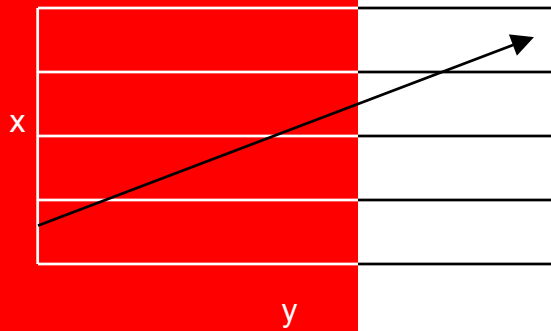


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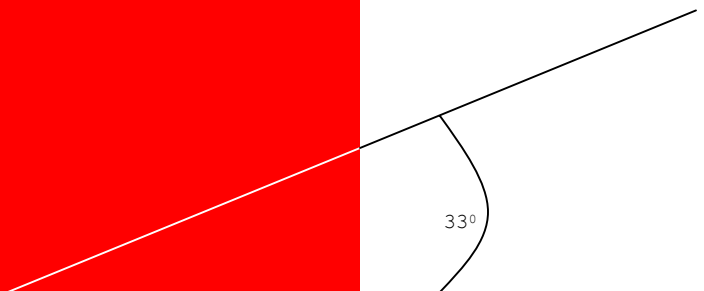
Oklahoma Department of
Mental Health and
Substance Abuse Services

P

**erformance &
outcomes
monitoring
report**



**for
Substance Abuse
Treatment Centers**



prepared by the evaluation and data analysis section - decision support services division
november 2002

Department of Mental Health and Substance Abuse Services
Substance Abuse Treatment Performance Indicators FY02

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Introduction

Why monitor performance and outcomes?

The DMHSAS mission is to promote quality of life and emotional well-being of Oklahomans by advocating, encouraging, and exemplifying the barrier-free delivery of responsive, innovative, community-based services in an environment of dignity and respect for all clients, their families and staff. To assess whether that mission is being fulfilled, it is important to evaluate the quality of care the Department funds, including the accessibility of services, appropriateness of services, and the outcomes they produce for citizens in need.

State and federal funding entities are also concerned with the quality of services supported by public resources. Collecting information about performance and outcomes helps the Department demonstrate treatment impact and justify requests for federal block grant and state appropriated funding. Service providers use performance and outcome data to make resource allocation decisions and improve service delivery. Consumers and their families use the information to make better choices about the treatment options available to them.

How should these measures be used?

To fulfill its mission, DMHSAS will use performance and outcome measures in at least three ways: to assess overall system functioning, to examine the results for individual agencies, and to learn what combinations of services work best with identified groups of clients. From the system perspective, the Department will ask the extent to which improvements are being made in desired directions with important target groups, such as persons with serious mental illness, substance abusing women receiving TANF benefits, or persons in rural service areas. Answers to these broad questions may lead to planning for new services, or the re-allocation of existing resources to support an initiative where the need for more effort is indicated. They may also lead to closer inspection of individual agency results to determine the extent to which a provider is contributing to improvements in a target population.

The DMHSAS indicators are based on values stated in the Department's mission statement, but they reflect concerns of state and national consumer groups, other payers, providers, and persons concerned with quality behavioral health care. As a result, treatment providers may use the DMHSAS indicators as a basis for contract negotiations with managed care organizations, as well as with DMHSAS; for planning and evaluating performance improvement activities; for soliciting new funding; or for re-allocating existing staff or other resources. Because many of the indicators are based on data reported by providers, and the methods of calculating them are specified, agency staff can compile the data to guide mid-course adjustments to their activities.

What are the limits on how the measures are used?

By definition, an indicator is a pointer or gauge used to monitor the operation of a system. It is not an exact measure of a system's functioning, but may point to areas where more analysis is "indicated." When the value of an indicator is out of the normal or average range, it suggests something different from the expected result has occurred, and indicates more study of causes is needed.

At least two factors affect the interpretability of indicators, data quality and case mix. Important elements of data quality are accuracy, timeliness, completeness and comprehensiveness.

Case mix refers to the distribution of variables in a population that may affect the outcomes of treatment, but may not be within the control of the treatment provider. Such factors as the number of people with severe symptoms, the amount of resources available for treatment in a service area, or the occurrence of some catastrophic event, may influence how people respond to treatment. Making balanced comparisons of outcomes among geographic areas or population subgroups, therefore, requires case-mix or risk adjustment so an "apples-to-apples" comparison is made.

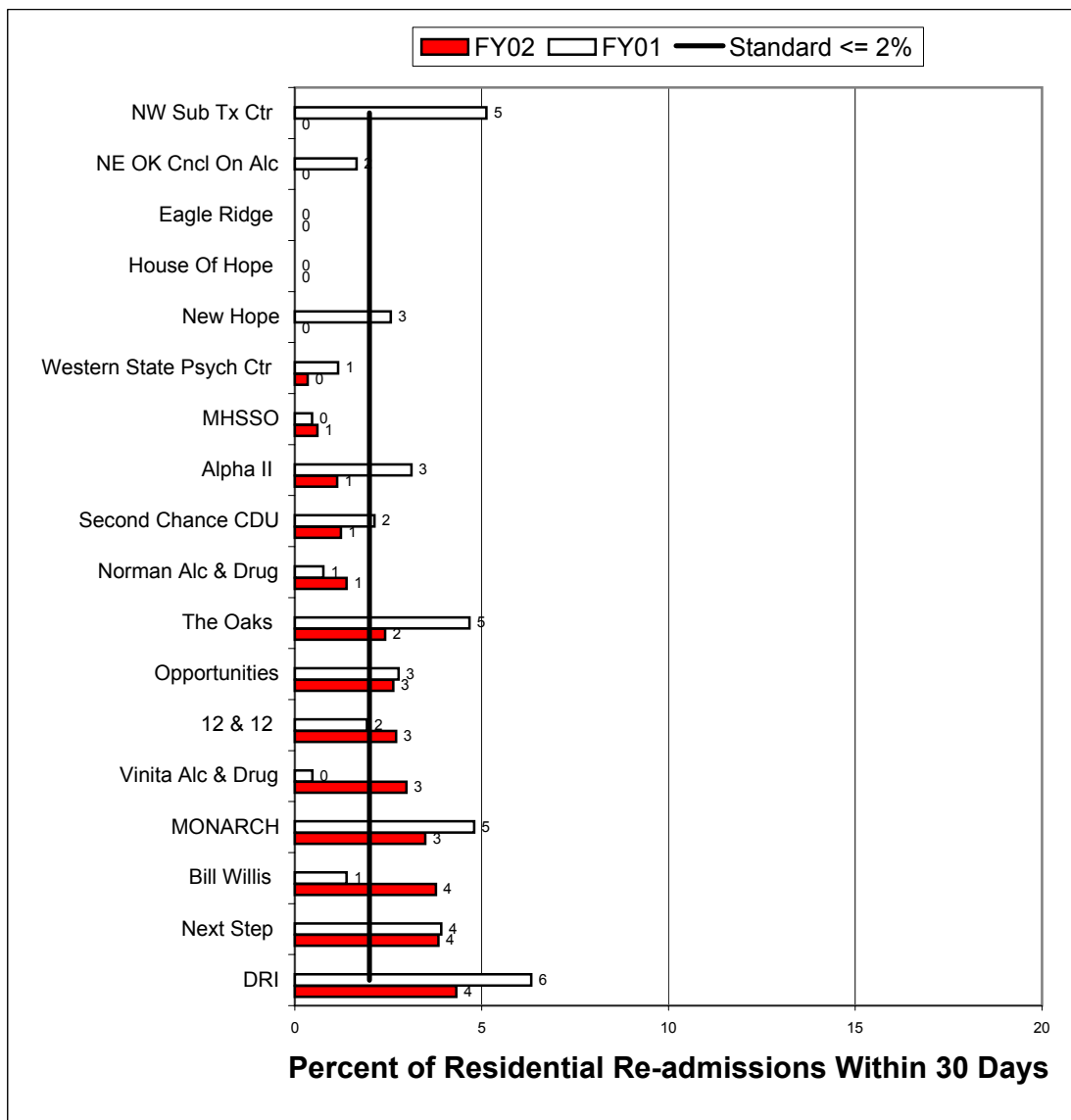


Residential Treatment Performance Indicators



Residential Re-admissions within 30 Days

Question: What percent of clients discharged from residential treatment were re-admitted to residential treatment within 30 days?



Answer: The percent of residential clients with a residential re-admission within 30 days of discharge in FY02 ranged from 0% to 4%. Ten of the eighteen agencies met or fell below the standard of (no more than) 2%. Ten of the agencies decreased their percent of residential re-admissions when compared to their previous year's results.

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Re-admissions within 30 Days**Results after the performance indicator has been case mix adjusted.**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
Eagle Ridge	0.0	2.3	2.3
Second Chance CDU	1.2	3.5	2.3
NW Sub Tx Ctr	0.0	2.2	2.2
New Hope	0.0	2.2	2.2
House Of Hope	0.0	2.0	2.0
NE OK Cncl On Alc	0.0	2.0	2.0
Western State Psych Ctr	0.3	2.2	1.9
Alpha II	1.1	1.8	0.7
Norman Alc & Drug	1.4	2.0	0.6
MHSSO	0.6	0.8	0.2
The Oaks	2.4	2.3	-0.1
Opportunities	2.6	2.1	-0.5
12 & 12	2.7	2.1	-0.6
Vinita Alc & Drug	3.0	1.9	-1.1
MONARCH	3.5	2.0	-1.4
Next Step	3.8	2.4	-1.5
DRI	4.3	2.8	-1.6
Bill Willis	3.8	1.9	-1.9

Ten of the 18 agencies performed at a rate above what would have been expected given their client characteristics.

Residential Re-admissions within 30 Days

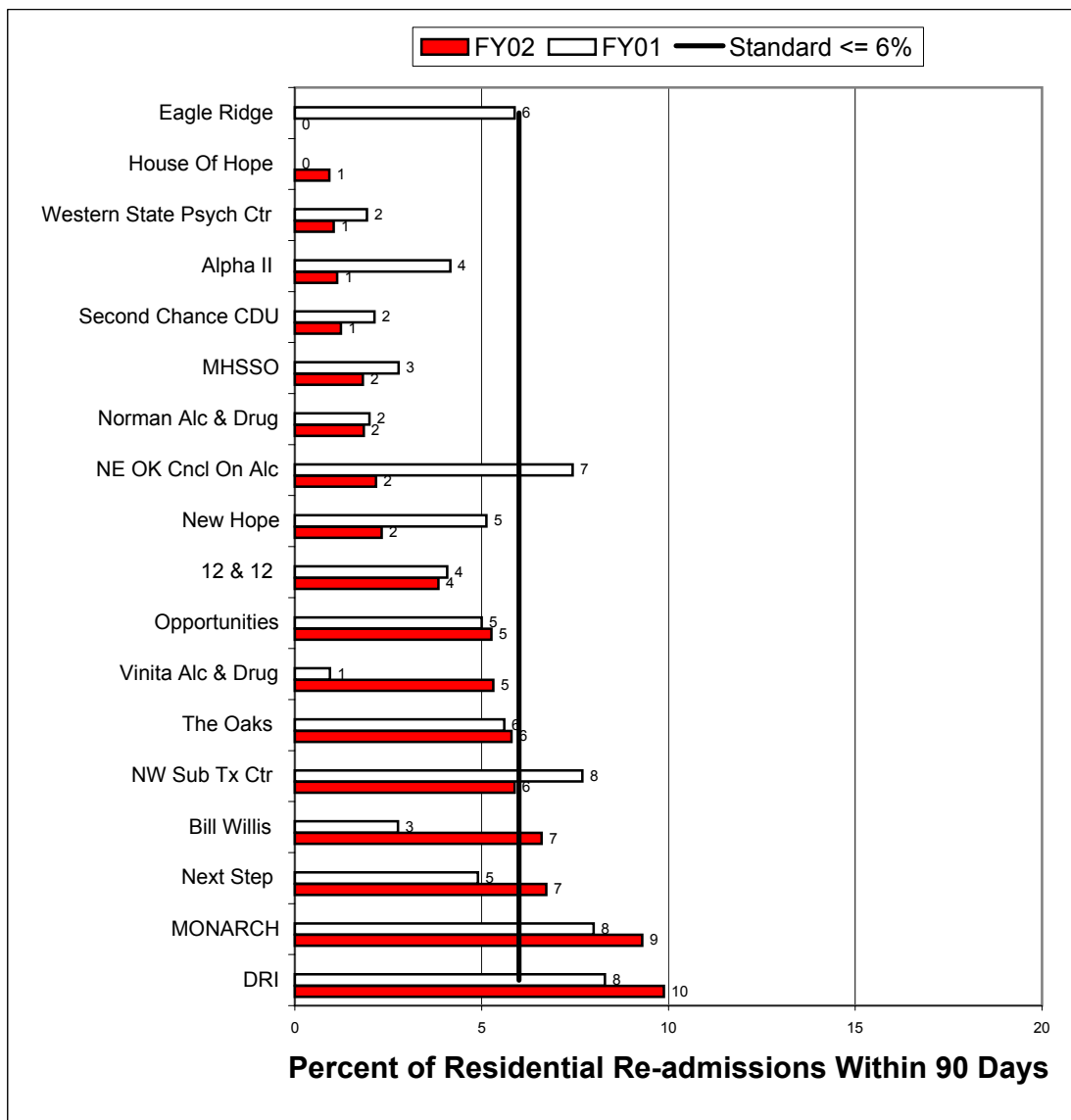
Question: What percent of clients discharged from residential treatment were re-admitted to residential treatment within 30 days?

Agency	FY01			FY02					FY00 Statewide Standard
	Number of Discharges	Number of Re-admissions	Unadjusted Percent	Number of Discharges	Number of Re-admissions	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
New Hope	117	3	2.6	86	0	0.0	2.2	2.2	2.0
House Of Hope	87	0	0.0	108	0	0.0	2.0	2.0	
Eagle Ridge	17	0	0.0	17	0	0.0	2.3	2.3	
NE OK Cncl On Alc	121	2	1.7	92	0	0.0	2.0	2.0	
NW Sub Tx Ctr	39	2	5.1	34	0	0.0	2.2	2.2	
Western State Psych Ctr	259	3	1.2	288	1	0.3	2.2	1.9	
MHSSO	216	1	0.5	165	1	0.6	0.8	0.2	
Alpha II	96	3	3.1	88	1	1.1	1.8	0.7	
Second Chance CDU	94	2	2.1	81	1	1.2	3.5	2.3	
Norman Alc & Drug	652	5	0.8	650	9	1.4	2.0	0.6	
The Oaks	214	10	4.7	207	5	2.4	2.3	-0.1	
Opportunities	180	5	2.8	228	6	2.6	2.1	-0.5	
12 & 12	466	9	1.9	442	12	2.7	2.1	-0.6	
Vinita Alc & Drug	213	1	0.5	301	9	3.0	1.9	-1.1	
MONARCH	125	6	4.8	86	3	3.5	2.0	-1.4	
Bill Willis	217	3	1.4	212	8	3.8	1.9	-1.9	
Next Step	102	4	3.9	104	4	3.8	2.4	-1.5	
DRI	253	16	6.3	324	14	4.3	2.8	-1.6	

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency.
 Only clients referred to a DMHSAS agency are included.
 Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Re-admissions within 90 Days

Question: What percent of clients discharged from residential treatment were re-admitted to residential treatment within 90 days?



Answer: The percent of residential clients with a residential re-admission within 90 days of discharge in FY02 ranged from 0% to 10%. Fourteen of the eighteen agencies met or fell below the standard of (no more than) 6%. Eight of the agencies decreased their percent of residential re-admissions when compared to their previous year's results.

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Re-admissions within 90 Days
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
Eagle Ridge	0.0	6.5	6.5
Second Chance CDU	1.2	7.5	6.2
Western State Psych Ctr	1.0	4.0	2.9
House Of Hope	0.9	3.1	2.2
Norman Alc & Drug	1.8	3.9	2.0
New Hope	2.3	4.0	1.7
Alpha II	1.1	2.8	1.7
NE OK Cncl On Alc	2.2	3.0	0.8
NW Sub Tx Ctr	5.9	6.2	0.3
12 & 12	3.8	4.1	0.2
MHSSO	1.8	1.7	-0.2
The Oaks	5.8	5.2	-0.6
Opportunities	5.3	4.1	-1.1
Vinita Alc & Drug	5.3	4.0	-1.3
Next Step	6.7	4.5	-2.2
Bill Willis	6.6	3.0	-3.6
MONARCH	9.3	5.5	-3.8
DRI	9.9	5.7	-4.2

Ten of the 18 agencies performed at a rate above what would have been expected given their client characteristics.

Residential Re-admissions within 90 Days

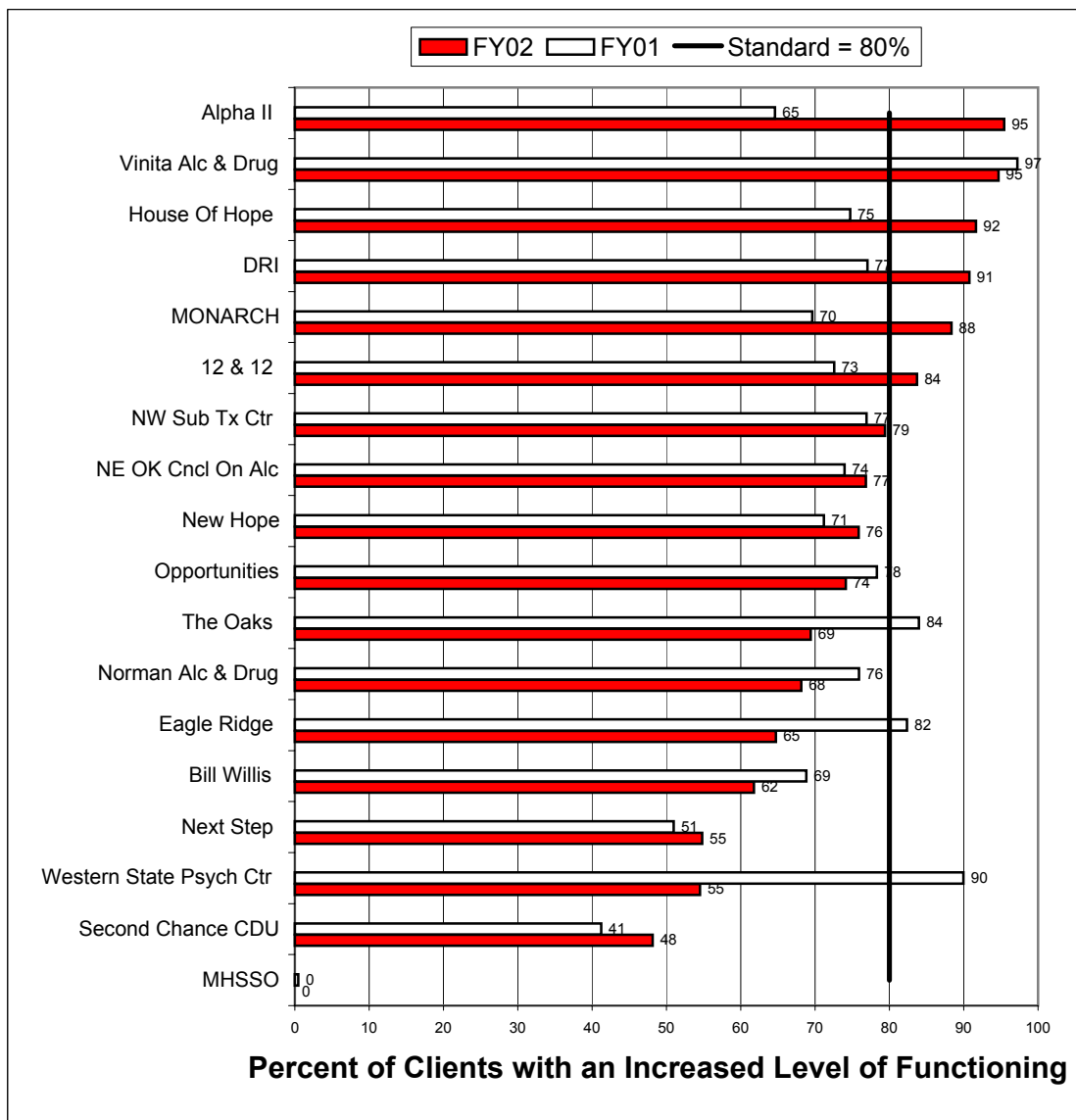
Question: What percent of clients discharged from residential treatment were re-admitted to residential treatment within 90 days?

