. (657)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
ROADBACK, INC. (657)

**Clients Admitted and Served
at the Agency (CY03)**
35

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	63	37	100	0	0	74	3	23	0	0	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	17	11	89	26	14	94	40	0	0	3
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	0	0	0	1	1	0	0	0	0	\$671,087.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	35
Units of Service	0	0	2,484
Avg Hours Per Client	0.0	0.0	71.0
Avg Daily Census	0	0	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9	13	39.4	49.6			40.6
61 Completed Court Commitment						1.3						5.2
62 Left ACA/ 90 Days						10.7	5	15.2	20.3			18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3	1	3.0	1.6			6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2	5	15.2	7.3			5.4
67 AWOL						16.9	8	24.2	6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3	1	3.0	0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	1	3.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 ROADBACK, INC. (657)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	65.2 45.5	56.3 29.2	↓ ↓	9 7	16 24	2 of 2 2 of 2	☹ ☹		
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 2	↑ = 0	Quartiles	Bottom	Middle 2	Top
				☹ = 2	☹ = 0	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

YWCA CRISIS CENTER (671)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
YWCA CRISIS CENTER (671)

**Clients Admitted and Served
at the Agency (CY03)**
20

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	38	62	100	0	0	90	0	5	0	0	95
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	5	0	0	0	0	0	100	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
											\$204,184.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	1
Units of Service	0	0	0
Avg Hours Per Client	0.0	0.0	0.0
Avg Daily Census	0	0	0
		20	
		2,073	
		103.7	
		6	

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9	6	75.0	49.6			40.6
61 Completed Court Commitment						1.3						5.2
62 Left ACA/ 90 Days						10.7			20.3			18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3			1.6			6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2	2	25.0	7.3			5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	5	38.5										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 YWCA CRISIS CENTER (671)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 0 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹ = 0 ☺ = 0 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

EAGLE RIDGE INSTITUTE (820)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
EAGLE RIDGE INSTITUTE (820)

**Clients Admitted and Served
at the Agency (CY03)**
43

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	56	44	100	0	0	72	2	12	0	5	7
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	0	0	0	0	100	0	0	100
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	2	10	0	15	3	0	0	1	2	\$1,040,190.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	43	0
Units of Service	0	4,986	0
Avg Hours Per Client	0.0	116.0	0.0
Avg Daily Census	0	14	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1	28	90.3	44.9			49.6			40.6
61 Completed Court Commitment									1.3			5.2
62 Left ACA/ 90 Days				1	3.2	10.7			20.3			18.1
63 Moved									1.2			5.5
64 Transferred			28.6						2.3			6.5
65 Incarcerated									0.2			1.5
66 Broke Rules			14.3						7.3			5.4
67 AWOL				2	6.5	16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment									2.3			6.8
91 Administrative Discharge			0.0						0.0			

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 EAGLE RIDGE INSTITUTE (820)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 0	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☺ = 0	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

HOMINY HEALTH SRVCS CTR INC. (902)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
HOMINY HEALTH SRVCS CTR INC. (902)

**Clients Admitted and Served
at the Agency (CY03)**
71

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	57	43	100	0	0	59	1	26	0	0	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	4	1	59	3	0	43	44	3	1	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	3	0	5	0	0	0	0	1	\$110,721.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	71
Units of Service	0	0	36,652
Avg Hours Per Client	0.0	0.0	516.2
Avg Daily Census	0	0	100

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	15	57.7	40.6
61 Completed Court Commitment									1.3			5.2
62 Left ACA/ 90 Days						10.7			20.3	4	15.4	18.1
63 Moved						1.2			13.0	2	7.7	5.5
64 Transferred			28.6			2.3			1.6	1	3.8	6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3	1	3.8	5.4
67 AWOL						16.9			6.5	3	11.5	10.3
68 Death												
69 Failed to Begin Treatment								2.3	0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	5	17.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 HOMINY HEALTH SRVCS CTR INC. (902)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	16.7 55.6	↓ ↑	3 10	18 18	22 of 23 7 of 21	☹️		☺️

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹️ = 1	☺️ = 1	☺️ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PALMER DRUG ABUSE PROGRAM INC. (903)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PALMER DRUG ABUSE PROGRAM INC. (903)

**Clients Admitted and Served
at the Agency (CY03)**
146

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	71	29	100	0	0	68	18	5	0	4	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	6	2	48	7	2	90	18	1	0	3
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	6	2	0	11	2	1	2	1	1	\$1,376,377.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	146
Units of Service	0	0	218,786
Avg Hours Per Client	0.0	0.0	1,498.5
Avg Daily Census	0	0	599