Agency	FY01			FY02					FY00 Statewide Standard
	Number of Discharges	Number of Re-admissions	Unadjusted Percent	Number of Discharges	Number of Re-admissions	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
Eagle Ridge	17	1	5.9	17	0	0.0	6.5	6.5	6.0
House Of Hope	87	0	0.0	108	1	0.9	3.1	2.2	
Western State Psych Ctr	259	5	1.9	288	3	1.0	4.0	2.9	
Alpha II	96	4	4.2	88	1	1.1	2.8	1.7	
Second Chance CDU	94	2	2.1	81	1	1.2	7.5	6.2	
MHSSO	216	6	2.8	165	3	1.8	1.7	-0.2	
Norman Alc & Drug	652	13	2.0	650	12	1.8	3.9	2.0	
NE OK Cncl On Alc	121	9	7.4	92	2	2.2	3.0	0.8	
New Hope	117	6	5.1	86	2	2.3	4.0	1.7	
12 & 12	466	19	4.1	442	17	3.8	4.1	0.2	
Opportunities	180	9	5.0	228	12	5.3	4.1	-1.1	
Vinita Alc & Drug	213	2	0.9	301	16	5.3	4.0	-1.3	
The Oaks	214	12	5.6	207	12	5.8	5.2	-0.6	
NW Sub Tx Ctr	39	3	7.7	34	2	5.9	6.2	0.3	
Bill Willis	217	6	2.8	212	14	6.6	3.0	-3.6	
Next Step	102	5	4.9	104	7	6.7	4.5	-2.2	
MONARCH	125	10	8.0	86	8	9.3	5.5	-3.8	
DRI	253	21	8.3	324	32	9.9	5.7	-4.2	

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency.
 Only clients referred to a DMHSAS agency are included.
 Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Residential Treatment

Question: What percent of residential clients achieved an improved level of functioning after receiving services?



Answer: The percent of residential clients with an improved level of functioning in FY02 ranged from 0% to 95%. Six of the eighteen agencies exceeded the standard of 80%. Ten of the agencies increased their percent of clients with improved functioning when compared to their previous year's results.

Level of functioning is measured using the Global Assessment of Functioning scale. Clients discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Residential Treatment
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
Alpha II	95.5	73.5	21.9
NW Sub Tx Ctr	79.4	59.5	19.9
DRI	90.7	71.4	19.3
House Of Hope	91.7	73.1	18.6
Vinita Alc & Drug	94.7	77.0	17.7
NE OK Cncl On Alc	76.8	68.8	8.0
MONARCH	88.4	80.7	7.7
New Hope	75.9	69.3	6.5
12 & 12	83.7	77.9	5.8
Opportunities	74.1	74.2	-0.1
The Oaks	69.4	72.7	-3.3
Norman Alc & Drug	68.2	73.2	-5.1
Bill Willis	61.8	73.9	-12.1
Eagle Ridge	64.7	78.6	-13.9
Second Chance CDU	48.1	62.8	-14.6
Western State Psych Ctr	54.5	71.8	-17.3
Next Step	54.8	74.4	-19.6
MHSSO	0.0	34.8	-34.8

Nine of the 18 agencies performed at a rate above what would have been expected given their client characteristics.

Level of Functioning in Residential Treatment

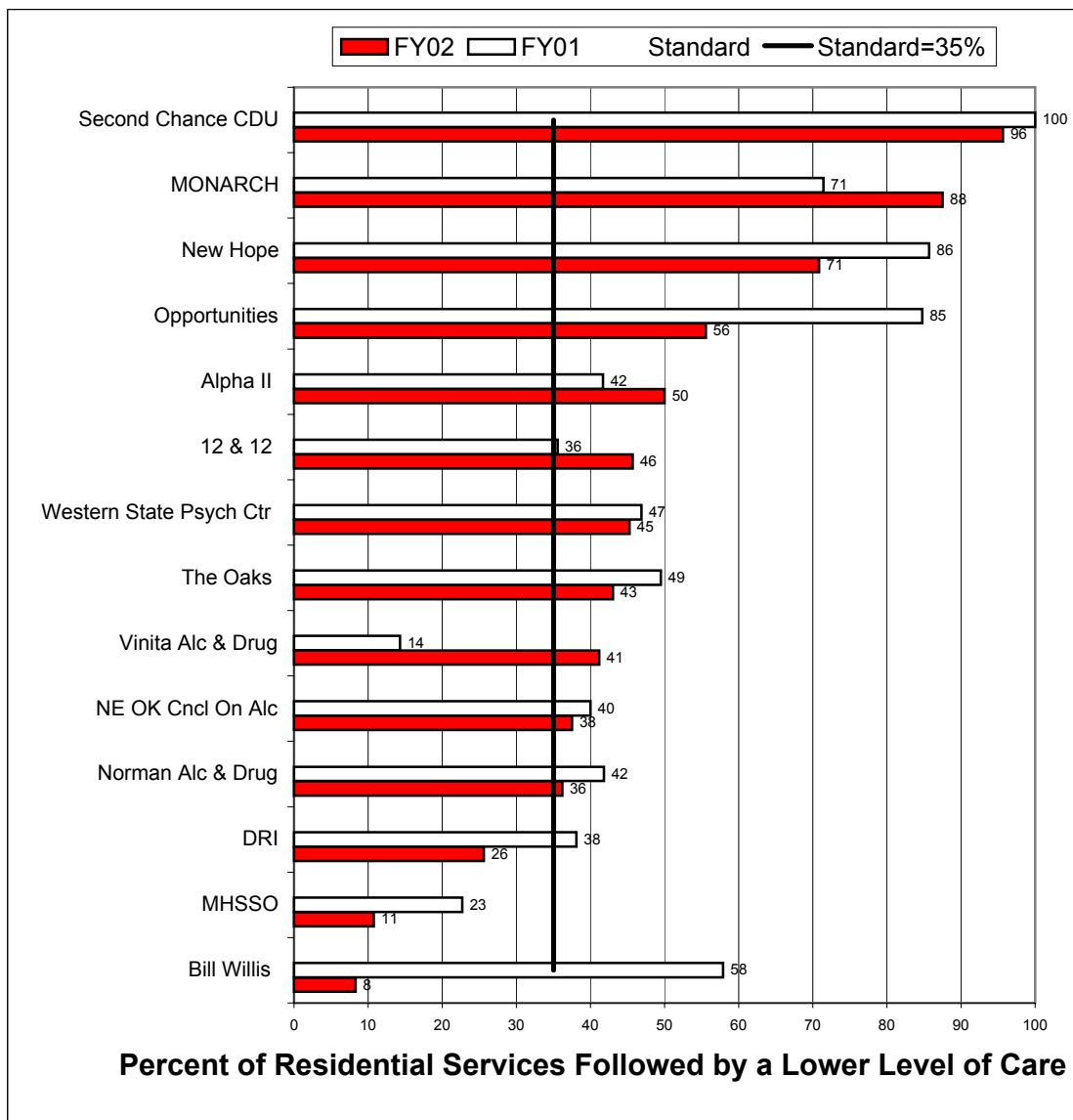
Question: What percent of residential clients achieved an improved level of functioning after receiving services?

Agency	FY01			FY02					FY02 Statewide Standard
	Number of Clients with 2 Measureme nt Points	Number of Clients with Improved LOF	Unadjusted Percent	Number of Clients with 2 Measuremen t Points	Number of Clients with Improved LOF	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
Alpha II	96	62	64.6	88	84	95.5	73.5	21.9	80.0
Vinita Alc & Drug	214	208	97.2	301	285	94.7	77.0	17.7	
House Of Hope	87	65	74.7	108	99	91.7	73.1	18.6	
DRI	257	198	77.0	324	294	90.7	71.4	19.3	
MONARCH	125	87	69.6	86	76	88.4	80.7	7.7	
12 & 12	470	341	72.6	442	370	83.7	77.9	5.8	
NW Sub Tx Ctr	39	30	76.9	34	27	79.4	59.5	19.9	
NE OK Cncl On Alc	123	91	74.0	95	73	76.8	68.8	8.0	
New Hope	118	84	71.2	87	66	75.9	69.3	6.5	
Opportunities	180	141	78.3	228	169	74.1	74.2	-0.1	
The Oaks	212	178	84.0	206	143	69.4	72.7	-3.3	
Norman Alc & Drug	652	495	75.9	650	443	68.2	73.2	-5.1	
Eagle Ridge	17	14	82.4	17	11	64.7	78.6	-13.9	
Bill Willis	218	150	68.8	212	131	61.8	73.9	-12.1	
Next Step	102	52	51.0	104	57	54.8	74.4	-19.6	
Western State Psych Ctr	259	233	90.0	288	157	54.5	71.8	-17.3	
Second Chance CDU	97	40	41.2	81	39	48.1	62.8	-14.6	
MHSSO	216	1	0.5	165	0	0.0	34.8	-34.8	

Level of functioning is measured using the Global Assessment of Functioning scale. Clients discharged due to death or failure to begin treatment are excluded.

Residential Treatment Followed by a Lower Level of Care Within 14 Days

Question: What percent of residential clients received a lower level of care within 14 days? (Lower level care includes community living and outpatient treatment.)



Answer: The percent of residential clients receiving a lower level of care within 14 days in FY02 ranged from 8% to 96%. Eleven of the fourteen agencies exceeded the standard of 35%. Four of the agencies increased their percent of residential follow-up care when compared to their previous year's results.

Only clients transferred to another level of care within the same agency or clients referred to another DMHSAS-funded agency are included.

Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Treatment Followed by a Lower Level of Care Within 14 Days
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
MONARCH	87.50	50.23	37.27
Second Chance CDU	95.65	58.42	37.23
New Hope	70.83	42.58	28.25
Opportunities	55.56	41.07	14.49
Vinita Alc & Drug	41.18	35.34	5.83
12 & 12	45.71	41.39	4.32
Alpha II	50.00	47.19	2.81
Western State Psych Ctr	45.28	43.62	1.67
The Oaks	43.02	43.46	-0.43
DRI	25.61	28.17	-2.56
MHSSO	10.76	15.07	-4.31
Norman Alc & Drug	36.22	44.28	-8.05
NE OK Cncl On Alc	37.50	46.35	-8.85
Bill Willis	8.33	33.84	-25.50

Eight of the 14 agencies performed at a rate above what would have been expected given their client characteristics.

Residential Treatment Followed by a Lower Level of Care Within 14 Days

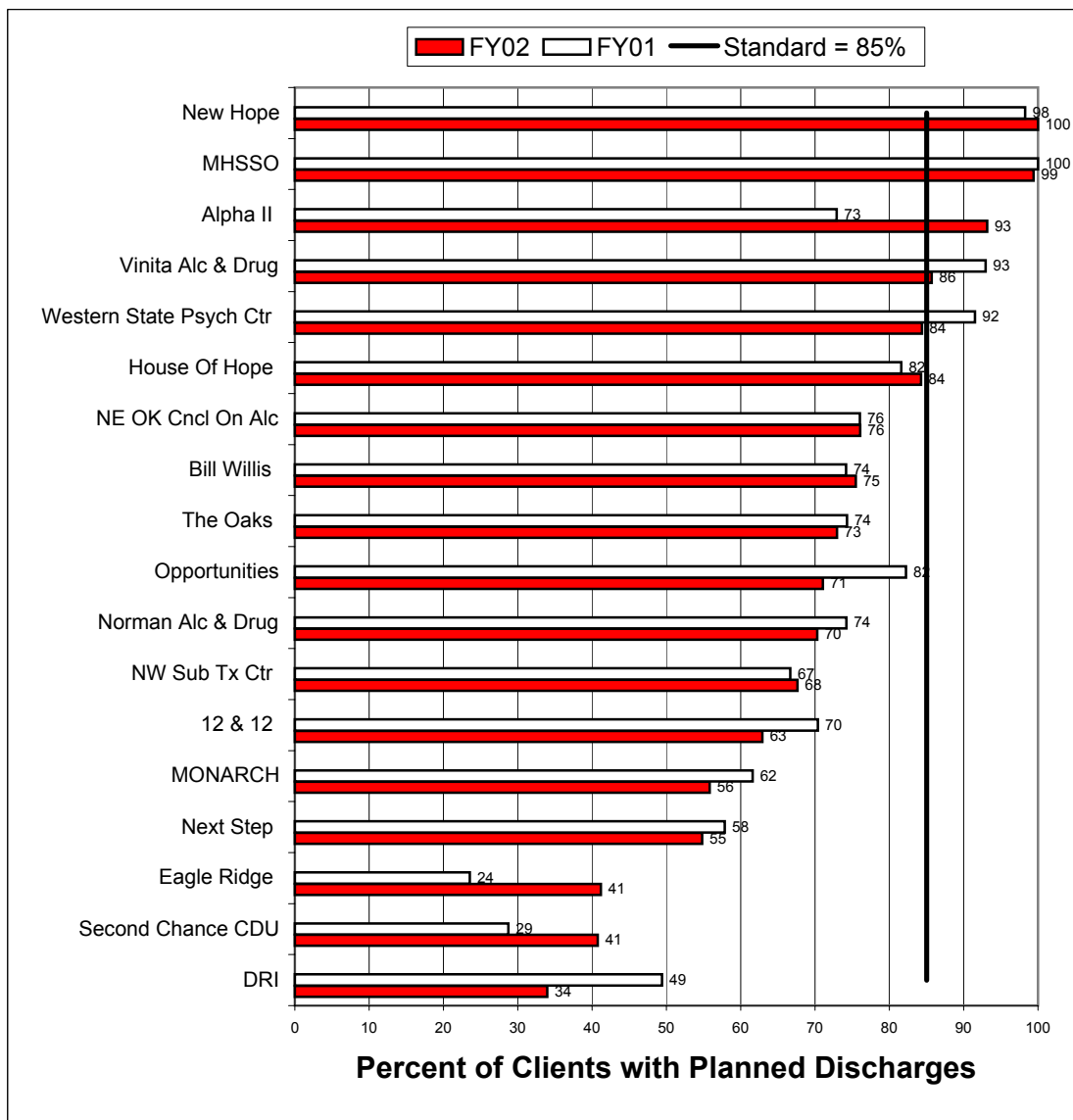
Question: What percent of residential clients received a lower level of care within 14 days? (Lower level care includes community living and outpatient treatment.)

Agency	FY01			FY02					FY02 Statewide Standard
	Number of Discharges	Number of Clients Seen Within 14 Days	Unadjusted Percent	Number of Discharges	Number of Clients Seen Within 14 Days	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
Second Chance CDU	22	22	100.0	23	22	95.7	58.4	37.2	35.0
MONARCH	14	10	71.4	16	14	87.5	50.2	37.3	
New Hope	21	18	85.7	24	17	70.8	42.6	28.3	
Opportunities	46	39	84.8	27	15	55.6	41.1	14.5	
Alpha II	24	10	41.7	32	16	50.0	47.2	2.8	
12 & 12	281	100	35.6	210	96	45.7	41.4	4.3	
Western State Psych Ctr	128	60	46.9	53	24	45.3	43.6	1.7	
The Oaks	99	49	49.5	86	37	43.0	43.5	-0.4	
Vinita Alc & Drug	7	1	14.3	51	21	41.2	35.3	5.8	
NE OK Cncl On Alc	30	12	40.0	8	3	37.5	46.3	-8.8	
Norman Alc & Drug	318	133	41.8	323	117	36.2	44.3	-8.1	
DRI	42	16	38.1	82	21	25.6	28.2	-2.6	
MHSSO	216	49	22.7	158	17	10.8	15.1	-4.3	
Bill Willis	19	11	57.9	12	1	8.3	33.8	-25.5	

Only clients transferred to another level of care within the same agency or clients referred to another DMHSAS-funded agency are included.

Planned Discharges in Residential Treatment

Question: What percent of residential clients had a planned discharge?



Answer: The percent of residential clients with a planned discharge in FY02 ranged from 34% to 100%. Four of the eighteen agencies exceeded the standard of 85%. Seven of the agencies maintained or increased their percent of planned discharges when compared to their previous year's results.

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Residential Treatment
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
New Hope	100.0	69.6	30.4
MHSSO	99.4	86.5	12.9
Western State Psych Ctr	84.4	72.4	12.0
Alpha II	93.2	81.4	11.8
Bill Willis	75.5	71.0	4.5
The Oaks	72.9	68.9	4.1
House Of Hope	84.3	80.8	3.4
Vinita Alc & Drug	85.7	82.8	2.9
Norman Alc & Drug	70.3	69.7	0.7
NW Sub Tx Ctr	67.6	68.3	-0.6
NE OK Cncl On Alc	76.1	76.9	-0.8
MONARCH	55.8	57.3	-1.5
Opportunities	71.1	74.0	-2.9
Second Chance CDU	40.7	44.1	-3.4
12 & 12	62.9	68.3	-5.4
Next Step	54.8	74.7	-19.9
DRI	34.0	54.4	-20.4
Eagle Ridge	41.2	68.7	-27.6

Nine of the 18 agencies performed at a rate above what would have been expected given their client characteristics.

Planned Discharges in Residential Treatment

Question: What percent of residential clients had a planned discharge?

Agency	FY01			FY02					FY02 Statewide Standard
	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
New Hope	117	115	98.3	86	86	100.0	69.6	30.4	85.0
MHSSO	216	216	100.0	165	164	99.4	86.5	12.9	
Alpha II	96	70	72.9	88	82	93.2	81.4	11.8	
Vinita Alc & Drug	213	198	93.0	301	258	85.7	82.8	2.9	
Western State Psych Ctr	259	237	91.5	288	243	84.4	72.4	12.0	
House Of Hope	87	71	81.6	108	91	84.3	80.8	3.4	
NE OK Cncl On Alc	121	92	76.0	92	70	76.1	76.9	-0.8	
Bill Willis	217	161	74.2	212	160	75.5	71.0	4.5	
The Oaks	214	159	74.3	207	151	72.9	68.9	4.1	
Opportunities	180	148	82.2	228	162	71.1	74.0	-2.9	
Norman Alc & Drug	652	484	74.2	650	457	70.3	69.7	0.7	
NW Sub Tx Ctr	39	26	66.7	34	23	67.6	68.3	-0.6	
12 & 12	466	328	70.4	442	278	62.9	68.3	-5.4	
MONARCH	125	77	61.6	86	48	55.8	57.3	-1.5	
Next Step	102	59	57.8	104	57	54.8	74.7	-19.9	
Eagle Ridge	17	4	23.5	17	7	41.2	68.7	-27.6	
Second Chance CDU	94	27	28.7	81	33	40.7	44.1	-3.4	
DRI	253	125	49	324	110	34.0	54.4	-20.4	

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail, discharged due to death or failure to begin treatment are excluded.

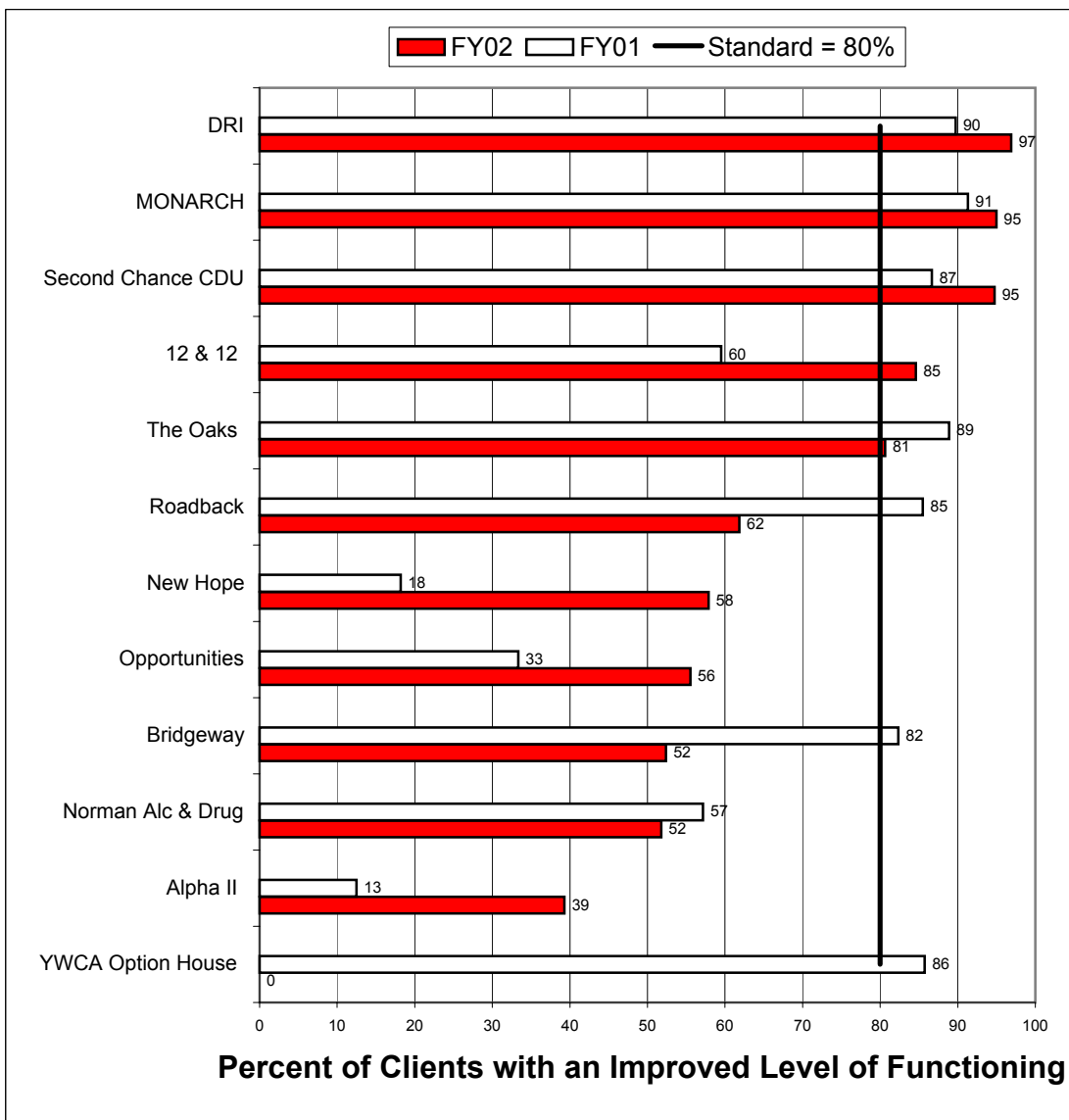


Community Living Treatment Performance Indicators



Level of Functioning in Community Living Treatment

Question: What percent of community living clients achieved an improved level of functioning after receiving services?



Answer: The percent of community living clients with an improved level of functioning in FY02 ranged from 0% to 97%. Five of the twelve agencies met or exceeded the standard of 80%. Seven of the agencies increased their percent of clients with improved functioning when compared to their previous year's results.

* No levels of functioning were reported for any clients YWCA.

Level of functioning is measured using the Global Assessment of Functioning scale. Clients must have been in treatment at least 30 days to be included in this measure. Clients discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Community Living Treatment
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
DRI	96.88	69.88	26.99
Second Chance CDU	94.74	74.23	20.50
12 & 12	84.62	78.13	6.48
MONARCH	95.00	89.24	5.77
Bridgeway	52.38	53.31	-0.93
The Oaks	80.65	83.42	-2.77
Roadback	61.84	65.79	-3.95
Opportunities	55.56	61.63	-6.08
Norman Alc & Drug	51.79	61.77	-9.98
Alpha II	39.29	65.11	-25.83
New Hope	57.89	84.10	-26.21
YWCA Option House		*	

* No levels of functioning were reported for any clients YWCA.

Four of the 12 agencies performed at a rate above what would have been expected given their client characteristics.

Level of Functioning in Community Living Treatment

Question: What percent of community living clients achieved an improved level of functioning after receiving services?

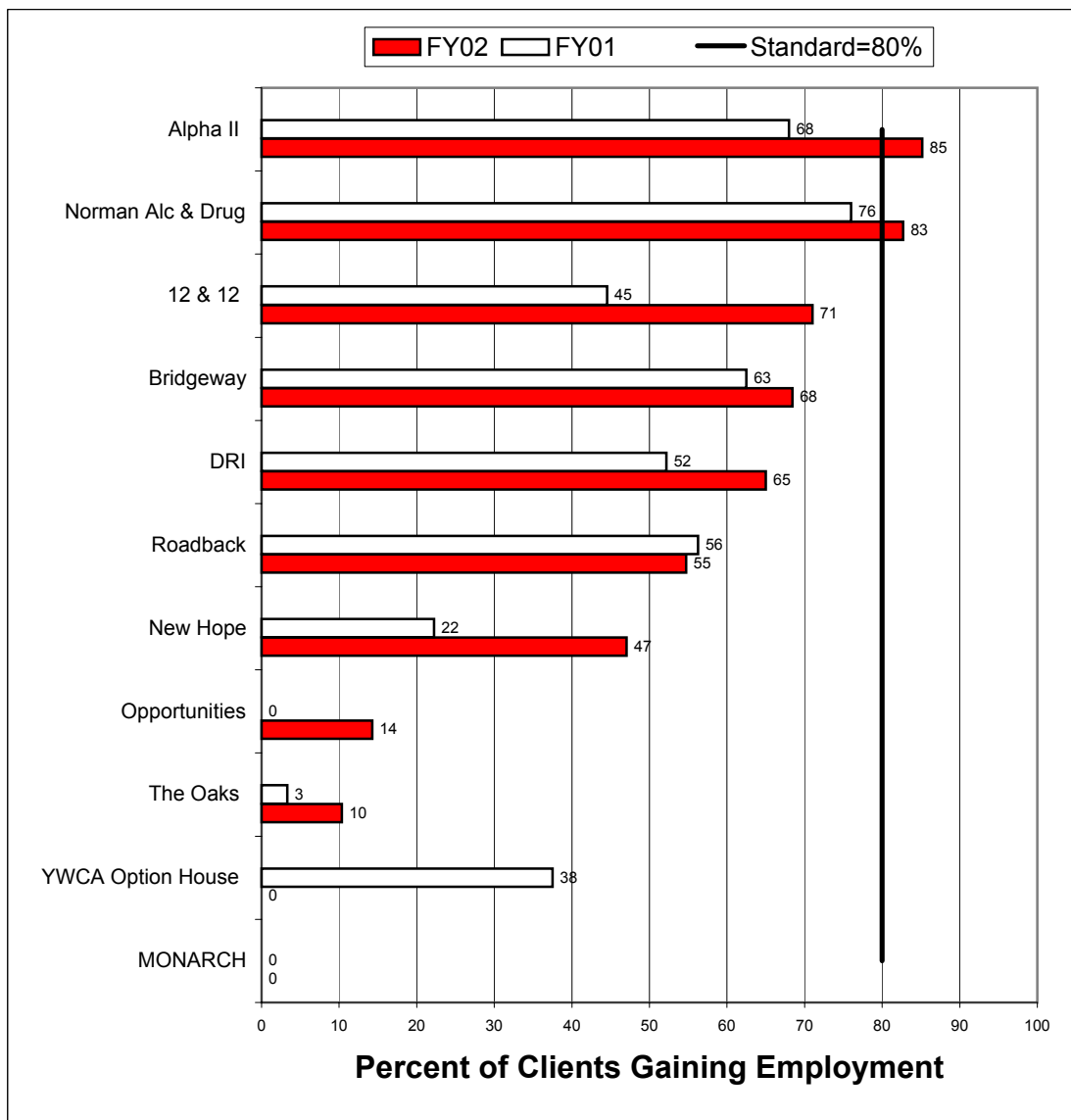
Agency	FY01			FY02					FY02 Statewide Standard
	Number of Clients with 2 Measurement Points	Number of Clients with Improved LOF	Unadjusted Percent	Number of Clients with 2 Measurement Points	Number of Clients with Improved LOF	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
	DRI	39	35	89.7	32	31	96.9	69.9	
Second Chance CDU 12 & 12	15	13	86.7	19	18	94.7	74.2	20.5	
MONARCH	163	97	59.5	143	121	84.6	78.1	6.5	
Bridgeway	23	21	91.3	20	19	95.0	89.2	5.8	
The Oaks	17	14	82.4	21	11	52.4	53.3	-0.9	
Roadback	36	32	88.9	31	25	80.6	83.4	-2.8	
Opportunities	62	53	85.5	76	47	61.8	65.8	-3.9	
Norman Alc & Drug	21	7	33.3	18	10	55.6	61.6	-6.1	
Alpha II	56	32	57.1	56	29	51.8	61.8	-10.0	
New Hope	32	4	12.5	28	11	39.3	65.1	-25.8	
YWCA Option House	11	2	18.2	19	11	57.9	84.1	-26.2	
	7	6	85.7	0	0	*			

* No levels of functioning were reported for any clients.

Level of functioning is measured using the Global Assessment of Functioning scale. Clients must have been in treatment at least 30 days to be included in this measure. Clients discharged due to death or failure to begin treatment are excluded.

Legitimate Employment in Community Living Treatment

Question: What percent of community living clients (not employed at admission) gained legitimate employment?



Answer: The percent of community living clients who gained legitimate employment in FY02 ranged from 0% to 85%. Two of the eleven agencies met the standard of 80%. Eight of the agencies met or increased their percent of clients gaining employment when compared to their previous year's results.

Only clients 18-60 years of age and not employed or not in the labor field at admission are included. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Legitimate Employment in Community Living Treatment
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
DRI	65.00	45.59	19.41
Alpha II	85.19	75.14	10.04
Norman Alc & Drug	82.69	77.17	5.52
Bridgeway	68.42	64.17	4.26
12 & 12	71.00	67.46	3.54
New Hope	47.06	50.42	-3.36
Roadback	54.72	58.54	-3.83
MONARCH	0.00	5.15	-5.15
The Oaks	10.34	19.23	-8.88
YWCA Option House	0.00	40.35	-40.35
Opportunities	14.29	57.12	-42.84

Five of the 11 agencies performed at a rate above what would have been expected given their client characteristics.

Legitimate Employment in Community Living Treatment

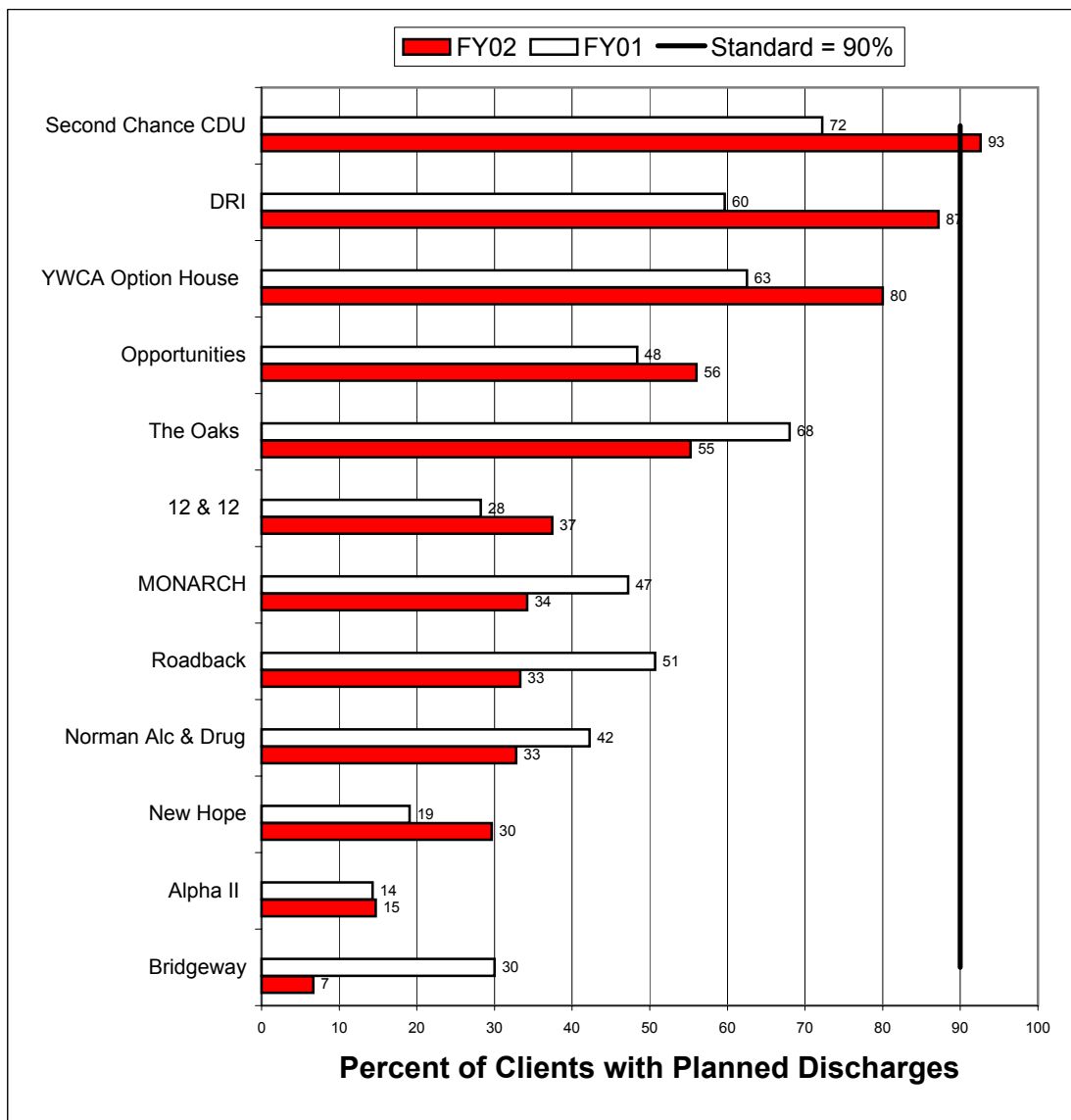
Question: What percent of community living clients (not employed at admission) gained legitimate employment?

Agency	FY01			FY02					FY02 Statewide Standard
	Number of Unemployed Clients between 18-60 Years Old	Number of Clients with Improved Employment Status	Unadjusted Percent	Number of Unemployed Clients between 18- 60 Years Old	Number of Clients with Improved Employment Status	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
Alpha II	25	17	68.0	27	23	85.2	75.1	10.0	80.0
Norman Alc & Drug 12 & 12	50	38	76.0	52	43	82.7	77.2	5.5	
Bridgeway	110	49	44.5	100	71	71.0	67.5	3.5	
DRI	16	10	62.5	19	13	68.4	64.2	4.3	
Roadback	23	12	52.2	20	13	65.0	45.6	19.4	
New Hope	48	27	56.3	53	29	54.7	58.5	-3.8	
Opportunities	9	2	22.2	17	8	47.1	50.4	-3.4	
The Oaks	17	0	0.0	14	2	14.3	57.1	-42.8	
MONARCH	30	1	3.3	29	3	10.3	19.2	-8.9	
YWCA Option House	22	0	0.0	20	0	0.0	5.2	-5.2	
	8	3	37.5	5	0	0.0	40.3	-40.3	

Only clients 18-60 years of age and not employed or not in the labor field at admission are included. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Community Living Treatment

Question: What percent of community living clients had a planned discharge?



Answer: The percent of community living clients with a planned discharge in FY02 ranged from 7% to 93%. One of the twelve agencies met the standard of 90%. Seven of the agencies increased their percent of planned discharges when compared to their previous year's results.

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Community Living Treatment
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
Second Chance CDU	92.6	45.1	47.5
DRI	87.2	50.6	36.6
YWCA Option House	80.0	58.4	21.6
Opportunities	56.0	35.0	21.0
The Oaks	55.3	47.3	8.0
12 & 12	37.4	40.1	-2.7
Norman Alc & Drug	32.8	36.4	-3.5
New Hope	29.6	35.8	-6.2
Roadback	33.3	42.1	-8.8
Alpha II	14.7	30.4	-15.7
MONARCH	34.2	50.6	-16.4
Bridgeway	6.7	26.7	-20.1

Five of the 12 agencies performed at a rate above what would have been expected given their client characteristics.

Planned Discharges in Community Living Treatment

Question: What percent of community living clients had a planned discharge?

Agency	FY01			FY02					FY00 Statewide Standard
	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
Second Chance CDU	18	13	72.2	27	25	92.6	45.1	47.5	90.0
DRI	57	34	59.6	39	34	87.2	50.6	36.6	
YWCA Option House	8	5	62.5	5	4	80.0	58.4	21.6	
Opportunities	31	15	48.4	25	14	56.0	35.0	21.0	
The Oaks	50	34	68.0	38	21	55.3	47.3	8.0	
12 & 12	216	61	28.2	195	73	37.4	40.1	-2.7	
MONARCH	36	17	47.2	38	13	34.2	50.6	-16.4	
Roadback	73	37	50.7	111	37	33.3	42.1	-8.8	
Norman Alc & Drug	71	30	42.3	64	21	32.8	36.4	-3.5	
New Hope	21	4	19.0	27	8	29.6	35.8	-6.2	
Alpha II	35	5	14.3	34	5	14.7	30.4	-15.7	
Bridgeway	20	6	30.0	30	2	6.7	26.7	-20.1	

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail, discharged due to death or failure to begin treatment are excluded.

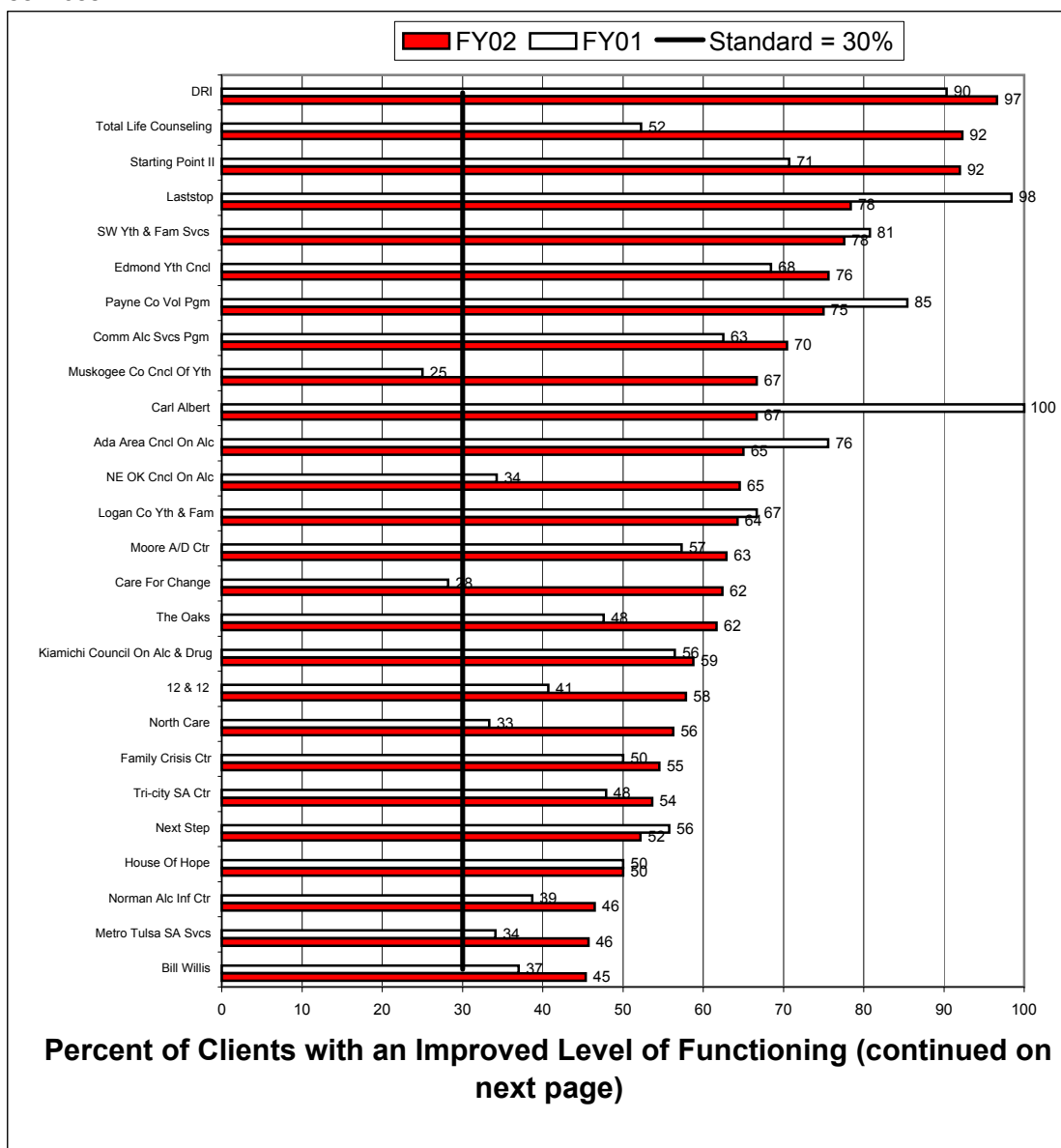


Outpatient Treatment Performance Indicators



Level of Functioning in Outpatient Treatment

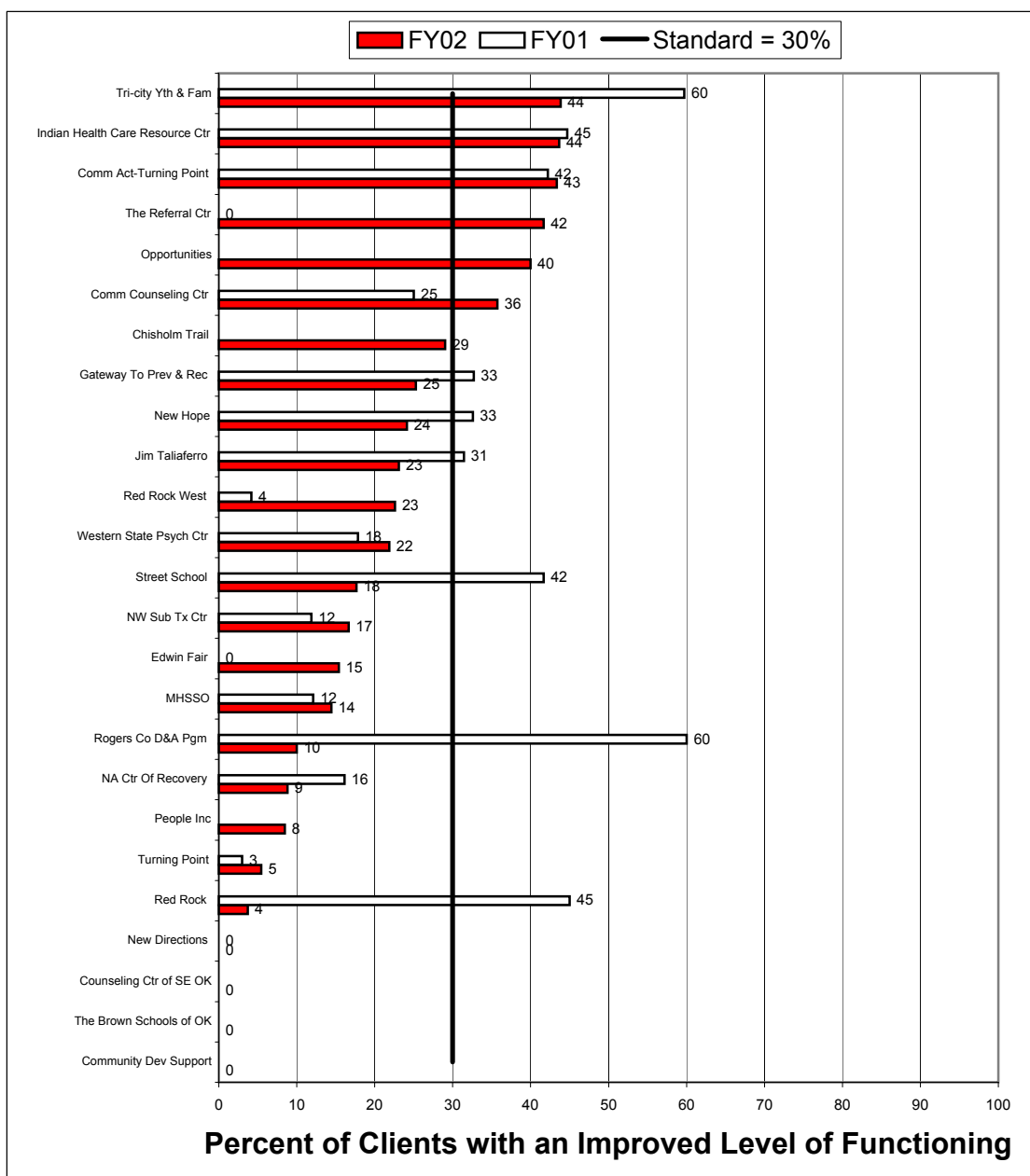
Question: What percent of outpatient clients achieved an improved level of functioning after receiving services?