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	41	33.6	40.6
61 Completed Court Commitment						1.3				6	4.9	5.2
62 Left ACA/ 90 Days						10.7			20.3	21	17.2	18.1
63 Moved						1.2			13.0	5	4.1	5.5
64 Transferred			28.6			2.3			1.6	10	8.2	6.5
65 Incarcerated						0.2			0.8	6	4.9	1.5
66 Broke Rules			14.3			20.2			7.3	16	13.1	5.4
67 AWOL						16.9			6.5	4	3.3	10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8	13	10.7	6.8
91 Administrative Discharge			0.0			0.0			0.0			
Clients Not Seen Within 90 Days	Count	Percent										
	21	17.5										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PALMER DRUG ABUSE PROGRAM INC. (903)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	38.5 39.0	↓ ↓	30 30	78 77	17 of 23 11 of 21		☹️ ☹️	

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 2 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹️ = 0 ☹️ = 2 ☺️ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

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Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

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Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

METRO TULSA SUBSTANCE ABUSE SERVICE (904)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
METRO TULSA SUBSTANCE ABUSE SERVICE (904)

**Clients Admitted and Served
at the Agency (CY03)**
49

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	80	20	100	0	0	45	43	8	0	2	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	4	4	27	12	8	88	8	0	29	25
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	12	0	0	15	2	0	1	0	1	\$1,044,981.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	5	0	46
Units of Service	19	0	42,036
Avg Hours Per Client	3.8	0.0	913.8
Avg Daily Census	0	0	115

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	1	33.3	57.1							2	18.2	40.6
61 Completed Court Commitment												5.2
62 Left ACA/ 90 Days										6	54.5	18.1
63 Moved										2	18.2	5.5
64 Transferred	1	33.3	28.6							1	9.1	6.5
65 Incarcerated												1.5
66 Broke Rules	1	33.3	14.3									5.4
67 AWOL												10.3
68 Death												
69 Failed to Begin Treatment												6.8
91 Administrative Discharge						0.0						0.0
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	33	75.0										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 METRO TULSA SUBSTANCE ABUSE SERVICE (904)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges	33.3	33.3	↑	1	3	1 of 1			☹
	14-Day Follow-up	0.0	0.0	↑	0	1	1 of 1			☹
	Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.5	33.3	↓	4	12	20 of 23			☹
	Planned Discharges	46.6	25.0	↓	3	12	15 of 21			☹
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
					# Clients receiving Treatment	# Survivors in Year after Discharge		Bottom	Middle 2	Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival									
Difference Between Post & Pre Treatment	DUI Convictions				% in Year before Discharge	% in Year following Discharge				
	Incarceration									
	Clients With Wages									
	Median Wages									

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score to State Average	↓ = 2	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹ = 1	☹ = 3	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

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Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

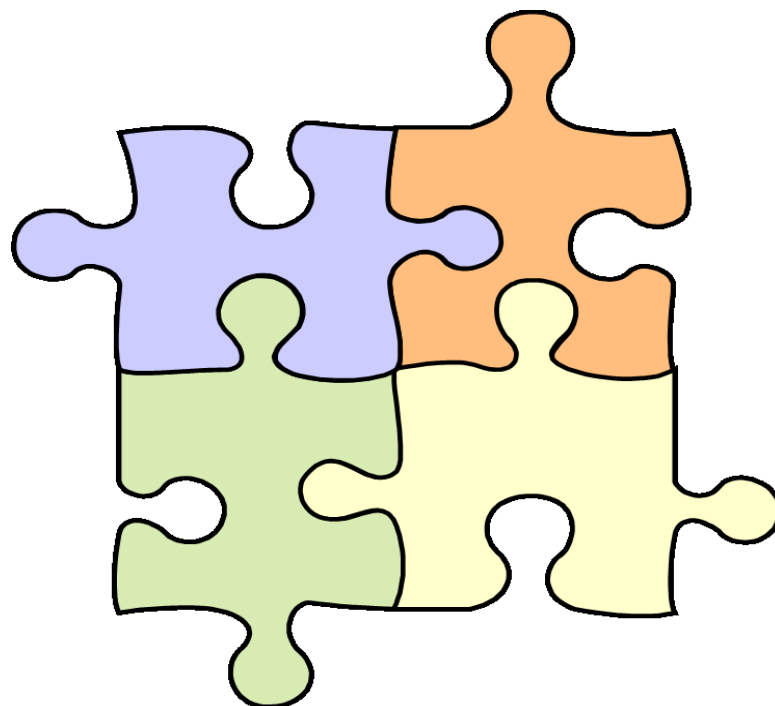
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NORMAN ALCOHOL INFORMATION CTR (906)