Answer: The percent of outpatient clients with an improved level of functioning in FY02 ranged from 0% to 97%. Thirty-two of the fifty-two agencies exceeded the standard of 30%. Twenty-six of the forty-five agencies that had provided services in FY01 increased their percent of clients with improved functioning when compared to their previous year's results.

Level of functioning is measured using the Global Assessment of Functioning scale. Clients must have been in treatment at least 30 days to be included in this measure. Clients discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Outpatient Treatment
(Continued from previous page.)



Level of functioning is measured using the Global Assessment of Functioning scale. Clients must have been in treatment at least 30 days to be included in this measure. Clients discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Outpatient Treatment
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
DRI	96.6	45.8	50.9
Total Life Counseling	92.3	42.8	49.6
Starting Point II	92.0	55.8	36.2
SW Yth & Fam Svcs	77.6	50.2	27.4
Edmond Yth Cncl	75.6	49.1	26.6
Ada Area Cncl On Alc	65.0	42.6	22.4
Comm Alc Svcs Pgm	70.5	49.9	20.5
Moore A/D Ctr	62.9	44.7	18.2
Payne Co Vol Pgm	75.0	57.3	17.7
Muskogee Co Cncl Of Yth	66.7	49.0	17.6
North Care	56.3	42.6	13.6
NE OK Cncl On Alc	64.6	51.1	13.4
Logan Co Yth & Fam	64.3	51.3	13.0
Laststop	78.4	66.1	12.2
Carl Albert	66.7	57.3	9.3
Kiamichi Council On Alc & Drug	58.8	50.8	8.0
Care For Change	62.4	55.2	7.2
Tri-city SA Ctr	53.7	46.7	7.0
Indian Health Care Resource Ctr	43.7	39.0	4.7
The Oaks	61.7	57.8	3.8
12 & 12	57.8	54.5	3.3
Metro Tulsa SA Svcs	45.7	42.9	2.8
House Of Hope	50.0	50.3	-0.3
Bill Willis	45.4	47.6	-2.3
Norman Alc Inf Ctr	46.5	49.0	-2.6

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Level of Functioning in Outpatient Treatment

(Continued from previous page.)

	unadjusted score	case-mix adjustment	adjusted score (difference)
Family Crisis Ctr	54.5	57.1	-2.6
Opportunities	40.0	43.3	-3.3
Comm Counseling Ctr	35.7	39.7	-4.0
Tri-city Yth & Fam	43.8	48.2	-4.4
Next Step	52.2	56.8	-4.6
Comm Act-Turning Point	43.4	49.5	-6.2
Chisholm Trail	29.0	35.4	-6.4
MHSSO	14.4	26.8	-12.3
The Referral Ctr	41.7	55.4	-13.8
Jim Taliaferro	23.1	39.0	-15.8
Western State Psych Ctr	21.9	42.1	-20.3
NW Sub Tx Ctr	16.7	37.2	-20.5
Gateway To Prev & Rec	25.3	51.0	-25.7
Street School	17.6	44.0	-26.3
Red Rock West	22.6	49.4	-26.8
Edwin Fair	15.4	42.3	-26.9
People Inc	8.5	35.5	-27.0
New Hope	24.1	53.1	-29.0
NA Ctr Of Recovery	8.8	39.1	-30.3
The Brown Schools of OK	0.0	35.0	-35.0
Rogers Co D&A Pgm	10.0	47.2	-37.2
Turning Point	5.4	44.9	-39.5
Red Rock	3.7	43.8	-40.1
Counseling Ctr of SE OK	0.0	42.7	-42.7
New Directions	0.0	64.0	-64.0
Community Dev Support	0.0	78.5	-78.5

Twenty-two of the 51 agencies performed at a rate above what would have been expected given their client characteristics.

Level of Functioning in Outpatient Treatment

Question: What percent of outpatient clients achieved an improved level of functioning after receiving services?

Agency	FY01			FY02					FY02 Statewide Standard
	Number of Clients with 2 Measurement Points	Number of Clients with Improved LOF	Unadjusted Percent	Number of Clients with 2 Measurement Points	Number of Clients with Improved LOF	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
DRI	124	112	90.3	118	114	96.6	45.8	50.9	30.0
Total Life Counseling	44	23	52.3	13	12	92.3	42.8	49.6	
Starting Point II	41	29	70.7	50	46	92.0	55.8	36.2	
Laststop	191	188	98.4	148	116	78.4	66.1	12.2	
SW Yth & Fam Svcs	26	21	80.8	58	45	77.6	50.2	27.4	
Edmond Yth Cncl	57	39	68.4	41	31	75.6	49.1	26.6	
Payne Co Vol Pgm	103	88	85.4	88	66	75.0	57.3	17.7	
Comm Alc Svcs Pgm	80	50	62.5	44	31	70.5	49.9	20.5	
Carl Albert	6	6	100.0	21	14	66.7	57.3	9.3	
Muskogee Co Cncl Of Yth	16	4	25.0	24	16	66.7	49.0	17.6	
Ada Area Cncl On Alc	45	34	75.6	40	26	65.0	42.6	22.4	
NE OK Cncl On Alc	257	88	34.2	189	122	64.6	51.1	13.4	
Logan Co Yth & Fam	45	30	66.7	84	54	64.3	51.3	13.0	
Moore A/D Ctr	96	55	57.3	62	39	62.9	44.7	18.2	
Care For Change	117	33	28.2	109	68	62.4	55.2	7.2	
The Oaks	620	295	47.6	540	333	61.7	57.8	3.8	
Kiamichi Council On Alc & Drug	294	166	56.5	313	184	58.8	50.8	8.0	
12 & 12	172	70	40.7	166	96	57.8	54.5	3.3	
North Care	6	2	33.3	16	9	56.3	42.6	13.6	
Family Crisis Ctr	4	2	50.0	11	6	54.5	57.1	-2.6	
Tri-city SA Ctr	48	23	47.9	41	22	53.7	46.7	7.0	
Next Step	52	29	55.8	69	36	52.2	56.8	-4.6	

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Level of functioning is measured using the Global Assessment of Functioning scale. Clients must have been in treatment at least 30 days to be included in this measure. Clients discharged due to death or failure to begin treatment are excluded.

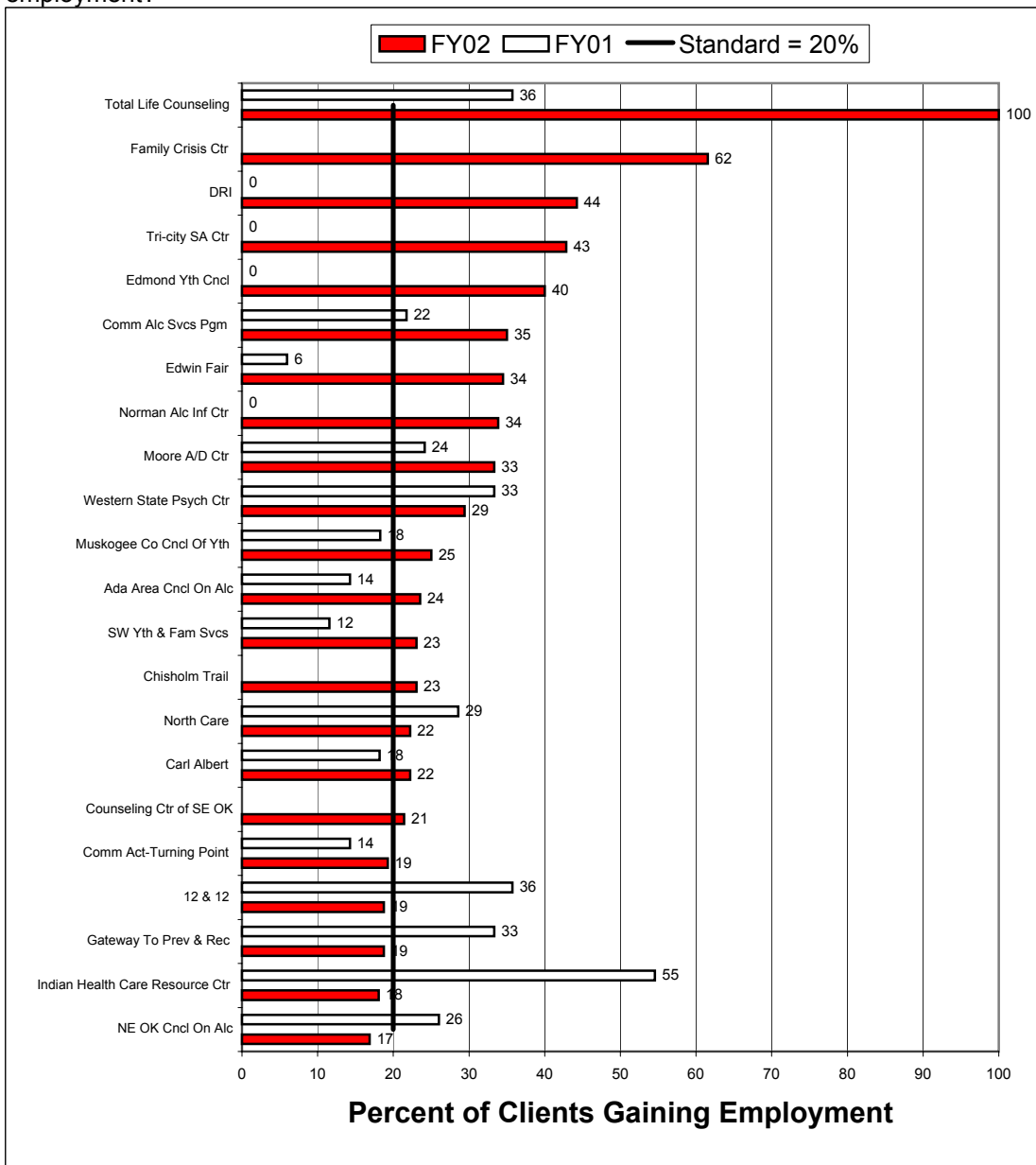
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Level of Functioning in Outpatient Treatment

	FY01			FY02					FY02 Statewide Standard
	Number of Clients with 2 Measurement Points	Number of Clients with Improved LOF	Unadjusted Percent	Number of Clients with 2 Measurement Points	Number of Clients with Improved LOF	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
House Of Hope	18	9	50.0	14	7	50.0	50.3	-0.3	30.0
Norman Alc Inf Ctr	168	65	38.7	170	79	46.5	49.0	-2.6	
Metro Tulsa SA Svcs	384	131	34.1	221	101	45.7	42.9	2.8	
Bill Willis	173	64	37.0	280	127	45.4	47.6	-2.3	
Tri-city Yth & Fam	67	40	59.7	146	64	43.8	48.2	-4.4	
Indian Health Care Resource Ctr	47	21	44.7	158	69	43.7	39.0	4.7	
Comm Act-Turning Point	244	103	42.2	196	85	43.4	49.5	-6.2	
The Referral Ctr	19	0	0.0	24	10	41.7	55.4	-13.8	
Opportunities				5	2	40.0	43.3	-3.3	
Comm Counseling Ctr	4	1	25.0	28	10	35.7	39.7	-4.0	
Chisholm Trail				31	9	29.0	35.4	-6.4	
Gateway to Prev & Rec	107	35	32.7	95	24	25.3	51.0	-25.7	
New Hope	46	15	32.6	29	7	24.1	53.1	-29.0	
Jim Taliaferro	210	66	31.4	212	49	23.1	39.0	-15.8	
Red Rock West	24	1	4.2	31	7	22.6	49.4	-26.8	
Western State Psych Ctr	28	5	17.9	32	7	21.9	42.1	-20.3	
Street School	12	5	41.7	17	3	17.6	44.0	-26.3	
NW Sub Tx Ctr	118	14	11.9	12	2	16.7	37.2	-20.5	
Edwin Fair	12	0	0.0	39	6	15.4	42.3	-26.9	
MHSSO	132	16	12.1	90	13	14.4	26.8	-12.3	
Rogers Co D&A Pgm	15	9	60.0	10	1	10.0	47.2	-37.2	
NA Ctr Of Recovery	62	10	16.1	91	8	8.8	39.1	-30.3	
People Inc				71	6	8.5	35.5	-27.0	
Turning Point	101	3	3.0	92	5	5.4	44.9	-39.5	
Red Rock	20	9	45.0	27	1	3.7	43.8	-40.1	
Community Dev Support				9	0	0.0	78.5	-78.5	
The Brown Schools of OK				21	0	0.0	35.0	-35.0	
Counseling Ctr of SE OK				17	0	0.0	42.7	-42.7	
New Directions	2	0	0.0	41	0	0.0	64.0	-64.0	

Legitimate Employment in Outpatient Treatment

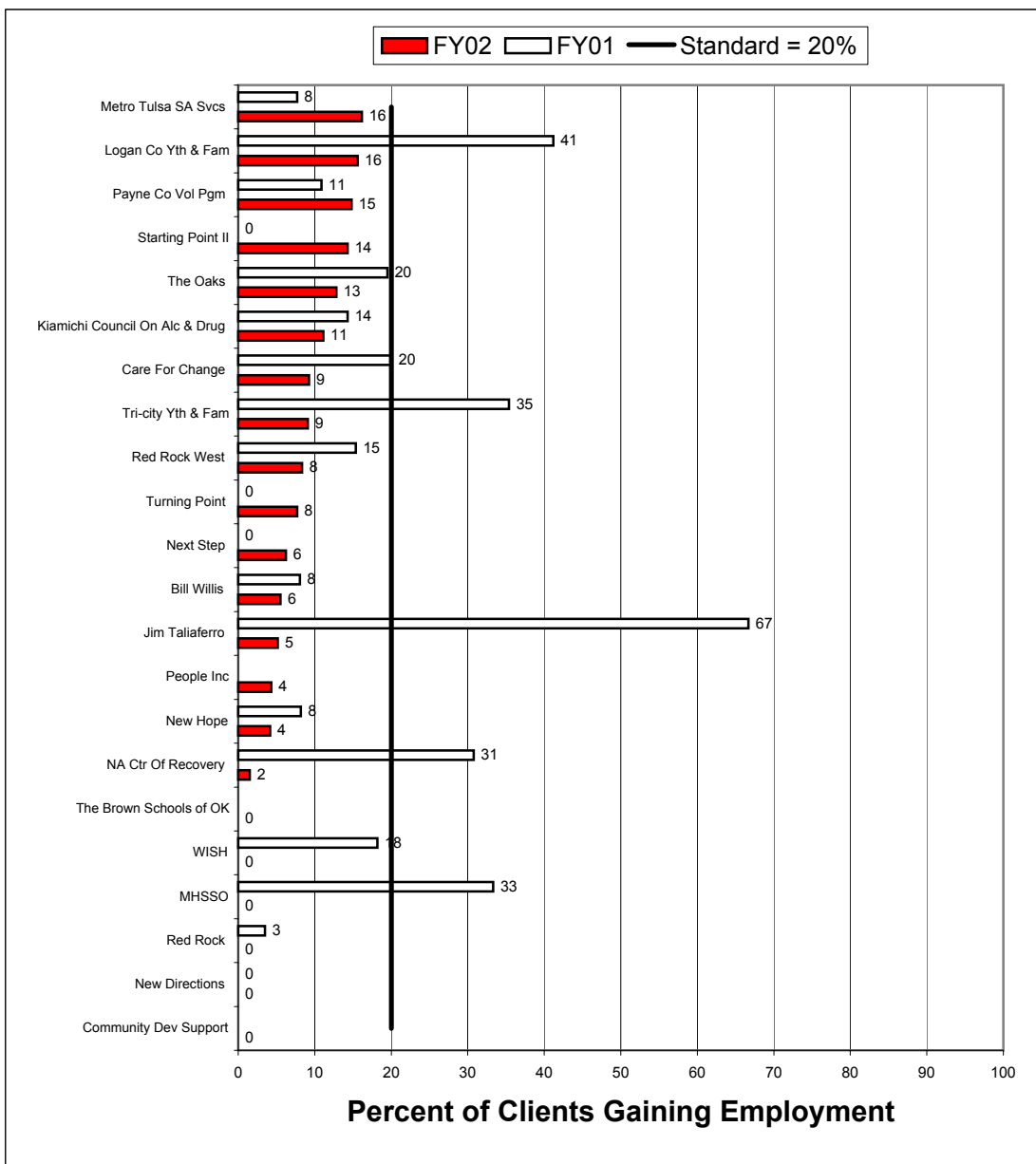
Question: What percent of outpatient clients (not employed at admission) gained legitimate employment?



Answer: The percent of outpatient clients who gained legitimate employment in FY02 ranged from 0% to 100%. Seventeen of the forty-four agencies exceeded the standard of 20%. Sixteen of the thirty-eight agencies that provided services in FY01 increased their percent of clients gaining employment when compared to their previous year's results.

Only clients 18-60 years of age and not employed or not in the labor field at admission are included. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Legitimate Employment in Outpatient Treatment



Only clients 18-60 years of age and not employed or not in the labor field at admission are included. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Legitimate Employment in Outpatient Treatment
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
Total Life Counseling	100.0	22.9	77.1
Family Crisis Ctr	61.5	15.8	45.8
Tri-city SA Ctr	42.9	17.1	25.8
DRI	44.3	19.8	24.5
Edmond Yth Cncl	40.0	16.6	23.4
Edwin Fair	34.5	14.7	19.8
Norman Alc Inf Ctr	33.9	16.6	17.3
Comm Alc Svcs Pgm	35.0	18.1	16.9
Moore A/D Ctr	33.3	18.1	15.3
Western State Psych Ctr	29.4	15.0	14.4
Muskogee Co Cncl Of Yth	25.0	12.3	12.7
Carl Albert	22.2	10.5	11.7
Counseling Ctr of SE OK	21.4	10.5	11.0
Chisholm Trail	23.1	13.3	9.8
North Care	22.2	12.8	9.4
Indian Health Care Resource Ctr	18.1	14.6	3.5
SW Yth & Fam Svcs	23.1	19.8	3.3
Comm Act-Turning Point	19.3	17.3	2.0
NE OK Cncl On Alc	16.9	15.2	1.7
Ada Area Cncl On Alc	23.5	22.2	1.4
Care For Change	9.3	8.3	1.0
The Oaks	12.8	13.2	-0.3
Community Dev Support	0.0	0.5	-0.5
New Hope	4.2	4.8	-0.6
Payne Co Vol Pgm	14.8	15.4	-0.6

Twenty-one of the 44 agencies performed at a rate above what would have been expected given their client characteristics.

(Continued on next page.)

Legitimate Employment in Outpatient Treatment
(Continued from previous page.)

	unadjusted score	case-mix adjustment	adjusted score (difference)
Gateway To Prev & Rec	18.8	19.7	-0.9
New Directions	0.0	1.1	-1.1
Logan Co Yth & Fam	15.6	16.8	-1.2
Tri-city Yth & Fam	9.1	10.7	-1.6
12 & 12	18.8	20.4	-1.7
Metro Tulsa SA Svcs	16.2	18.0	-1.8
Bill Willis	5.5	9.6	-4.1
Next Step	6.3	11.7	-5.4
Red Rock West	8.3	14.0	-5.6
Red Rock	0.0	6.2	-6.2
Kiamichi Council On Alc & Drug	11.1	17.4	-6.3
Turning Point	7.7	14.4	-6.7
Starting Point II	14.3	22.4	-8.1
People Inc	4.3	12.9	-8.5
MHSSO	0.0	8.8	-8.8
Jim Taliaferro	5.1	15.5	-10.3
WISH	0.0	10.4	-10.4
NA Ctr Of Recovery	1.5	13.2	-11.7
The Brown Schools of OK	0.0	16.7	-16.7

Legitimate Employment in Outpatient Treatment

Question: What percent of outpatient clients (not employed at admission) gained legitimate employment?