**Clients Admitted and Served
at the Agency (CY03)**
64

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	77	23	100	0	0	91	2	3	2	2	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	2	0	52	8	3	83	22	0	2	27
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
9	2	14	9	0	34	19	1	0	2	14	\$811,707.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	64
Units of Service	0	0	104,378
Avg Hours Per Client	0.0	0.0	1,630.9
Avg Daily Census	0	0	286

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	12	30.8	40.6
61 Completed Court Commitment										5	12.8	5.2
62 Left ACA/ 90 Days									20.3	7	17.9	18.1
63 Moved									13.0			5.5
64 Transferred			28.6			2.3			1.6	4	10.3	6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3			5.4
67 AWOL						16.9			6.5	1	2.6	10.3
68 Death												
69 Failed to Begin Treatment								2.3	0.8	10	25.6	6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	21	42.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NORMAN ALCOHOL INFORMATION CTR (906)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	57.7 42.3	↑ ↓	15 11	26 26	13 of 23 10 of 21		☹️ ☹️	

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹️ = 0	☹️ = 2	☺️ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

N.E. OK COUNCIL ON ALCOHOLISM (907)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
N.E. OK COUNCIL ON ALCOHOLISM (907)

**Clients Admitted and Served
at the Agency (CY03)**
17

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	88	12	100	0	0	59	0	29	0	12	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	12	6	47	12	0	82	12	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	5	2	0	9	5	0	0	0	4	\$328,201.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	17
Units of Service	0	0	7,322
Avg Hours Per Client	0.0	0.0	430.7
Avg Daily Census	0	0	20

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	8	50.0	40.6
61 Completed Court Commitment						1.3						5.2
62 Left ACA/ 90 Days						10.7			20.3	6	37.5	18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3			1.6			6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3	1	6.3	5.4
67 AWOL						16.9			6.5	1	6.3	10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	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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For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 N.E. OK COUNCIL ON ALCOHOLISM (907)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	46.7 46.7	↑ ↑	7 7	15 15	15 of 23 8 of 21		☹️ ☹️	

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹️ = 0	☹️ = 2	☹️ = 0

Please See The Indicator Notes On The Next Page

For all measures:

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
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For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

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Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

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Long-Term Outcome Notes:

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Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

S.W. YOUTH & FAMILY SERVICES (909)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
S.W. YOUTH & FAMILY SERVICES (909)

**Clients Admitted and Served
at the Agency (CY03)**
108

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	43	57	100	0	0	64	7	17	0	2	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	5	2	48	0	5	66	27	1	5	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	1	0	3	1	0	0	0	0	\$112,181.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	108
Units of Service	0	0	95,944
Avg Hours Per Client	0.0	0.0	888.4
Avg Daily Census	0	0	263

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	34	57.6	40.6
61 Completed Court Commitment						1.3				5	8.5	5.2
62 Left ACA/ 90 Days						10.7			20.3	6	10.2	18.1
63 Moved						1.2			13.0	4	6.8	5.5
64 Transferred			28.6			2.3			1.6	2	3.4	6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3			5.4
67 AWOL						16.9			6.5	1	1.7	10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8	7	11.9	6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	47	52.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 S.W. YOUTH & FAMILY SERVICES (909)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	82.5 68.3	↑ ↑	33 28	40 41	8 of 23 6 of 21		☹️	☺️

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹️ = 0	☹️ = 1	☺️ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

DRUG RECOVERY, INC. (910)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
DRUG RECOVERY, INC. (910)

**Clients Admitted and Served
at the Agency (CY03)**
144

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	81	19	100	0	0	81	8	7	0	6	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	4	4	94	18	19	97	19	0	0	6
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
12	0	13	6	0	31	1	0	0	0	4	\$1,939,681.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	144	0
Units of Service	0	11,016	0
Avg Hours Per Client	0.0	76.5	0.0
Avg Daily Census	0	30	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1	34	21.1	44.9			49.6			40.6
61 Completed Court Commitment				2	1.2	1.3						5.2
62 Left ACA/ 90 Days				23	14.3	10.7			20.3			18.1
63 Moved									1.2			5.5
64 Transferred			28.6	1	0.6	2.3			1.6			6.5
65 Incarcerated									0.2			1.5
66 Broke Rules			14.3	72	44.7	20.2			7.3			5.4
67 AWOL				27	16.8	16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment				2	1.2	2.3			0.8			6.8
91 Administrative Discharge			0.0						0.0			

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 DRUG RECOVERY, INC. (910)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days	94.2	92.6	↓	151	163	3 of 3	☹		
	Community Tenure - 90 days	89.5	84.7	↓	138	163	3 of 3	☹		
	Level of Functioning Improvement	41.4	50.7	↑	71	140	2 of 3		☺	
	Planned Discharges	29.8	20.0	↓	28	140	3 of 3	☹		
	14-Day Followup	23.1	0.0	↓	0	23	2 of 2	☹		
	Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 4	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹ = 4	☺ = 1	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TRI-CITY YOUTH & FAMILY CENTER (911)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
TRI-CITY YOUTH & FAMILY CENTER (911)

**Clients Admitted and Served
at the Agency (CY03)**
14

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	71	29	100	0	0	71	7	0	0	14	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	79	0	0	36	50	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	9	0	11	4	0	1	0	7	\$113,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	14
Units of Service	0	0	5,467
Avg Hours Per Client	0.0	0.0	390.5
Avg Daily Census	0	0	15

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	5	100.0	40.6
61 Completed Court Commitment						1.3						5.2
62 Left ACA/ 90 Days						10.7			20.3			18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3			1.6			6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3			5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	10	71.4

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TRI-CITY YOUTH & FAMILY CENTER (911)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	60.0 100.0	↑ ↑	3 5	5 5	12 of 23 1 of 21		☹️	😊

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹️ = 0	☹️ = 1	😊 = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ADA AREA CHEMICAL DEP. CTR (914)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
ADA AREA CHEMICAL DEP. CTR (914)

**Clients Admitted and Served
at the Agency (CY03)**
16

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	88	13	100	0	0	25	0	56	0	0	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	6	0	100	6	0	94	6	0	0	13
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	4	2	0	6	2	0	0	0	3	\$96,088.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	16
Units of Service	0	0	55,487
Avg Hours Per Client	0.0	0.0	3,467.9
Avg Daily Census	0	0	152

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	2	22.2	40.6
61 Completed Court Commitment						1.3				2	22.2	5.2
62 Left ACA/ 90 Days						10.7			20.3	1	11.1	18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3			1.6	4	44.4	6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3			5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	1	12.5										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 ADA AREA CHEMICAL DEP. CTR (914)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	87.5 12.5	↑ ↓	7 1	8 8	6 of 23 19 of 21			☺ ☹

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹ = 1	☺ = 0	☺ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TURNING POINT (925)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
TURNING POINT (925)

**Clients Admitted and Served
at the Agency (CY03)**
24

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	63	38	100	0	0	79	0	8	0	8	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	8	4	75	0	8	88	8	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	2	2	2	0	7	3	0	0	0	2	\$138,848.00	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	24
Units of Service	0	0	12,607
Avg Hours Per Client	0.0	0.0	525.3
Avg Daily Census	0	0	35

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	1	12.5	40.6
61 Completed Court Commitment						1.3						5.2
62 Left ACA/ 90 Days						10.7			20.3	6	75.0	18.1
63 Moved						1.2			13.0	1	12.5	5.5
64 Transferred			28.6			2.3			1.6			6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3			5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	17	77.3

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TURNING POINT (925)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	0.0 12.5	↓ ↓	0 1	8 8	23 of 23 19 of 21	☹ ☹		

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 2 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹ = 2 ☺ = 0 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

EDMOND FAMILY SERVICES, INC. (929)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
EDMOND FAMILY SERVICES, INC. (929)

**Clients Admitted and Served
at the Agency (CY03)**
19

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	84	16	100	0	0	95	5	0	0	0	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	58	0	11	74	16	0	0	32
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	9	0	9	2	0	0	0	0	\$72,853.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	19
Units of Service	0	0	11,514
Avg Hours Per Client	0.0	0.0	606.0
Avg Daily Census	0	0	32

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	2	11.1	40.6
61 Completed Court Commitment						1.3				10	55.6	5.2
62 Left ACA/ 90 Days						10.7			20.3	3	16.7	18.1
63 Moved						1.2			13.0	2	11.1	5.5
64 Transferred			28.6			2.3			1.6			6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3	1	5.6	5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	1	5.3

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 EDMOND FAMILY SERVICES, INC. (929)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	93.3 0.0	↑ ↓	14 0	15 15	5 of 23 21 of 21			☺ ☹

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹ = 1	☺ = 0	☺ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

STREET SCHOOL INC (932)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
STREET SCHOOL INC (932)

**Clients Admitted and Served
at the Agency (CY03)**
33

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	68	32	100	0	0	76	13	8	0	3	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	3	0	71	0	3	87	11	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
											\$80,475.00

Clients Admitted and Served by Level of Care

Detox	Residential		Halfway		Outpatient	
Clients	0	Clients 0	Clients 0	Clients 0	Clients 33	
Units of Service	0	Units of Service 0	Units of Service 0	Units of Service 0	Units of Service 894,960	
Avg Hours Per Client	0.0	Avg Days Per Client 0.0	Avg Days Per Client 0.0	Avg Days Per Client 0.0	Avg Hours Per Client 27,120.0	
Avg Daily Census	0	Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 2,452	