Agency	FY01			FY02					FY02 Statewide Standard
	Number of Unemployed Clients between 18-60 Years Old	Number of Clients with Improved Employment Status	Unadjusted Percent	Number of Unemployed Clients between 18-60 Years Old	Number of Clients with Improved Employment Status	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
Total Life Counseling	28	10	35.7	5	5	100.0	22.9	77.1	20.0
Family Crisis Ctr				13	8	61.5	15.8	45.8	
DRI	8	0	0.0	61	27	44.3	19.8	24.5	
Tri-city SA Ctr	3	0	0.0	14	6	42.9	17.1	25.8	
Edmond Yth Cncl	24	0	0.0	5	2	40.0	16.6	23.4	
Comm Alc Svcs Pgm	23	5	21.7	20	7	35.0	18.1	16.9	
Edwin Fair	201	12	6.0	29	10	34.5	14.7	19.8	
Norman Alc Inf Ctr	4	0	0.0	62	21	33.9	16.6	17.3	
Moore A/D Ctr	29	7	24.1	15	5	33.3	18.1	15.3	
Western State Psych Ctr	12	4	33.3	17	5	29.4	15.0	14.4	
Muskogee Co Cncl Of Yth	104	19	18.3	8	2	25.0	12.3	12.7	
Ada Area Cncl On Alc	14	2	14.3	17	4	23.5	22.2	1.4	
Chisholm Trail				13	3	23.1	13.3	9.8	
SW Yth & Fam Svcs	26	3	11.5	13	3	23.1	19.8	3.3	
Carl Albert	11	2	18.2	9	2	22.2	10.5	11.7	
North Care	7	2	28.6	9	2	22.2	12.8	9.4	
Counseling Ctr of SE OK				14	3	21.4	10.5	11.0	
Comm Act-Turning Point	28	4	14.3	83	16	19.3	17.3	2.0	
Gateway to Prev & Rec	9	3	33.3	32	6	18.8	19.7	-0.9	
12 & 12	14	5	35.7	64	12	18.8	20.4	-1.7	
Indian Health Care Resource Ctr	11	6	54.5	72	13	18.1	14.6	3.5	
NE OK Cncl On Alc	50	13	26.0	83	14	16.9	15.2	1.7	

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Only clients 18-60 years of age and not employed or not in the labor field at admission are included. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

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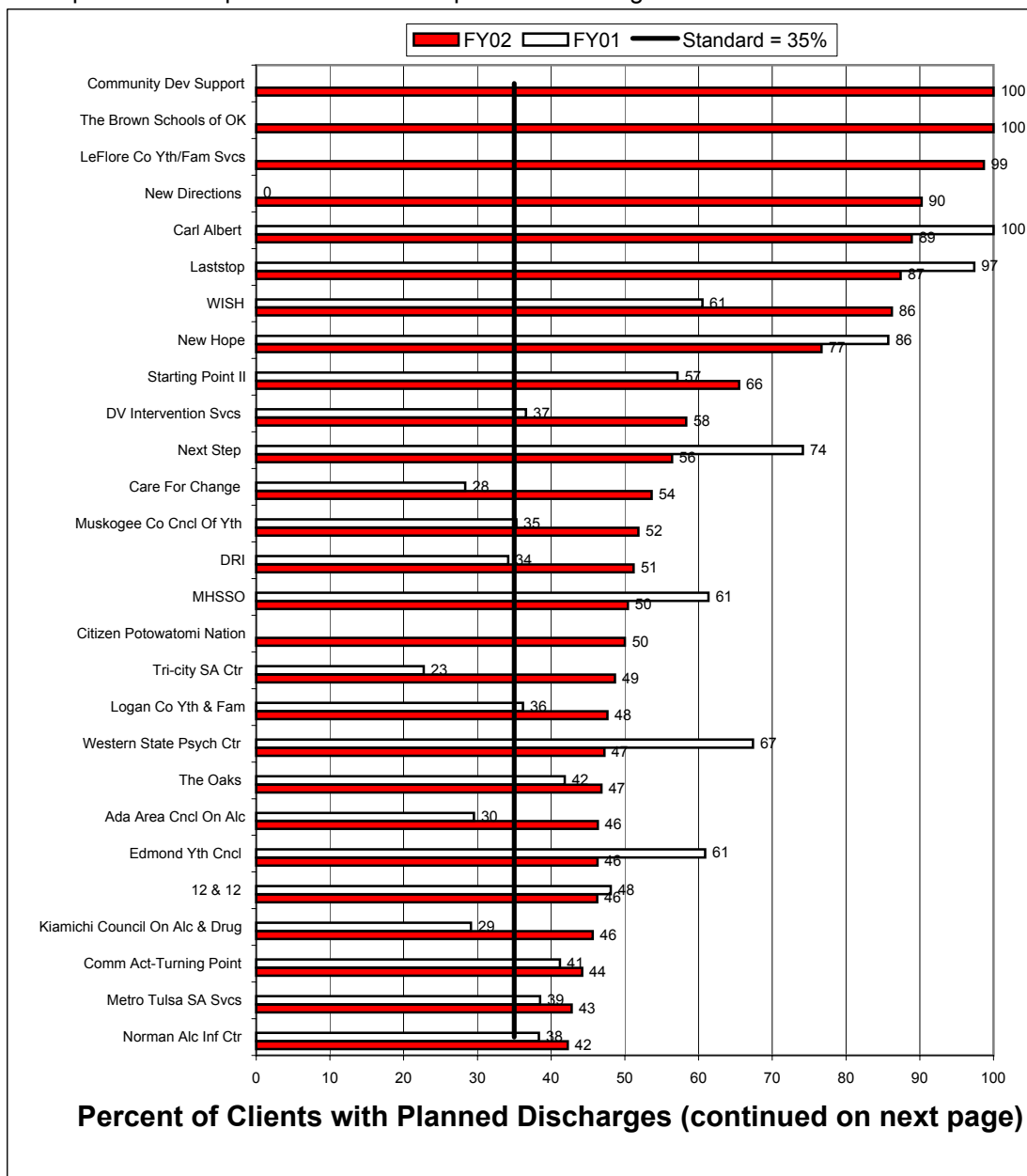
Legitimate Employment in Outpatient Treatment

	FY01			FY02					FY02 Statewide Standard
	Number of Unemployed Clients between 18-60 Years Old	Number of Clients with Improved Employment Status	Unadjusted Percent	Number of Unemployed Clients between 18-60 Years Old	Number of Clients with Improved Employment Status	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
Metro Tulsa SA Svcs	13	1	7.7	68	11	16.2	18.0	-1.8	20.0
Logan Co Yth & Fam	17	7	41.2	32	5	15.6	16.8	-1.2	
Payne Co Vol Pgm	101	11	10.9	27	4	14.8	15.4	-0.6	
Starting Point II	4	0	0.0	14	2	14.3	22.4	-8.1	
The Oaks	41	8	19.5	304	39	12.8	13.2	-0.3	
Kiamichi Council On Alc & Drug	7	1	14.3	126	14	11.1	17.4	-6.3	
Care For Change	5	1	20.0	54	5	9.3	8.3	1.0	
Tri-city Yth & Fam	65	23	35.4	44	4	9.1	10.7	-1.6	
Red Rock West	13	2	15.4	12	1	8.3	14.0	-5.6	
Turning Point	3	0	0.0	26	2	7.7	14.4	-6.7	
Next Step	9	0	0.0	16	1	6.3	11.7	-5.4	
Bill Willis	124	10	8.1	199	11	5.5	9.6	-4.1	
Jim Taliaferro	3	2	66.7	136	7	5.1	15.5	-10.3	
People Inc				69	3	4.3	12.9	-8.5	
New Hope	49	4	8.2	24	1	4.2	4.8	-0.6	
NA Ctr Of Recovery	13	4	30.8	66	1	1.5	13.2	-11.7	
Community Dev Support				9	0	0.0	0.5	-0.5	
New Directions	105	0	0.0	39	0	0.0	1.1	-1.1	
Red Rock	86	3	3.5	15	0	0.0	6.2	-6.2	
MHSSO	9	3	33.3	59	0	0.0	8.8	-8.8	
WISH	11	2	18.2	27	0	0.0	10.4	-10.4	
The Brown Schools of OK				21	0	0.0	16.7	-16.7	

Only clients 18-60 years of age and not employed or not in the labor field at admission are included. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Outpatient Treatment

Question: What percent of outpatient clients had a planned discharge?

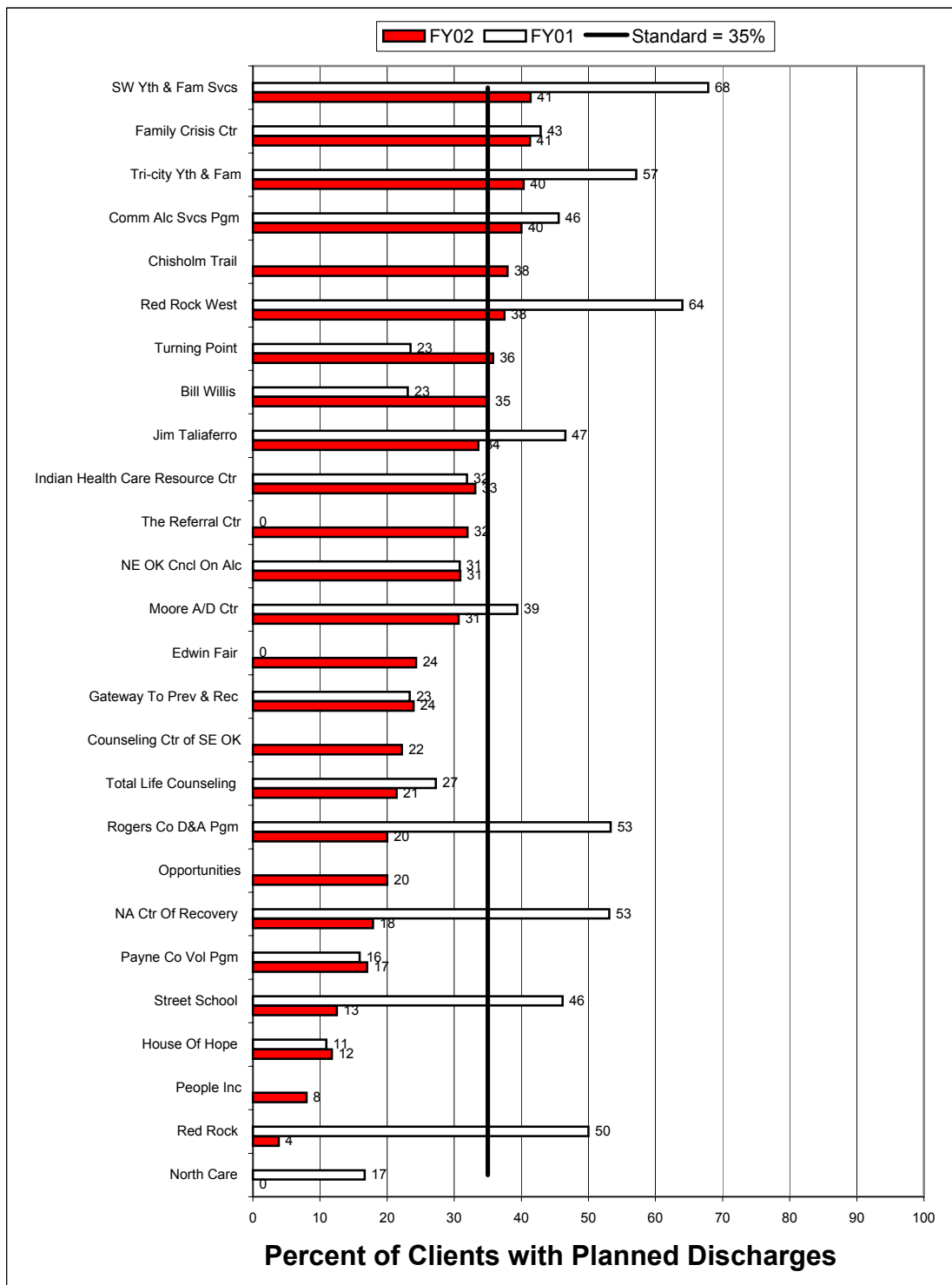


Percent of Clients with Planned Discharges (continued on next page)

Answer: The percent of outpatient clients with a planned discharge in FY02 ranged from 0% to 100%. Thirty-five of the fifty-three agencies met or exceeded the standard of 35%. Twenty of the forty-seven agencies that provided services in FY01 maintained or increased their percent of planned discharges when compared to their previous year's results.

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Outpatient Treatment
(Continued from previous page.)



Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Outpatient Treatment
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
Carl Albert	88.9	32.4	56.5
The Brown Schools of OK	100.0	52.4	47.6
WISH	86.2	48.3	37.9
Community Dev Support	100.0	67.3	32.7
LeFlore Co Yth/Fam Svcs	98.7	67.0	31.7
New Directions	90.2	67.1	23.1
Muskogee Co Cncl Of Yth	51.9	35.5	16.4
Starting Point II	65.5	49.6	15.9
Citizen Potawatomi Nation	50.0	34.5	15.5
Tri-city SA Ctr	48.6	35.5	13.1
Ada Area Cncl On Alc	46.3	33.9	12.4
DRI	51.2	39.5	11.7
Laststop	87.4	75.9	11.5
New Hope	76.7	65.5	11.2
Logan Co Yth & Fam	47.6	37.1	10.5
Care For Change	53.6	46.5	7.1
Kiamichi Council On Alc & Drug	45.6	40.1	5.6
Western State Psych Ctr	47.2	42.2	5.0
DV Intervention Svcs	58.3	53.7	4.6
The Oaks	46.8	43.5	3.3
12 & 12	46.2	43.2	3.0
SW Yth & Fam Svcs	41.4	38.5	2.8
Next Step	56.4	54.3	2.1
Jim Taliaferro	33.6	32.4	1.2

Twenty-six of the 53 agencies performed at a rate above what would have been expected given their client characteristics.

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Planned Discharges in Outpatient Treatment

(Continued from previous page.)

	unadjusted score	case-mix adjustment	adjusted score (difference)
Norman Alc Inf Ctr	42.3	41.8	0.4
Comm Act-Turning Point	44.2	44.1	0.1
Metro Tulsa SA Svcs	42.8	43.4	-0.6
Indian Health Care Resource Ctr	33.1	36.8	-3.7
MHSSO	50.4	55.1	-4.7
Moore A/D Ctr	30.6	35.4	-4.8
Family Crisis Ctr	41.3	46.8	-5.5
Edmond Yth Cncl	46.3	52.6	-6.3
Turning Point	35.8	43.4	-7.6
Tri-city Yth & Fam	40.4	49.3	-8.9
Red Rock West	37.5	46.6	-9.1
NE OK Cncl On Alc	30.9	40.4	-9.5
Bill Willis	35.1	45.8	-10.6
Chisholm Trail	37.9	49.3	-11.3
The Referral Ctr	32.0	44.1	-12.1
Comm Alc Svcs Pgm	40.0	53.3	-13.3
Opportunities	20.0	35.5	-15.5
NA Ctr Of Recovery	17.9	35.7	-17.8
Gateway To Prev & Rec	24.0	44.4	-20.5
Counseling Ctr of SE OK	22.2	43.3	-21.0
Edwin Fair	24.3	48.0	-23.7
Total Life Counseling	21.4	46.0	-24.6
Rogers Co D&A Pgm	20.0	46.3	-26.3
Street School	12.5	39.3	-26.8
People Inc	8.0	35.9	-27.9
Payne Co Vol Pgm	17.0	45.1	-28.1
House Of Hope	11.8	41.6	-29.9
Red Rock	3.8	41.7	-37.8
North Care	0.0	50.5	-50.5

Planned Discharges in Outpatient Treatment

Question: What percent of outpatient clients had a planned discharge?

Agency	FY01			FY02					FY02 Statewide Standard
	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
The Brown Schools of OK				27	27	100.0	52.4	47.6	35.0
Community Dev Support				9	9	100.0	67.3	32.7	
LeFlore Co Yth/Fam Svcs				231	228	98.7	67.0	31.7	
New Directions	2	0	0.0	41	37	90.2	67.1	23.1	
Carl Albert	6	6	100.0	18	16	88.9	32.4	56.5	
Laststop	192	187	97.4	151	132	87.4	75.9	11.5	
WISH	38	23	60.5	29	25	86.2	48.3	37.9	
New Hope	49	42	85.7	30	23	76.7	65.5	11.2	
Starting Point II	42	24	57.1	58	38	65.5	49.6	15.9	
DV Intervention Svcs	41	15	36.6	12	7	58.3	53.7	4.6	
Next Step	58	43	74.1	78	44	56.4	54.3	2.1	
Care For Change	120	34	28.3	110	59	53.6	46.5	7.1	
Muskogee Co Cncl Of Yth	17	6	35.3	27	14	51.9	35.5	16.4	
DRI	117	40	34.2	127	65	51.2	39.5	11.7	
MHSSO	212	130	61.3	123	62	50.4	55.1	-4.7	
Citizen Potawatomi Nation				12	6	50.0	34.5	15.5	
Tri-city SA Ctr	44	10	22.7	37	18	48.6	35.5	13.1	
Logan Co Yth & Fam	47	17	36.2	84	40	47.6	37.1	10.5	
Western State Psych Ctr	46	31	67.4	36	17	47.2	42.2	5.0	
The Oaks	602	252	41.9	487	228	46.8	43.5	3.3	
Ada Area Cncl On Alc	44	13	29.5	41	19	46.3	33.9	12.4	
Edmond Yth Cncl	69	42	60.9	54	25	46.3	52.6	-6.3	
12 & 12	208	100	48.1	199	92	46.2	43.2	3.0	
Kiamichi Council On Alc & Drug	278	81	29.1	298	136	45.6	40.1	5.6	

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Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail, discharged due to death or failure to begin treatment are excluded.

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Planned Discharges in Outpatient Treatment

	FY01			FY02					FY02 Statewide Standard
	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
Comm Act-Turning Point	238	98	41.2	190	84	44.2	44.1	0.1	35.0
Metro Tulsa SA Svcs	374	144	38.5	222	95	42.8	43.4	-0.6	
Norman Alc Inf Ctr	167	64	38.3	168	71	42.3	41.8	0.4	
SW Yth & Fam Svcs	28	19	67.9	58	24	41.4	38.5	2.8	
Family Crisis Ctr	28	12	42.9	46	19	41.3	46.8	-5.5	
Tri-city Yth & Fam	70	40	57.1	166	67	40.4	49.3	-8.9	
Comm Alc Svcs Pgm	79	36	45.6	45	18	40.0	53.3	-13.3	
Chisholm Trail				29	11	37.9	49.3	-11.3	
Red Rock West	25	16	64.0	8	3	37.5	46.6	-9.1	
Turning Point	98	23	23.5	95	34	35.8	43.4	-7.6	
Bill Willis	182	42	23.1	313	110	35.1	45.8	-10.6	
Jim Taliaferro	277	129	46.6	250	84	33.6	32.4	1.2	
Indian Health Care Resource Ctr	47	15	31.9	157	52	33.1	36.8	-3.7	
The Referral Ctr	21	0	0.0	25	8	32.0	44.1	-12.1	
NE OK Cncl On Alc	266	82	30.8	207	64	30.9	40.4	-9.5	
Moore A/D Ctr	99	39	39.4	62	19	30.6	35.4	-4.8	
Edwin Fair	11	0	0.0	37	9	24.3	48.0	-23.7	
Gateway to Prev & Rec	107	25	23.4	96	23	24.0	44.4	-20.5	
Counseling Ctr of SE OK				18	4	22.2	43.3	-21.0	
Total Life Counseling	44	12	27.3	14	3	21.4	46.0	-24.6	
Opportunities				5	1	20.0	35.5	-15.5	
Rogers Co D&A Pgm	15	8	53.3	10	2	20.0	46.3	-26.3	
NA Ctr Of Recovery	64	34	53.1	95	17	17.9	35.7	-17.8	
Payne Co Vol Pgm	107	17	15.9	94	16	17.0	45.1	-28.1	
Street School	13	6	46.2	16	2	12.5	39.3	-26.8	
House Of Hope	64	7	10.9	34	4	11.8	41.6	-29.9	
People Inc				75	6	8.0	35.9	-27.9	
Red Rock	20	10	50.0	26	1	3.8	41.7	-37.8	
North Care	6	1	16.7	16	0	0.0	50.5	-50.5	

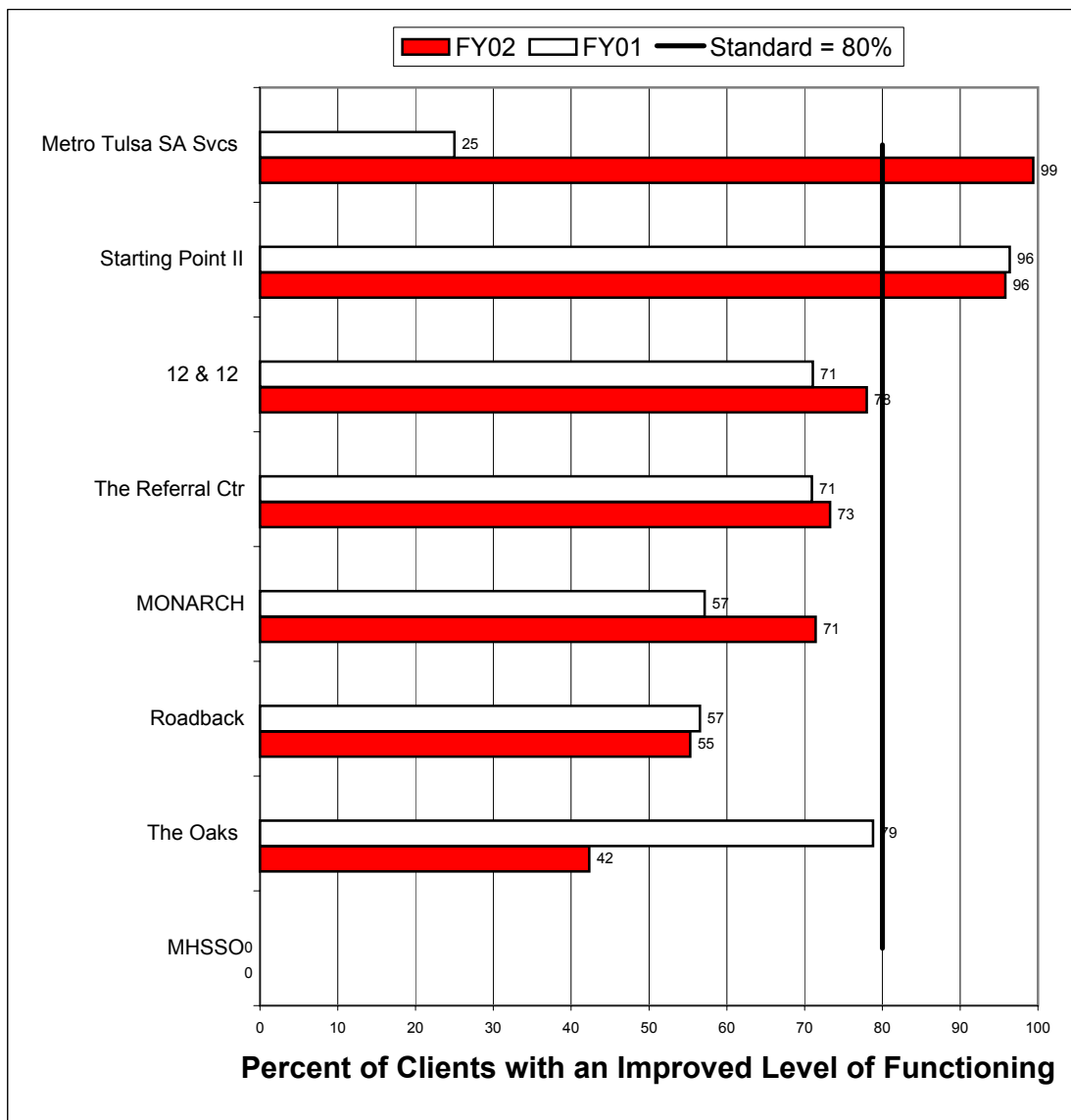


Detox Treatment Performance Indicators



Level of Functioning in Detox Treatment

Question: What percent of detox clients achieved an improved level of functioning after receiving services?