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	12	66.7	40.6
61 Completed Court Commitment						1.3						5.2
62 Left ACA/ 90 Days						10.7			20.3			18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3			1.6			6.5
65 Incarcerated						0.2			0.8	1	5.6	1.5
66 Broke Rules			14.3			20.2			7.3	5	27.8	5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	1	5.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 STREET SCHOOL INC (932)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	50.0 70.6	↑ ↑	9 12	18 17	14 of 23 3 of 21		☹️	☺️

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹️ = 0	☹️ = 1	☺️ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

MOORE ALC/DRUG CTR (935)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
MOORE ALC/DRUG CTR (935)

**Clients Admitted and Served
at the Agency (CY03)**
85

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	54	46	100	0	0	86	5	8	0	1	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	2	0	44	4	2	48	56	7	0	2
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	14	5	0	20	0	0	0	0	0	\$169,570.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	85
Units of Service	0	0	173,809
Avg Hours Per Client	0.0	0.0	2,044.8
Avg Daily Census	0	0	476

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	16	22.5	40.6
61 Completed Court Commitment										2	2.8	5.2
62 Left ACA/ 90 Days									20.3	35	49.3	18.1
63 Moved									13.0	3	4.2	5.5
64 Transferred			28.6			2.3			1.6	9	12.7	6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3	4	5.6	5.4
67 AWOL						16.9			6.5	2	2.8	10.3
68 Death												
69 Failed to Begin Treatment									0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	1	1.5

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 MOORE ALC/DRUG CTR (935)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	38.2 14.3	↓ ↓	13 5	34 35	18 of 23 18 of 21		☹️ ☹️	

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 2 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹️ = 0 ☹️ = 2 ☺️ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

LEFLORE CO. YOUTH/FAMILY SERVICES, INC. (939)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
LEFLORE CO. YOUTH/FAMILY SERVICES, INC. (939)

**Clients Admitted and Served
at the Agency (CY03)**
80

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	45	55	100	0	0	71	0	23	0	6	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	0	0	0	0	100	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	1	0	2	0	0	0	0	1	\$16,650.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	80
Units of Service	0	0	51,569
Avg Hours Per Client	0.0	0.0	644.6
Avg Daily Census	0	0	141

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	96	100.0	40.6
61 Completed Court Commitment									1.3			5.2
62 Left ACA/ 90 Days						10.7			20.3			18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3			1.6			6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3			5.4
67 AWOL						16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment								2.3	0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	1	1.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 LEFLORE CO. YOUTH/FAMILY SERVICES, INC. (939)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	46.6	100.0	↑	96	96	1 of 21			☺

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle 2	Top
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☺ = 0	☺ = 1

Please See The Indicator Notes On The Next Page

For all measures:

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
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- Detox clients with presenting problems of *abuse* rather than *dependence*.

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Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

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Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

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Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

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Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

A BETTER CHANCE (940)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
A BETTER CHANCE (940)

**Clients Admitted and Served
at the Agency (CY03)**
330

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	59	41	100	0	0	58	20	7	0	1	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	0	0	0	0	100	0	0	99
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	4	12	1	18	0	0	0	1	1

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	330
Units of Service	0	0	74,858
Avg Hours Per Client	0.0	0.0	226.8
Avg Daily Census	0	0	205

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	289	100.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 A BETTER CHANCE (940)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 0 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹ = 0 ☺ = 0 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

**Clients Admitted and Served
at the Agency (CY03)**
21

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	73	27	100	0	0	68	14	0	5	9	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	5	5	68	5	5	86	5	0	5	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	4	1	6	2	0	0	0	0	\$106,140.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	22
Units of Service	0	0	16,437
Avg Hours Per Client	0.0	0.0	747.1
Avg Daily Census	0	0	45

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	5	35.7	40.6
61 Completed Court Commitment						1.3				2	14.3	5.2
62 Left ACA/ 90 Days						10.7			20.3	3	21.4	18.1
63 Moved						1.2			13.0	2	14.3	5.5
64 Transferred			28.6			2.3			1.6	1	7.1	6.5
65 Incarcerated						0.2			0.8			1.5
66 Broke Rules			14.3			20.2			7.3			5.4
67 AWOL						16.9			6.5	1	7.1	10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8			6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	4	26.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	100.0 22.2	↑ ↓	9 2	9 9	1 of 23 16 of 21			☺ ☹

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☹ = 1	☺ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