Answer: The percent of detox clients with an improved level of functioning in FY02 ranged from 0% to 99%. Two of the eight agencies exceeded the standard of 80%. Four of the agencies increased their percent of clients with improved functioning when compared to their previous year's results.

Level of functioning is measured using the Global Assessment of Functioning scale. Clients with only an "abuse" presenting problem (as opposed to a dependency presenting problem) are excluded. Clients discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Detox Treatment

Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
Metro Tulsa SA Svcs	99.4	75.6	23.9
Starting Point II	95.8	79.0	16.8
12 & 12	78.0	76.7	1.3
MONARCH	71.4	74.3	-2.9
The Referral Ctr	73.3	76.6	-3.3
MHSSO	0.0	11.3	-11.3
Roadback	55.3	69.5	-14.2
The Oaks	42.3	77.1	-34.8

Three of the 8 agencies performed at a rate above what would have been expected given their client characteristics.

Level of Functioning in Detox Treatment

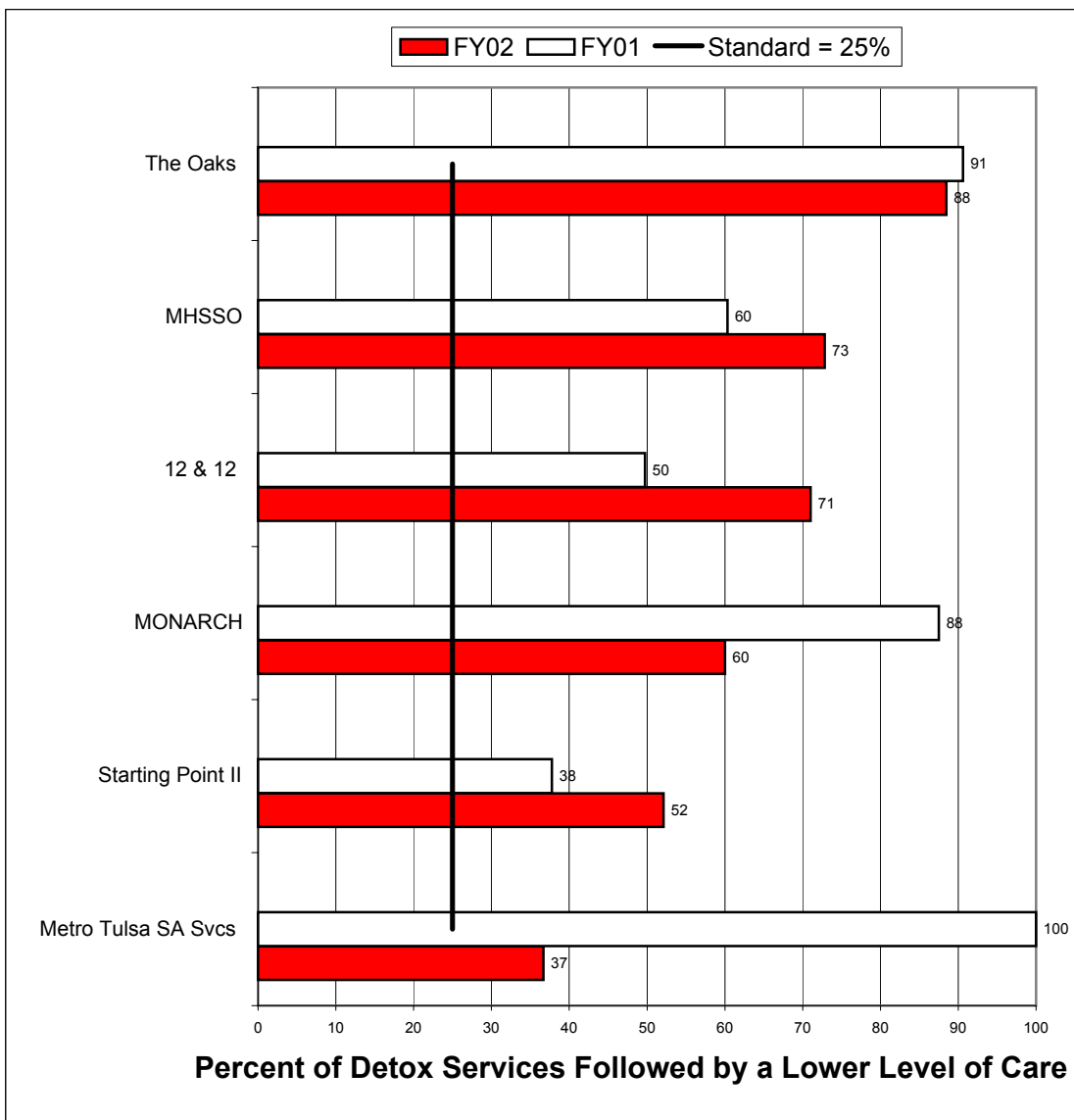
Question: What percent of detox clients achieved an improved level of functioning after receiving services?

Agency	FY01			FY02					FY02 Statewide Standard
	Number of Clients with 2 Measure- ment Points	Number of Clients with Improved LOF	Unadjusted Percent	Number of Clients with 2 Measure- ment Points	Number of Clients with Improved LOF	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
Metro Tulsa SA Svcs	4	1	25.0	170	169	99.4	75.6	23.9	80.0
Starting Point II	329	317	96.4	310	297	95.8	79.0	16.8	
12 & 12	612	435	71.1	595	464	78.0	76.7	1.3	
The Referral Ctr	685	486	70.9	935	685	73.3	76.6	-3.3	
MONARCH	28	16	57.1	7	5	71.4	74.3	-2.9	
Roadback	320	181	56.6	349	193	55.3	69.5	-14.2	
The Oaks	33	26	78.8	26	11	42.3	77.1	-34.8	
MHSSO	116	0	0.0	93	0	0.0	11.3	-11.3	

Level of functioning is measured using the Global Assessment of Functioning scale.
 Clients with only an "abuse" presenting problem (as opposed to a dependency presenting problem) are excluded.
 Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Detox Treatment Followed by a Lower Level of Care Within 14 Days

Question: What percent of detox clients received a lower level of care within 14 days? (Lower level care includes residential, community living and outpatient treatment.)



Answer: The percent of detox clients receiving a lower level of care within 14 days in FY02 ranged from 37% to 88%. All six agencies exceeded the standard of 25%. Three of the agencies increased their percent of detox services followed by a lower level of care when compared to their previous year's results.

Only clients transferred to another level of care within the same agency or clients referred to another DMHSAS-funded agency are included. Clients with only an "abuse" presenting problem, as opposed to a dependency presenting problem are excluded. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Detox Treatment Followed by a Lower Level of Care Within 14 Days
Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
The Oaks	88.5	67.4	21.0
MHSSO	72.8	65.0	7.8
12 & 12	71.0	64.6	6.4
Starting Point II	52.1	62.3	-10.2
MONARCH	60.0	73.9	-13.9
Metro Tulsa SA Svcs	36.7	64.0	-27.3

Three of the 6 agencies performed at a rate above what would have been expected given their client characteristics.

Detox Treatment Followed by a Lower Level of Care Within 14 Days

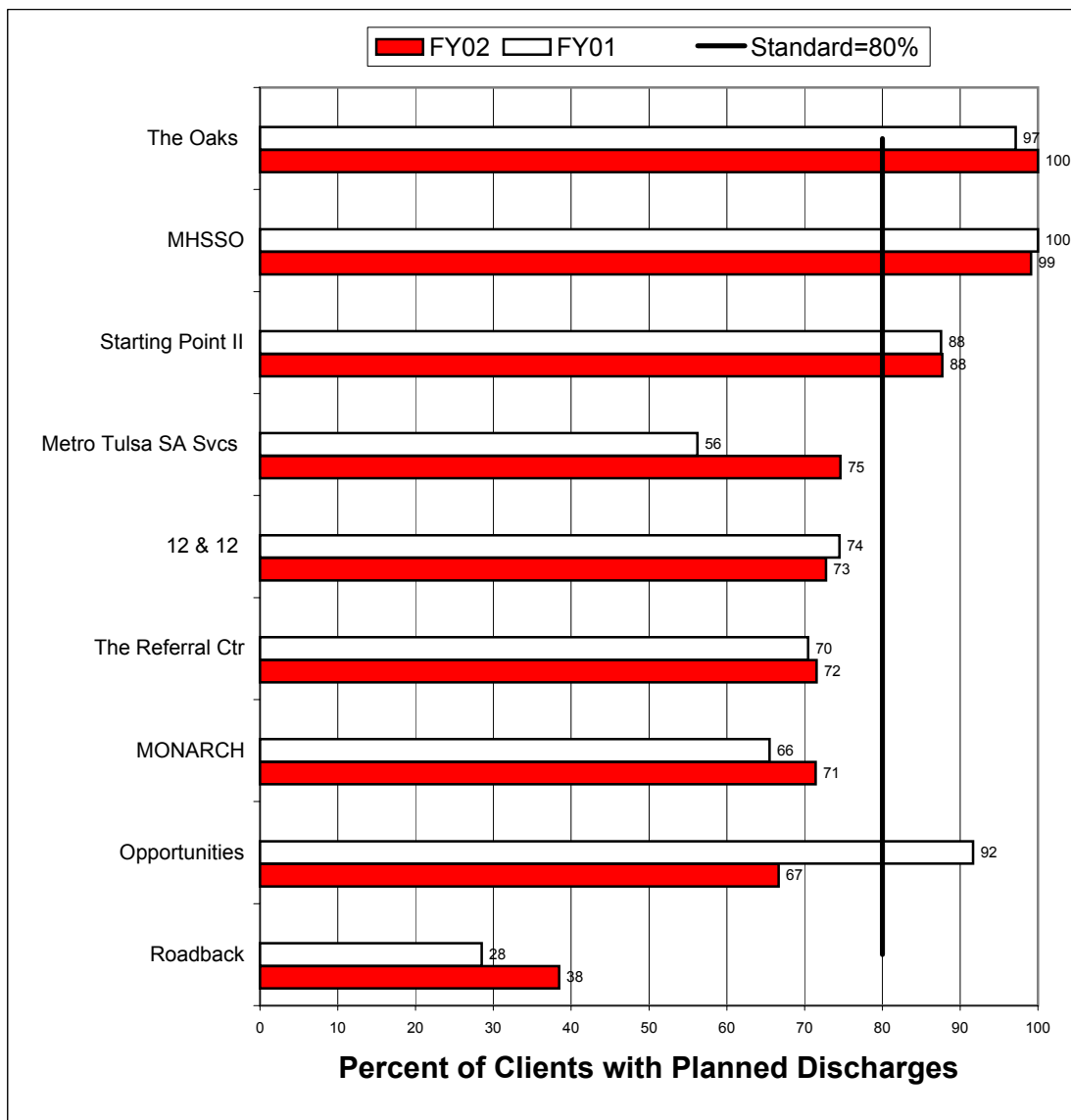
Question: What percent of detox clients received a lower level of care within 14 days? (Lower level care includes residential, community living and outpatient treatment.)

Agency	FY01			FY02					FY02 Statewide Standard
	Number of Discharges	Number of Clients Seen Within 14 Days	Unadjusted Percent	Number of Discharges	Number of Clients Seen Within 14 Days	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
The Oaks	32	29	90.6	26	23	88.5	67.4	21.0	25.0
MHSSO	116	70	60.3	92	67	72.8	65.0	7.8	
12 & 12	193	96	49.7	183	130	71.0	64.6	6.4	
MONARCH	16	14	87.5	5	3	60.0	73.9	-13.9	
Starting Point II	98	37	37.8	71	37	52.1	62.3	-10.2	
Metro Tulsa SA Svcs	1	1	100.0	60	22	36.7	64.0	-27.3	

Only clients transferred to another level of care within the same agency or clients referred to another DMHSAS-funded agency are included. Clients with only an "abuse" presenting problem (as opposed to a dependency presenting problem) and clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Detox Treatment

Question: What percent of detox clients had a planned discharge?



Answer: The percent of detox clients with a planned discharge in FY02 ranged from 38% to 100%. Three of the nine agencies exceeded the standard of 80%. Five of the agencies increased their percent of planned discharges when compared to their previous year's results.

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Detox Treatment

Results after the performance indicator has been case mix adjusted.

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The case-mix adjustment is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The adjusted score (difference) is the difference between the unadjusted score and the case-mix adjustment. A positive difference indicates the agency performed better than would have been expected. A negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjustment	adjusted score (difference)
The Oaks	100.0	74.9	25.1
MONARCH	71.4	59.2	12.2
Starting Point II	87.7	78.3	9.4
12 & 12	72.7	67.5	5.2
Metro Tulsa SA Svcs	74.6	71.3	3.3
MHSSO	99.1	96.8	2.3
The Referral Ctr	71.5	73.2	-1.6
Opportunities	66.7	76.2	-9.5
Roadback	38.5	62.7	-24.2

Seven of the 10 agencies performed at a rate above what would have been expected given their client characteristics.

Planned Discharges in Detox Treatment

Question: What percent of detox clients had a planned discharge?

Agency	FY01			FY02					FY02 Statewide Standard
	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	Case-Mix Adjustment	Adjusted Score	
The Oaks	35	34	97.1	28	28	100.0	74.9	25.1	80.0
MHSSO	147	147	100.0	111	110	99.1	96.8	2.3	
Starting Point II	481	421	87.5	447	392	87.7	78.3	9.4	
Metro Tulsa SA Svcs	845	475	56.2	878	655	74.6	71.3	3.3	
12 & 12	709	528	74.5	686	499	72.7	67.5	5.2	
The Referral Ctr	1033	728	70.5	1079	772	71.5	73.2	-1.6	
MONARCH	29	19	65.5	7	5	71.4	59.2	12.2	
Opportunities	36	33	91.7	18	12	66.7	76.2	-9.5	
Roadback	351	100	28.5	403	155	38.5	62.7	-24.2	

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail, discharged due to death or failure to begin treatment are excluded.

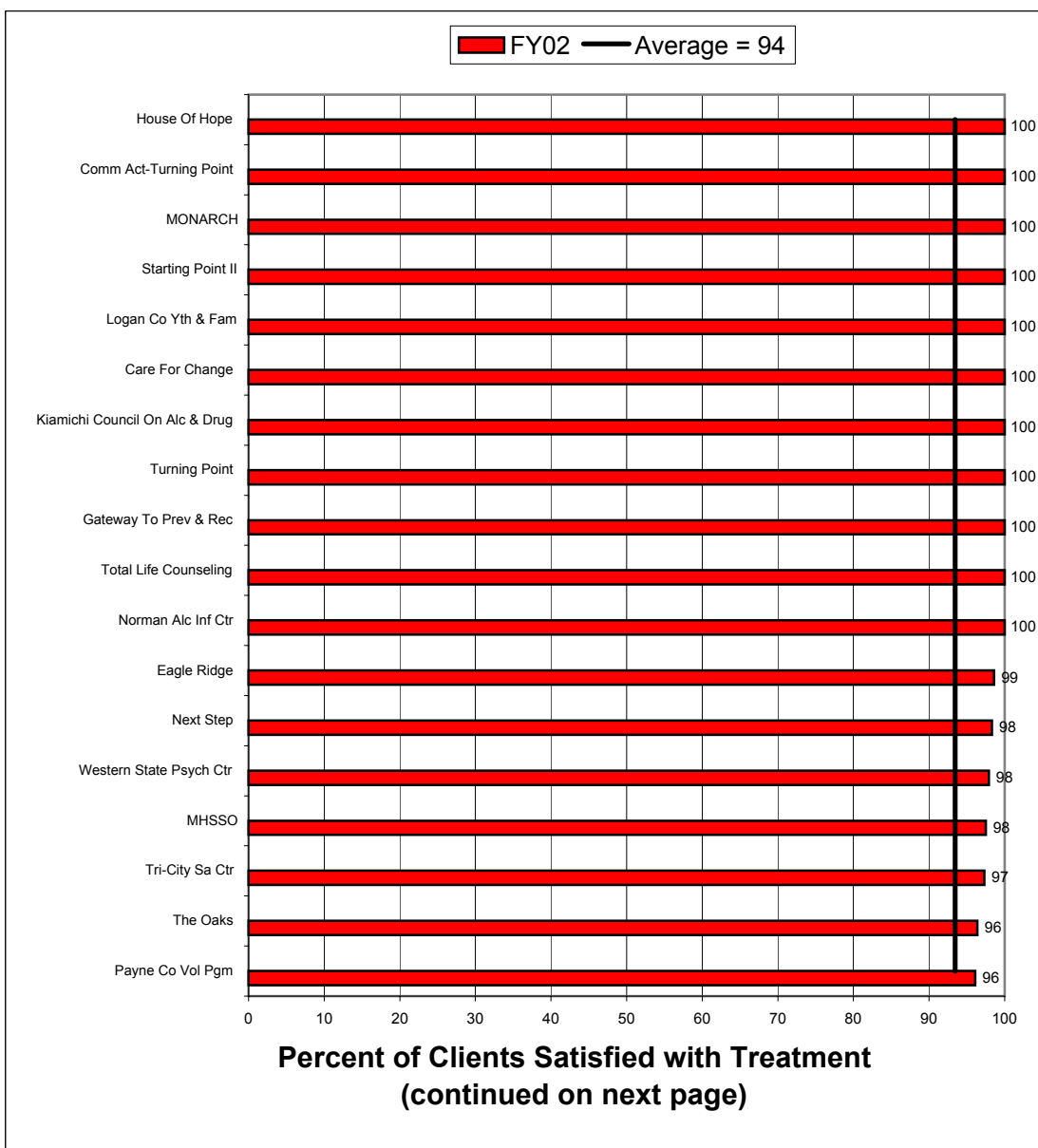


Consumer Survey Indicators



Clients Reporting Satisfaction

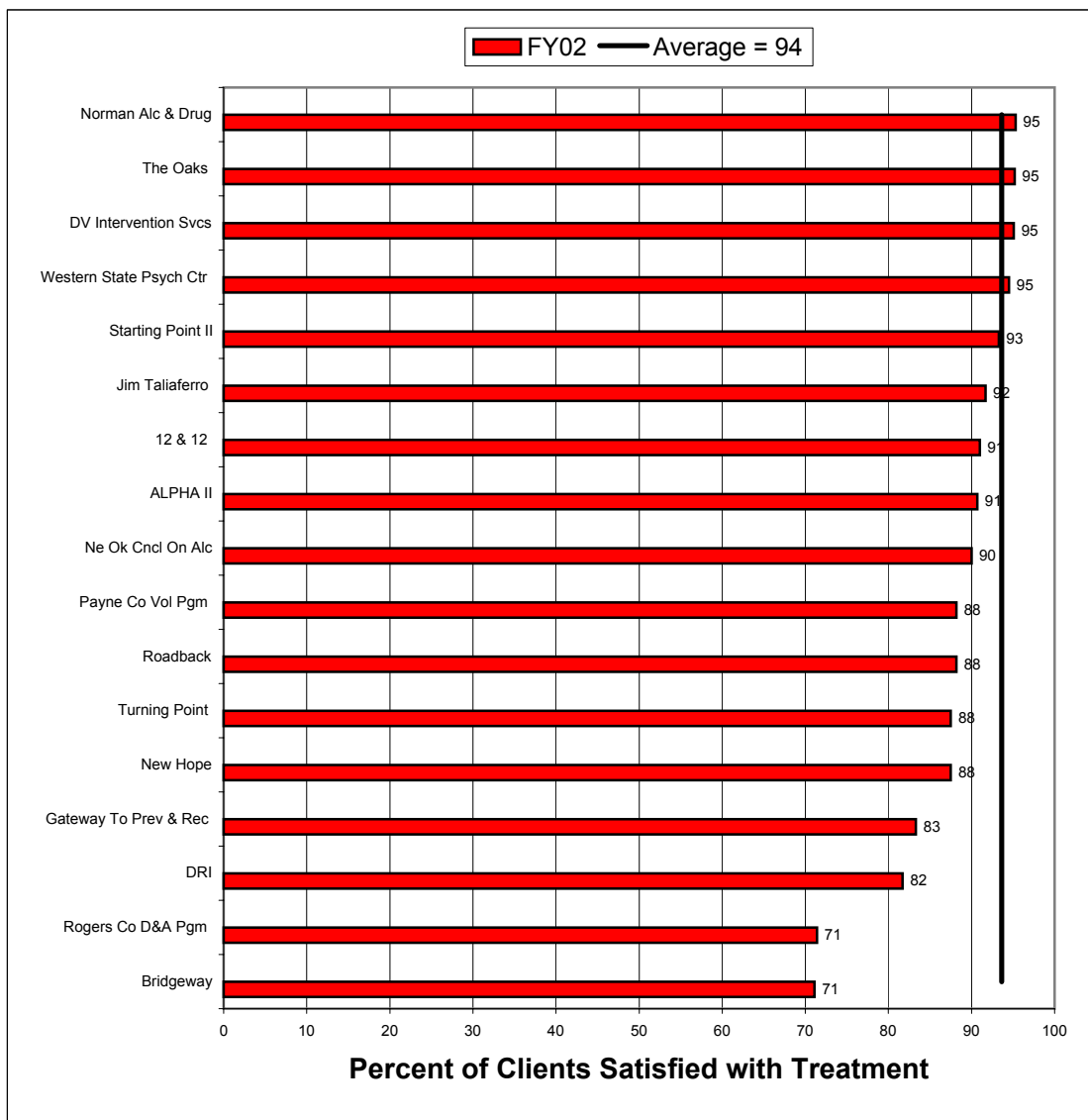
Question: What percent of clients reported a favorable rating for satisfaction with treatment services?