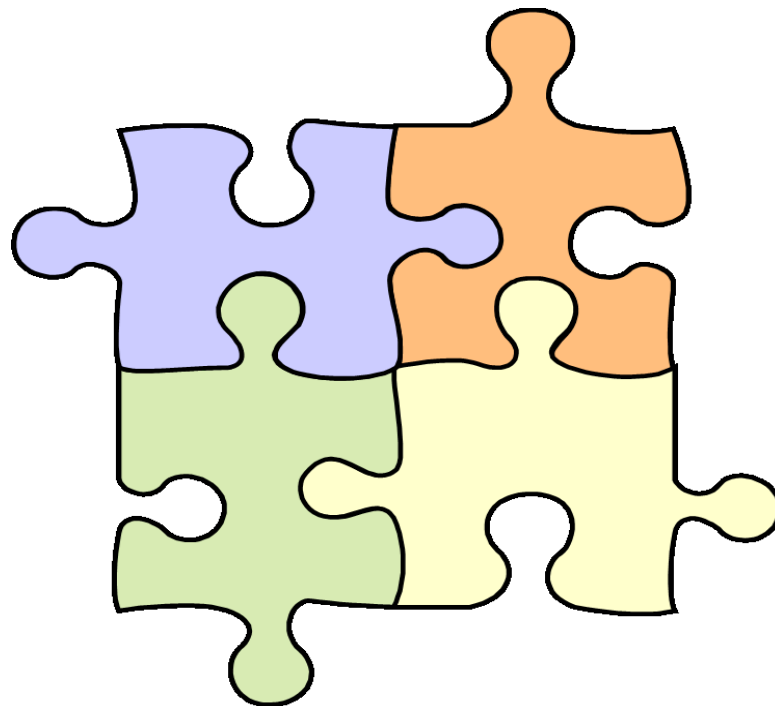
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CARE FOR CHANGE INC. (951)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
CARE FOR CHANGE INC. (951)

**Clients Admitted and Served
at the Agency (CY03)**
194

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	83	17	100	0	0	39	48	4	1	7	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	1	1	31	1	4	90	9	1	1	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	3	7	0	10	1	0	0	0	1	\$365,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	195
Units of Service	0	0	185,826
Avg Hours Per Client	0.0	0.0	953.0
Avg Daily Census	0	0	509

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	23	17.7	40.6
61 Completed Court Commitment						1.3				1	0.8	5.2
62 Left ACA/ 90 Days						10.7			20.3	7	5.4	18.1
63 Moved						1.2			13.0	14	10.8	5.5
64 Transferred			28.6			2.3			1.6	9	6.9	6.5
65 Incarcerated						0.2			0.8	3	2.3	1.5
66 Broke Rules			14.3			20.2			7.3	1	0.8	5.4
67 AWOL						16.9			6.5	60	46.2	10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8	12	9.2	6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	31	19.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 CARE FOR CHANGE INC. (951)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	20.2 21.6	↓ ↓	24 25	119 116	21 of 23 17 of 21	☹️		😊

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 2	↑ = 0	Quartiles	Bottom	Middle 2	Top
				☹️ = 1	😊 = 1	😊 = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NW SUBSTANCE TREATMENT CNTR (953)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NW SUBSTANCE TREATMENT CNTR (953)

**Clients Admitted and Served
at the Agency (CY03)**
91

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	52	48	100	0	0	67	7	12	0	5	24
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	0	0	0	0	100	1	0	97
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	1	0	2	0	0	0	0	0	\$502,123.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	91	0
Units of Service	0	3,724	0
Avg Hours Per Client	0.0	40.9	0.0
Avg Daily Census	0	10	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1	54	64.3	44.9			49.6			40.6
61 Completed Court Commitment				2	2.4	1.3						5.2
62 Left ACA/ 90 Days				15	17.9	10.7			20.3			18.1
63 Moved				6	7.1	1.2			13.0			5.5
64 Transferred			28.6	2	2.4	2.3			1.6			6.5
65 Incarcerated									0.2			1.5
66 Broke Rules			14.3	4	4.8	20.2			7.3			5.4
67 AWOL				1	1.2	16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment								2.3	0.8			6.8
91 Administrative Discharge			0.0						0.0			

	Count	Percent
Clients Not Seen Within 90 Days	1	1.2

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NW SUBSTANCE TREATMENT CNTR (953)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 0 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹ = 0 ☺ = 0 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CITIZEN POTOWATOMI NATION (956)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
CITIZEN POTOWATOMI NATION (956)

**Clients Admitted and Served
at the Agency (CY03)**
30

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	74	26	100	0	0	35	0	52	3	6	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	97	0	0	71	3	0	20	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total		CADC	CAC	CCM	CPS	Other	
3	0	1	3	0	7		2	1	1	0	3	\$65,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	30
Units of Service	0	0	17,602
Avg Hours Per Client	0.0	0.0	586.7
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	30	100.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 CITIZEN POTOWATOMI NATION (956)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 0 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹ = 0 ☺ = 0 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