Answer: Systemwide, 94% of clients reported they were satisfied with the substance abuse treatment services they received. The percent of clients reporting satisfaction with services ranged from 71% to 100% for the 35 agencies participating in the survey.

Agencies with less than 6 responses were not included.

Clients Reporting Satisfaction (Continued from previous page.)



Agencies with less than 6 responses were not included.

Clients Reporting Satisfaction

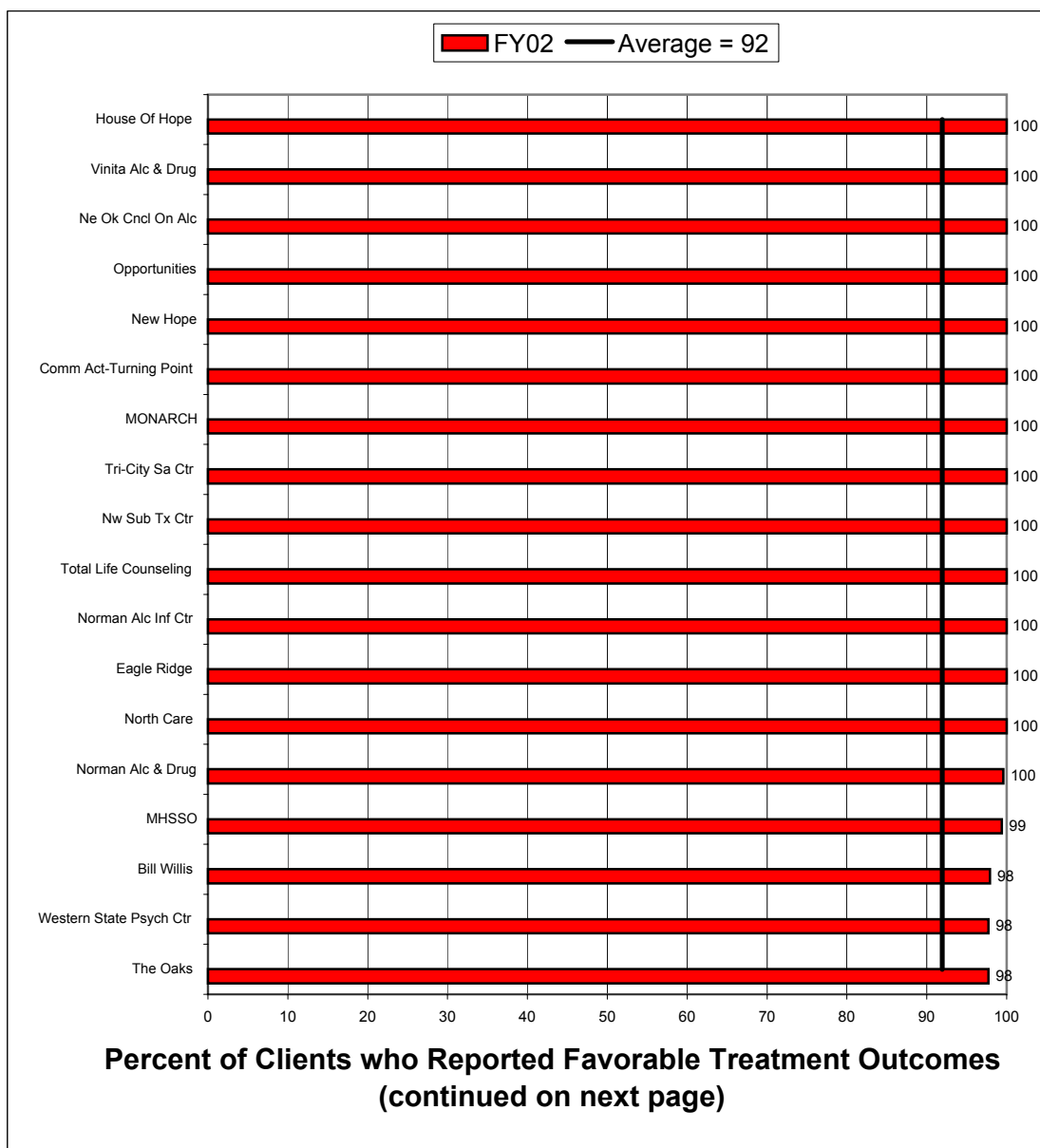
Question: What percent of clients reported a favorable rating for satisfaction with treatment services?

Agency	Total Clients responding to survey	Percent rating outcomes favorably	Weighted Mean
Eagle Ridge	7	100.0	93.7
Red Rock West	9	100.0	
Norman Alc Inf Ctr	9	100.0	
Total Life Counseling	10	100.0	
Nw Sub Tx Ctr	12	100.0	
Kiamichi Council On Alc & Drug	16	100.0	
Care For Change	20	100.0	
Tri-City Sa Ctr	25	100.0	
Logan Co Yth & Fam	28	100.0	
Ada Area Cncl On Alc	31	100.0	
Comm Act-Turning Point	38	100.0	
House Of Hope	68	98.6	
MHSSO	118	98.3	
Bill Willis	47	97.9	
MONARCH	39	97.5	
Vinita Alc & Drug	72	97.3	
Opportunities	54	96.4	
Next Step	74	96.1	
Norman Alc & Drug	221	95.3	
The Oaks	140	95.2	
DV Intervention Svcs	39	95.1	
Western State Psych Ctr	171	94.5	
Starting Point II	28	93.3	
Jim Taliaferro	22	91.7	
12 & 12	212	91.0	
ALPHA II	39	90.7	
Ne Ok Cncl On Alc	45	90.0	
Roadback	15	88.2	
Payne Co Vol Pgm	15	88.2	
New Hope	42	87.5	
Turning Point	14	87.5	
Gateway To Prev & Rec	10	83.3	
DRI	339	81.7	
Rogers Co D&A Pgm	10	71.4	
Bridgeway	32	71.1	

Agencies with less than 6 responses were not included.

Clients Reporting Favorable Outcomes

Question: What percent of clients reported a favorable rating for treatment outcomes?

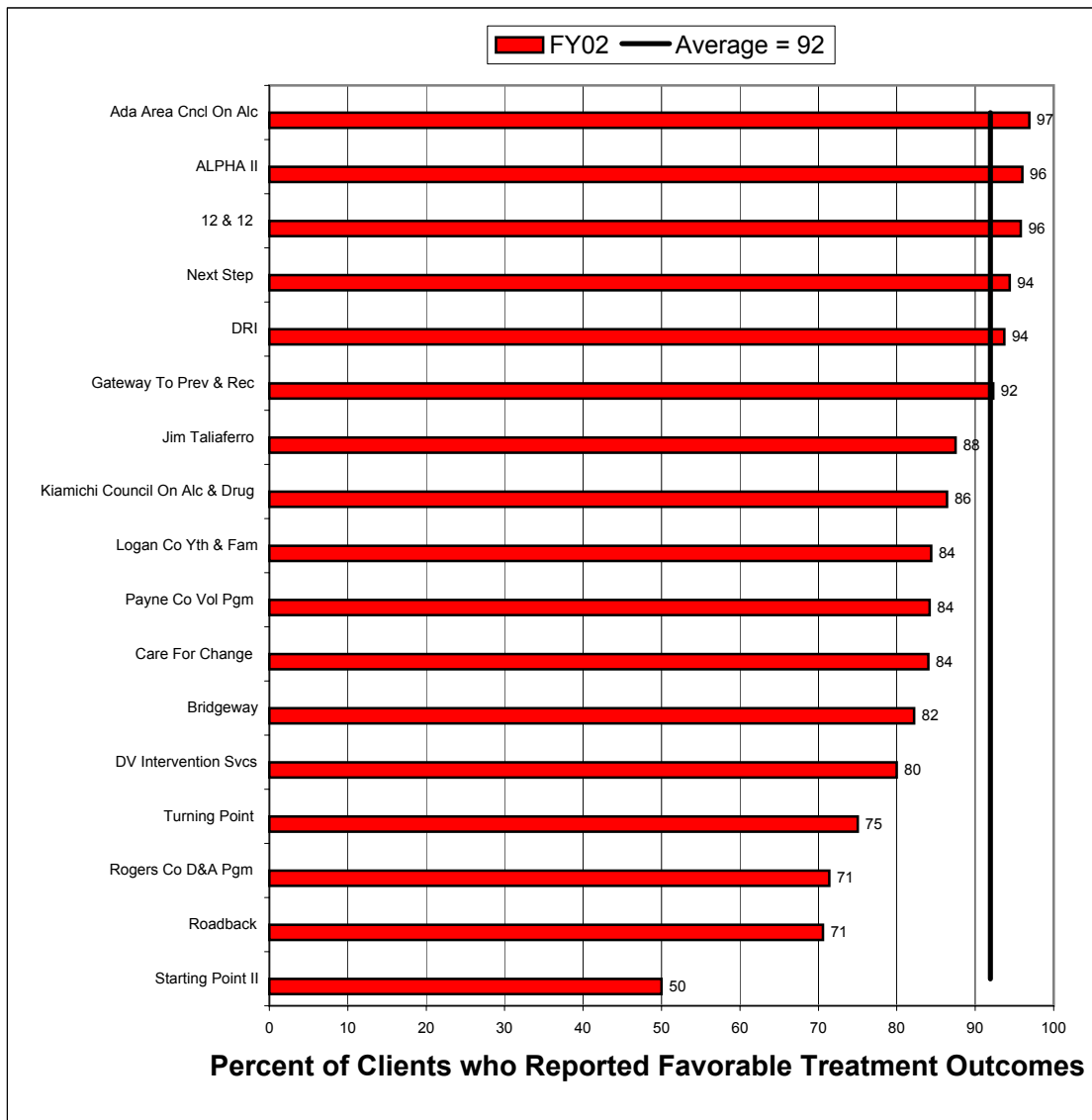


Answer: Systemwide, 92% of clients reported positive outcomes with the substance abuse treatment services they received. The percent of clients responding with favorable outcomes ranged from 50% to 100% for the 35 agencies participating in the survey.

Agencies with less than 6 responses were not included.

Clients Reporting Favorable Outcomes

(Continued from previous page.)



Agencies with less than 6 responses were not included.

Clients Reporting Favorable Outcomes

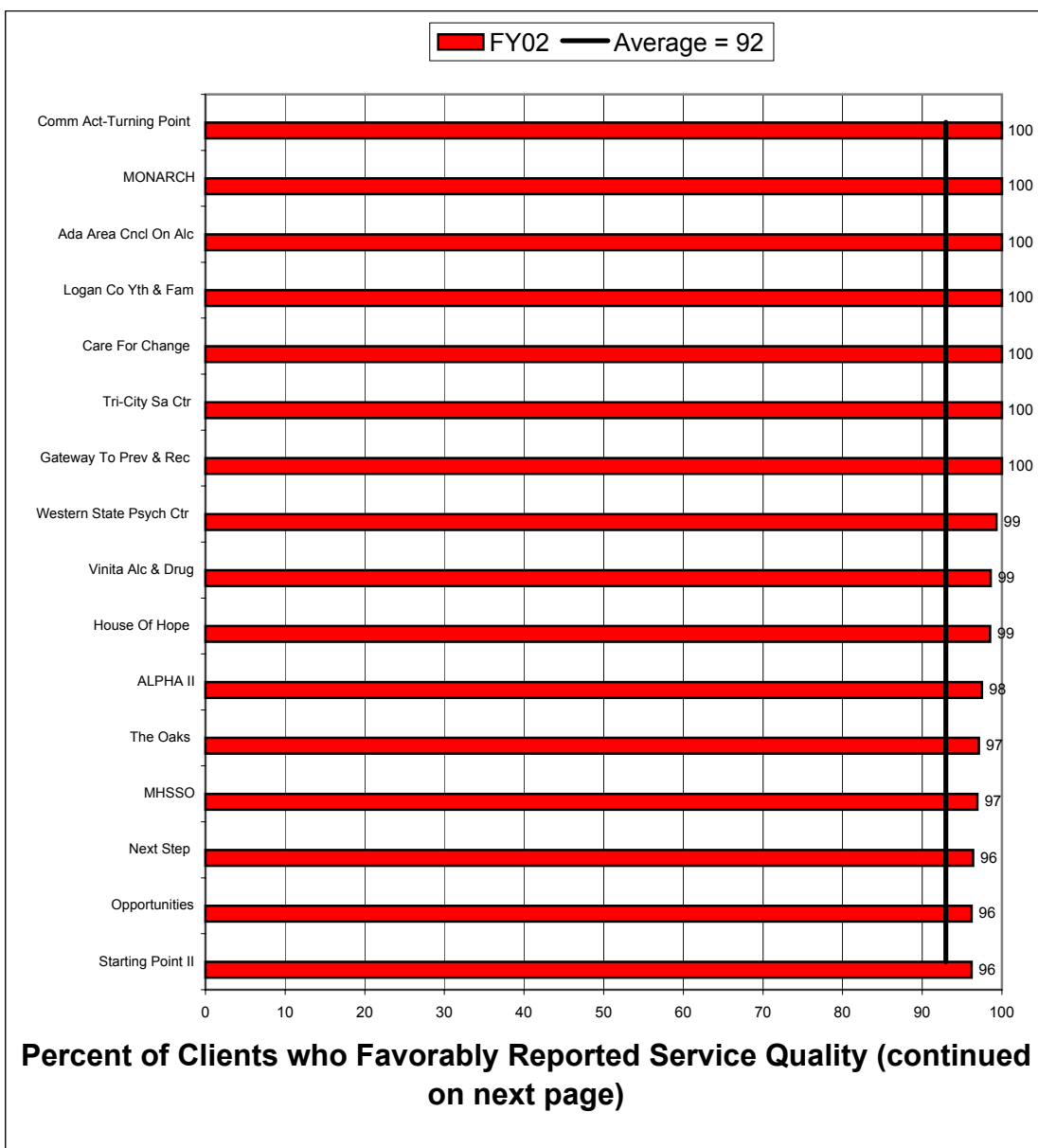
Question: What percent of clients reported a favorable rating for treatment outcomes?

Agency	Total Clients responding to survey	Percent rating outcomes favorably	Weighted Mean
Nw Sub Tx Ctr	16	100.0	91.9
Total Life Counseling	11	100.0	
Ne Ok Cncl On Alc	60	100.0	
Norman Alc Inf Ctr	10	100.0	
Comm Act-Turning Point	47	100.0	
Eagle Ridge	8	100.0	
House Of Hope	76	100.0	
MONARCH	42	100.0	
New Hope	49	100.0	
Opportunities	56	100.0	
Tri-City Sa Ctr	25	100.0	
North Care	7	100.0	
Vinita Alc & Drug	74	100.0	
Norman Alc & Drug	227	99.6	
MHSSO	156	99.4	
Bill Willis	47	97.9	
The Oaks	170	97.7	
Western State Psych Ctr	215	97.7	
Ada Area Cncl On Alc	31	96.9	
ALPHA II	48	96.0	
12 & 12	343	95.8	
Next Step	85	94.4	
DRI	493	93.7	
Gateway To Prev & Rec	12	92.3	
Jim Taliaferro	21	87.5	
Kiamichi Council On Alc & Drug	19	86.4	
Logan Co Yth & Fam	27	84.4	
Payne Co Vol Pgm	16	84.2	
Care For Change	21	84.0	
Bridgeway	37	82.2	
DV Intervention Svcs	32	80.0	
Turning Point	12	75.0	
Rogers Co D&A Pgm	10	71.4	
Roadback	12	70.6	
Starting Point II	17	50.0	

Agencies with less than 6 responses were not included.

Client Rating on Service Quality

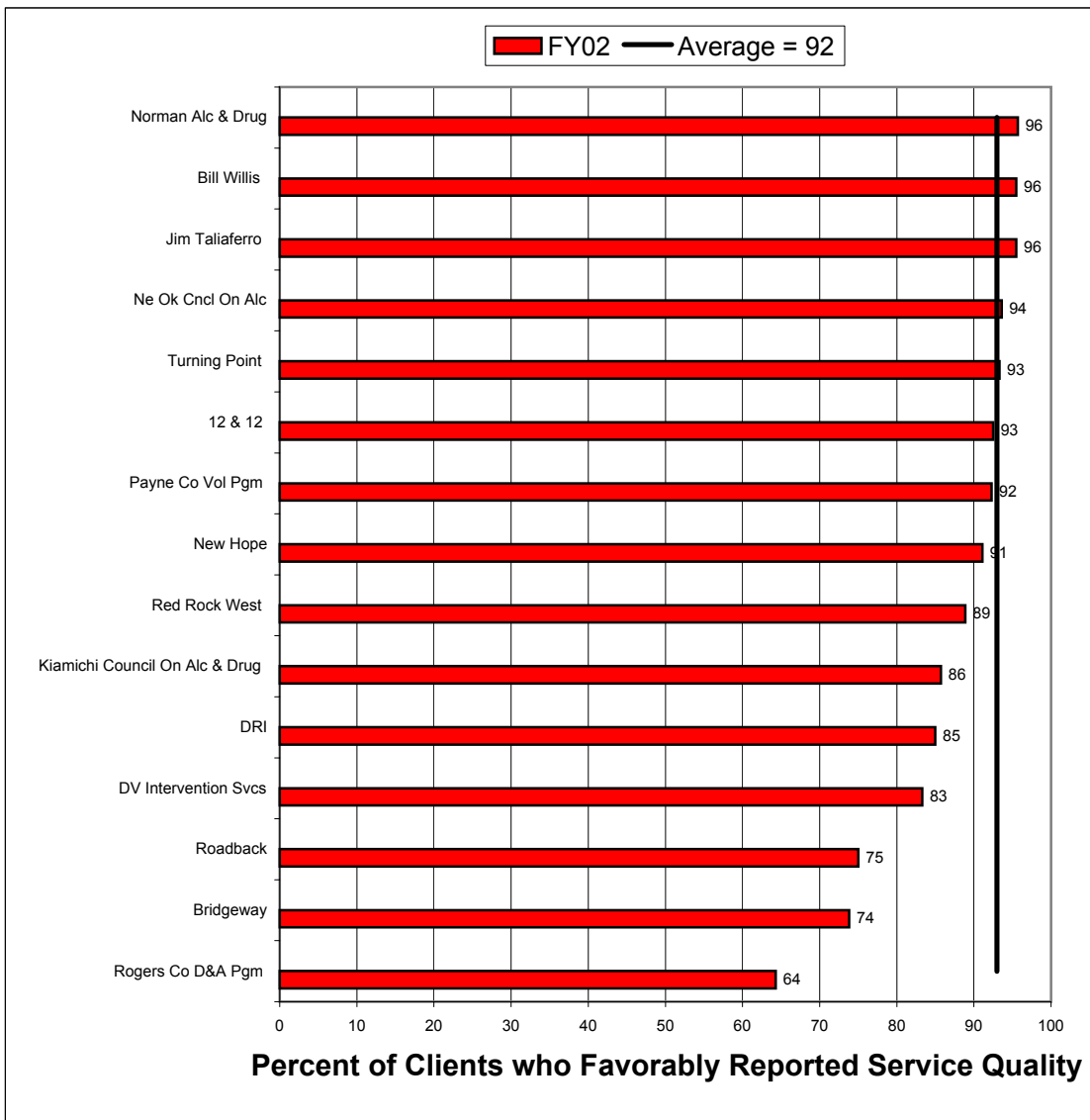
Question: What percent of clients rated service quality favorably?