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Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

SPECIALIZED OUTPATIENT SERVICES, INC. (958)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
SPECIALIZED OUTPATIENT SERVICES, INC. (958)

**Clients Admitted and Served
at the Agency (CY03)**
44

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	86	14	100	0	0	75	14	5	0	7	0
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	50	2	9	86	11	0	0	32
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	3	8	0	12	5	0	2	0	7	\$255,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	44
Units of Service	0	0	49,330
Avg Hours Per Client	0.0	0.0	1,121.1
Avg Daily Census	0	0	135

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1			44.9			49.6	10	26.3	40.6
61 Completed Court Commitment						1.3				3	7.9	5.2
62 Left ACA/ 90 Days						10.7			20.3	12	31.6	18.1
63 Moved						1.2			13.0			5.5
64 Transferred			28.6			2.3			1.6	3	7.9	6.5
65 Incarcerated						0.2			0.8	1	2.6	1.5
66 Broke Rules			14.3			20.2			7.3			5.4
67 AWOL						16.9			6.5	7	18.4	10.3
68 Death												
69 Failed to Begin Treatment						2.3			0.8	2	5.3	6.8
91 Administrative Discharge			0.0			0.0			0.0			

	Count	Percent
Clients Not Seen Within 90 Days	1	2.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 SPECIALIZED OUTPATIENT SERVICES, INC. (958)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	43.5 46.6	34.5 33.3	↓ ↓	10 10	29 30	19 of 23 13 of 21	☹️		😊

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 2	↑ = 0	Quartiles	Bottom	Middle 2	Top
				☹️ = 1	😊 = 1	😊 = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TULSA WOMEN AND CHILDREN'S CENTER (959)

Youth Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
TULSA WOMEN AND CHILDREN'S CENTER (959)

**Clients Admitted and Served
at the Agency (CY03)**
89

**All Youth
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	52	48	100	0	0	48	27	10	0	0	19
State Avg	64	36	100	0	0	65	14	13	0	4	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	2	0	0	0	0	0	100	0	0	0
State Avg	3	1	37	5	4	53	49	1	2	27

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	89	0
Units of Service	0	6,297	0
Avg Hours Per Client	0.0	70.8	0.0
Avg Daily Census	0	17	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			57.1	41	49.4	44.9			49.6			40.6
61 Completed Court Commitment									1.3			5.2
62 Left ACA/ 90 Days									10.7			18.1
63 Moved									1.2			5.5
64 Transferred			28.6						2.3			6.5
65 Incarcerated									0.2			1.5
66 Broke Rules			14.3	1	1.2	20.2			7.3			5.4
67 AWOL				41	49.4	16.9			6.5			10.3
68 Death												
69 Failed to Begin Treatment									2.3			6.8
91 Administrative Discharge			0.0						0.0			

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 TULSA WOMEN AND CHILDREN'S CENTER (959)

All Youth
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 0 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹ = 0 ☺ = 0 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

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Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

PAYNE COUNTY DRUG COURT, INC. (462)

Youth Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PAYNE COUNTY DRUG COURT, INC. (462)

**Clients Admitted and Served
at the Agency (CY03)**
8

**Youth Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	88	13	100	0	0	50	0	13	0	38	0
State Avg	80	20	100	0	0	81	1	7	0	5	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	13	0	0	100	0	0	0	0
State Avg	2	1	55	3	5	95	12	1	1	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	1	1	0	3	1	1	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	6
Units of Service	0	0	11,827
Avg Hours Per Client	0.0	0.0	1,971.2
Avg Daily Census	0	0	32

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	0	0.0										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PAYNE COUNTY DRUG COURT, INC. (462)

Youth Drug
 Court
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average ↓ = 0 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹ = 0 ☺ = 0 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

**YOUTH AND FAMILY SERVICES OF N. CENTRAL
OKLAHOMA, INC. (465)**

Youth Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

**Clients Admitted and Served
at the Agency (CY03)**
25

**Youth Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	72	28	100	0	0	80	0	0	0	4	0
State Avg	80	20	100	0	0	81	1	7	0	5	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	84	0	12	100	8	4	0	0
State Avg	2	1	55	3	5	95	12	1	1	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	2	1	4	1	0	0	0	3

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	25
Units of Service	0	0	35,345
Avg Hours Per Client	0.0	0.0	1,413.8
Avg Daily Census	0	0	97

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	17	100.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

Youth Drug
 Court
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 0	↑ = 0	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☺ = 0	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

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Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RED ROCK BEHAVIORAL HEALTH SVC (553)

Youth Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
RED ROCK BEHAVIORAL HEALTH SVC (553)

**Clients Admitted and Served
at the Agency (CY03)**
14

**Youth Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	80	20	100	0	0	80	0	20	0	0	0
State Avg	80	20	100	0	0	81	1	7	0	5	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	33	0	0	87	13	0	0	29
State Avg	2	1	55	3	5	95	12	1	1	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	5	0	5	0	0	1	0	0	\$26,150.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients 0	Clients 0	Clients 0	Clients 15
Units of Service 0	Units of Service 0	Units of Service 0	Units of Service 18,622
Avg Hours Per Client 0.0	Avg Days Per Client 0.0	Avg Days Per Client 0.0	Avg Hours Per Client 1,241.5
Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 51

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										5	62.5	40.9
61 Completed Court Commitment												9.1
62 Left ACA/ 90 Days												9.1
63 Moved												
64 Transferred												27.3
65 Incarcerated										1	12.5	4.5
66 Broke Rules										2	25.0	9.1
67 AWOL												
68 Death												
69 Failed to Begin Treatment												
91 Administrative Discharge			0.0			0.0				0.0		

	Count	Percent
Clients Not Seen Within 90 Days	3	25.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater.

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 RED ROCK BEHAVIORAL HEALTH SVC (553)

Youth Drug
 Court
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	47.6 40.0	0.0 75.0	↓ ↑	0 6	9 8	4 of 4 1 of 4	☹️		☺️

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹️ = 1	☺️ = 0	☺️ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

PALMER DRUG ABUSE PROGRAM INC. (903)

Youth Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
PALMER DRUG ABUSE PROGRAM INC. (903)

**Clients Admitted and Served
at the Agency (CY03)**
8

**Youth Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	63	38	100	0	0	88	0	13	0	0	0
State Avg	80	20	100	0	0	81	1	7	0	5	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	13	13	63	0	0	88	38	0	0	0
State Avg	2	1	55	3	5	95	12	1	1	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	1	1	0	3	0	1	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	8
Units of Service	0	0	17,830
Avg Hours Per Client	0.0	0.0	2,228.8
Avg Daily Census	0	0	49

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										2	50.0	40.9
61 Completed Court Commitment												9.1
62 Left ACA/ 90 Days										1	25.0	9.1
63 Moved												
64 Transferred										1	25.0	27.3
65 Incarcerated												4.5
66 Broke Rules												9.1
67 AWOL												
68 Death												
69 Failed to Begin Treatment												
91 Administrative Discharge			0.0			0.0			0.0			
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	21	17.5										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 PALMER DRUG ABUSE PROGRAM INC. (903)

Youth Drug
 Court
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	47.6 40.0	66.7 33.3	↑ ↓	2 1	3 3	3 of 4 2 of 4	☹ ☹		

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☹ = 2	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Youth Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

May 2004

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared May 2004
NORMAN ALCOHOL INFORMATION CTR (906)

**Clients Admitted and Served
at the Agency (CY03)**
15

**Youth Drug
Court
Clients**

Descriptive Statistics (CY03 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	94	6	100	0	0	94	6	0	0	0	0
State Avg	80	20	100	0	0	81	1	7	0	5	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	56	13	6	100	6	0	0	0
State Avg	2	1	55	3	5	95	12	1	1	7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY03
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
6	2	7	6	0	21	14	1	0	1	6	\$113,080.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	16
Units of Service	0	0	71,631
Avg Hours Per Client	0.0	0.0	4,476.9
Avg Daily Census	0	0	196

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												40.9
61 Completed Court Commitment												9.1
62 Left ACA/ 90 Days												9.1
63 Moved												
64 Transferred										1	100.0	27.3
65 Incarcerated												4.5
66 Broke Rules												9.1
67 AWOL												
68 Death												
69 Failed to Begin Treatment												
91 Administrative Discharge			0.0			0.0			0.0			
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	21	42.0										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared May 2004
 NORMAN ALCOHOL INFORMATION CTR (906)

Youth Drug
 Court
 Clients

Indicators

<u>Short-Term Outcomes (CY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days Community Tenure - 90 days Level of Functioning Improvement Planned Discharges 14-Day Followup Initiation of Treatment Engagement in Treatment									
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment	47.6 40.0	100.0 0.0	↑ ↓	1 0	1 1	1 of 4 4 of 4			☺ ☹

<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

<u>Consumer Survey (FY03 Clients)</u>		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time									

Indicator Summary										
Comparing Score to State Average		↓ = 1	↑ = 1	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☺ = 0	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Denominator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after dischargesubtracted from the percentage of clients incarcerated in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.