Answer: Systemwide, 92% of clients positively rated the quality of the substance abuse treatment services they received. Favorable ratings of quality ranged from 64% to 100% for the 31 agencies participating in the survey.

Agencies with less than 6 responses were not included.

Client Rating on Service Quality
(Continued from previous page.)



Agencies with less than 6 responses were not included.

Client Rating on Service Quality

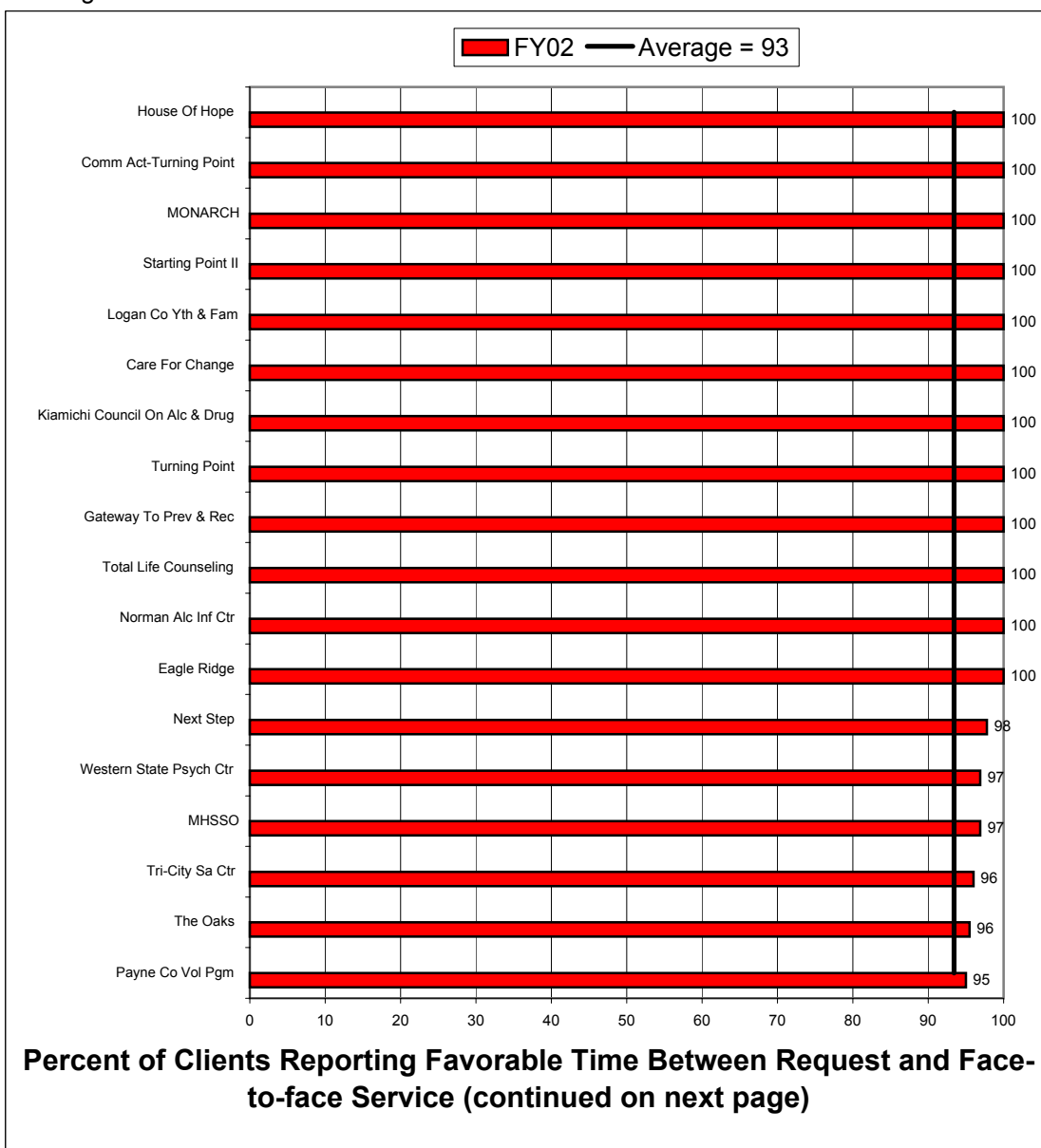
Question: What percent of clients rated service quality favorably?

Agency	Total Clients responding to survey	Percent rating outcomes favorably	Weighted Mean
Gateway To Prev & Rec	8	100.0	93.0
Tri-City Sa Ctr	14	100.0	
Care For Change	15	100.0	
Logan Co Yth & Fam	23	100.0	
Ada Area Cncl On Alc	26	100.0	
MONARCH	28	100.0	
Comm Act-Turning Point	31	100.0	
Western State Psych Ctr	143	99.3	
Vinita Alc & Drug	70	98.6	
House Of Hope	66	98.5	
ALPHA II	39	97.5	
The Oaks	134	97.1	
MHSSO	94	96.9	
Next Step	54	96.4	
Starting Point II	25	96.2	
Opportunities	51	96.2	
Norman Alc & Drug	202	95.7	
Jim Taliaferro	21	95.5	
Bill Willis	42	95.5	
Ne Ok Cncl On Alc	44	93.6	
Turning Point	14	93.3	
12 & 12	172	92.5	
Payne Co Vol Pgm	12	92.3	
New Hope	41	91.1	
Red Rock West	8	88.9	
Kiamichi Council On Alc & Drug	6	85.7	
DRI	306	85.0	
DV Intervention Svcs	30	83.3	
Roadback	12	75.0	
Bridgeway	31	73.8	
Rogers Co D&A Pgm	9	64.3	

Agencies with less than 6 responses were not included.

Time between Request for Service and Face-to-face Meeting

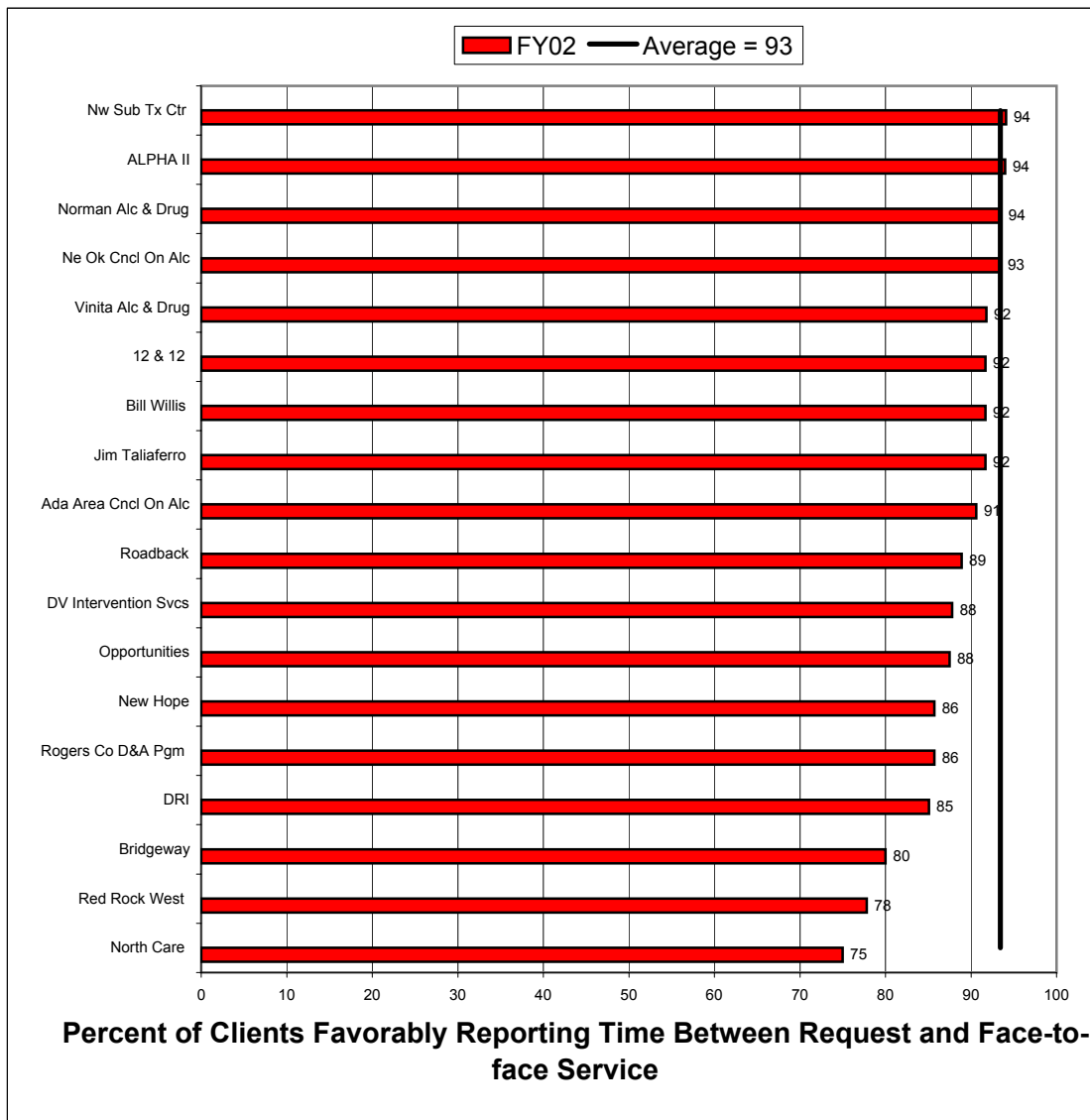
Question: What percent of clients report that the time between request for service and face-to-face meeting was reasonable?



Answer: Systemwide, 93% of clients favorably reported the time from request for services to actually receiving services was reasonable. The favorable ratings ranged from 75% to 100% for the 36 agencies participating in the survey.

Agencies with less than 6 responses were not included.

Time between Request for Service and Face-to-face Meeting
 (Continued from previous page.)



Agencies with less than 6 responses were not included.

Time between Request for Service and Face-to-face Meeting

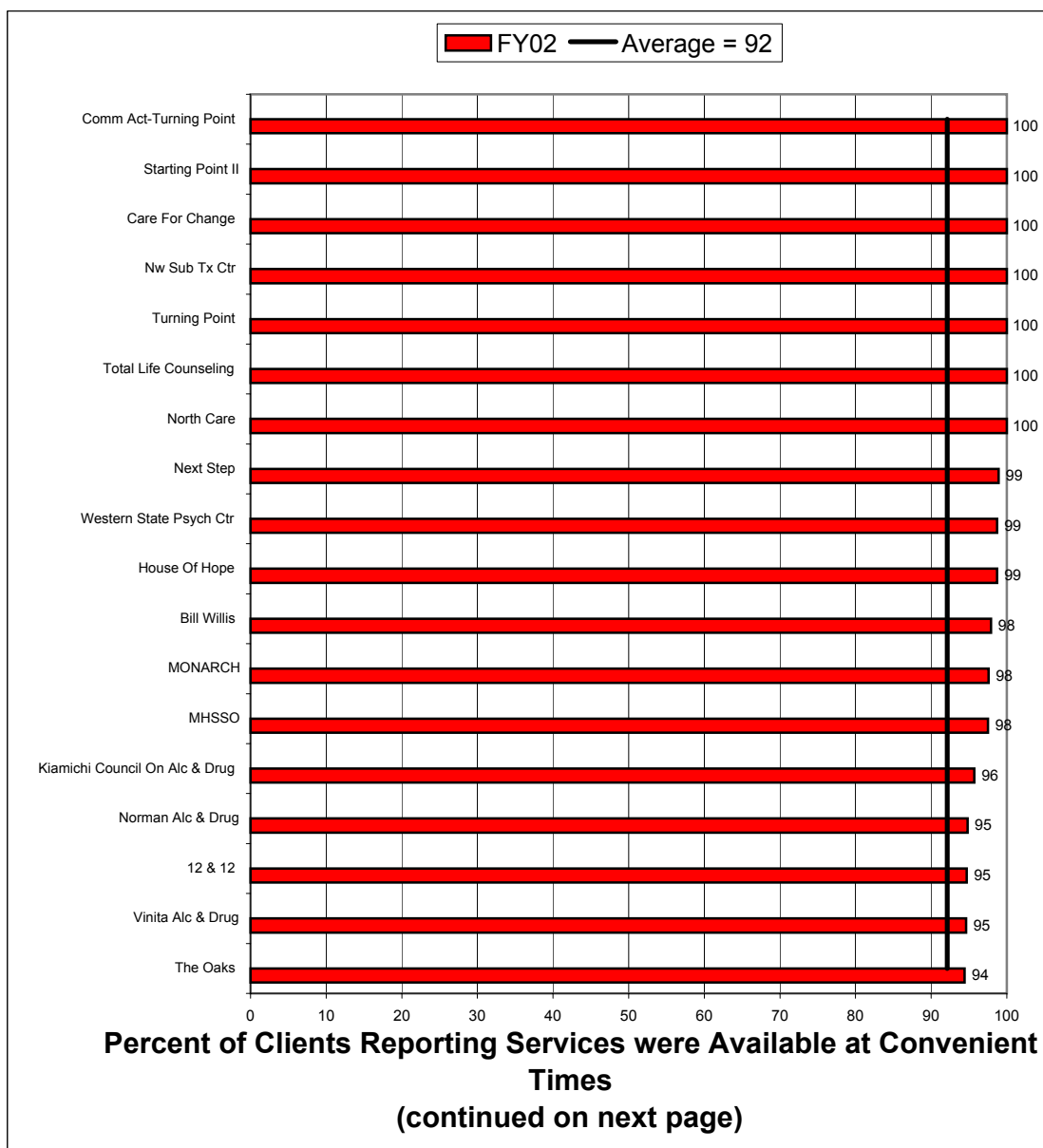
Question: What percent of clients report that the time between request for service and face-to-face meeting was reasonable?

Agency	Total Clients responding to survey	Percent rating outcomes favorably	Weighted Mean
Eagle Ridge	8	100.0	93.4
Norman Alc Inf Ctr	12	100.0	
Total Life Counseling	12	100.0	
Gateway To Prev & Rec	13	100.0	
Turning Point	16	100.0	
Kiamichi Council On Alc & Drug	23	100.0	
Care For Change	26	100.0	
Logan Co Yth & Fam	32	100.0	
Starting Point II	34	100.0	
MONARCH	42	100.0	
Comm Act-Turning Point	47	100.0	
House Of Hope	75	100.0	
Next Step	89	97.8	
MHSSO	155	96.9	
Western State Psych Ctr	219	96.9	
Tri-City Sa Ctr	24	96.0	
The Oaks	169	95.5	
Payne Co Vol Pgm	19	95.0	
Nw Sub Tx Ctr	16	94.1	
ALPHA II	47	94.0	
Norman Alc & Drug	216	93.5	
Ne Ok Cncl On Alc	57	93.4	
Vinita Alc & Drug	68	91.8	
Jim Taliaferro	22	91.7	
Bill Willis	44	91.7	
12 & 12	332	91.7	
Ada Area Cncl On Alc	29	90.6	
Roadback	16	88.9	
DV Intervention Svcs	36	87.8	
Opportunities	49	87.5	
Rogers Co D&A Pgm	12	85.7	
New Hope	42	85.7	
DRI	447	85.1	
Bridgeway	36	80.0	
Red Rock West	7	77.8	
North Care	6	75.0	

Agencies with less than 6 responses were not included.

Services Were Available at Convenient Times

Question: What percent of clients report that the services were available at convenient times?

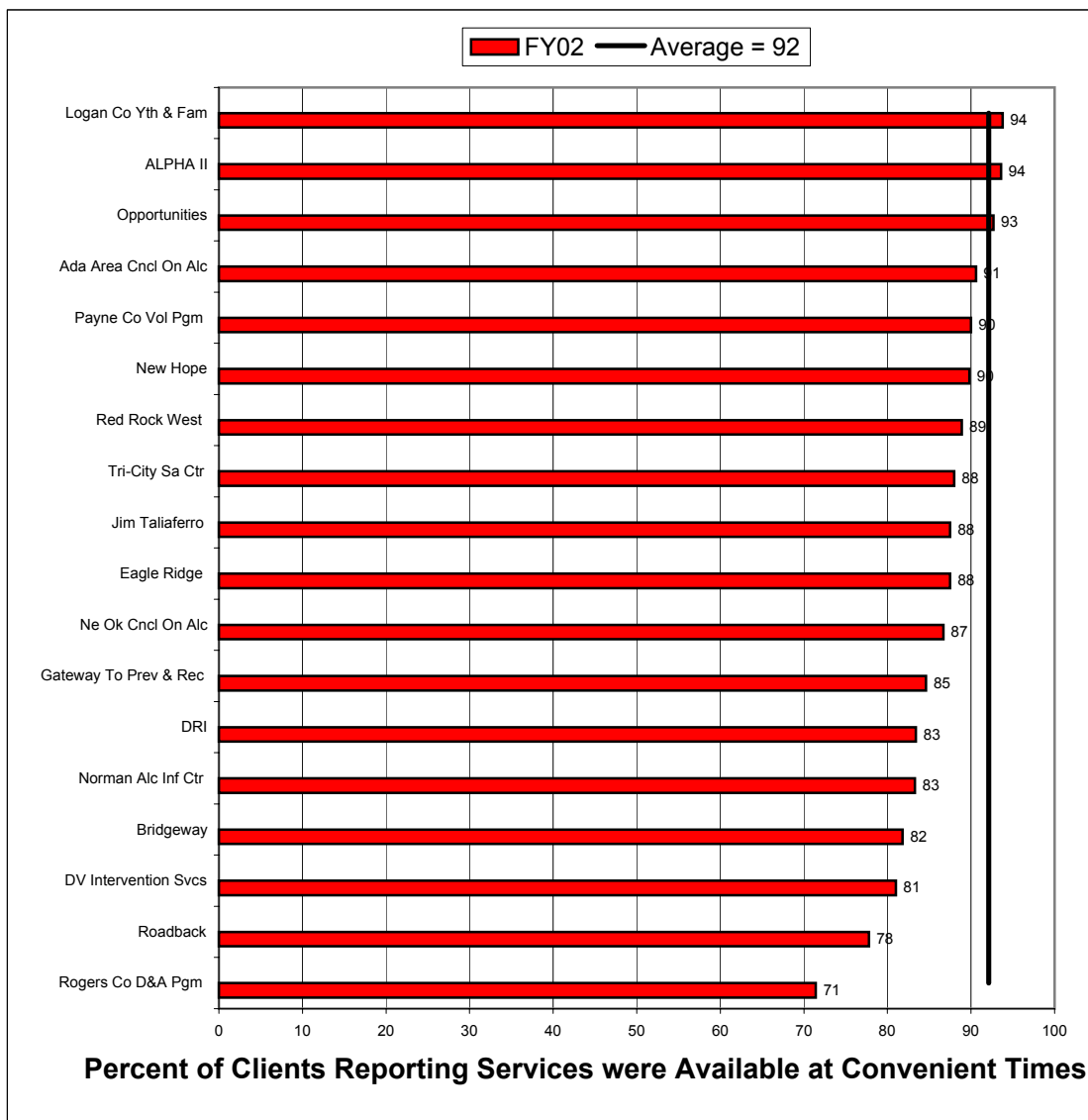


Answer: Systemwide, 92% of clients favorably reported that services were available at times that were convenient. The favorable ratings ranged from 71% to 100% for the 36 agencies participating in the survey.

Agencies with less than 6 responses were not included.

Services Were Available at Convenient Times

(Continued from previous page.)



Agencies with less than 6 responses were not included.

Services Were Available at Convenient Times

Question: What percent of clients report that the services were available at convenient times?

Agency	Total Clients responding to survey	Percent rating outcomes favorably	Weighted Mean
Nw Sub Tx Ctr	17	100.0	92.1
Care For Change	26	100.0	
Total Life Counseling	12	100.0	
Turning Point	16	100.0	
Starting Point II	34	100.0	
Comm Act-Turning Point	48	100.0	
North Care	8	100.0	
Next Step	91	98.9	
House Of Hope	74	98.7	
Western State Psych Ctr	222	98.7	
Bill Willis	46	97.9	
MONARCH	41	97.6	
MHSSO	157	97.5	
Kiamichi Council On Alc & Drug	22	95.7	
Norman Alc & Drug	218	94.8	
12 & 12	342	94.7	
Vinita Alc & Drug	70	94.6	
The Oaks	167	94.4	
Logan Co Yth & Fam	30	93.8	
ALPHA II	44	93.6	
Opportunities	51	92.7	
Ada Area Cncl On Alc	29	90.6	
Payne Co Vol Pgm	18	90.0	
New Hope	44	89.8	
Red Rock West	8	88.9	
Tri-City Sa Ctr	22	88.0	
Eagle Ridge	7	87.5	
Jim Taliaferro	21	87.5	
Ne Ok Cncl On Alc	52	86.7	
Gateway To Prev & Rec	11	84.6	
DRI	437	83.4	
Norman Alc Inf Ctr	10	83.3	
Bridgeway	36	81.8	
DV Intervention Svcs	34	81.0	
Roadback	14	77.8	
Rogers Co D&A Pgm	10	71.4	

Agencies with less than 6 responses were not included.

#N/A



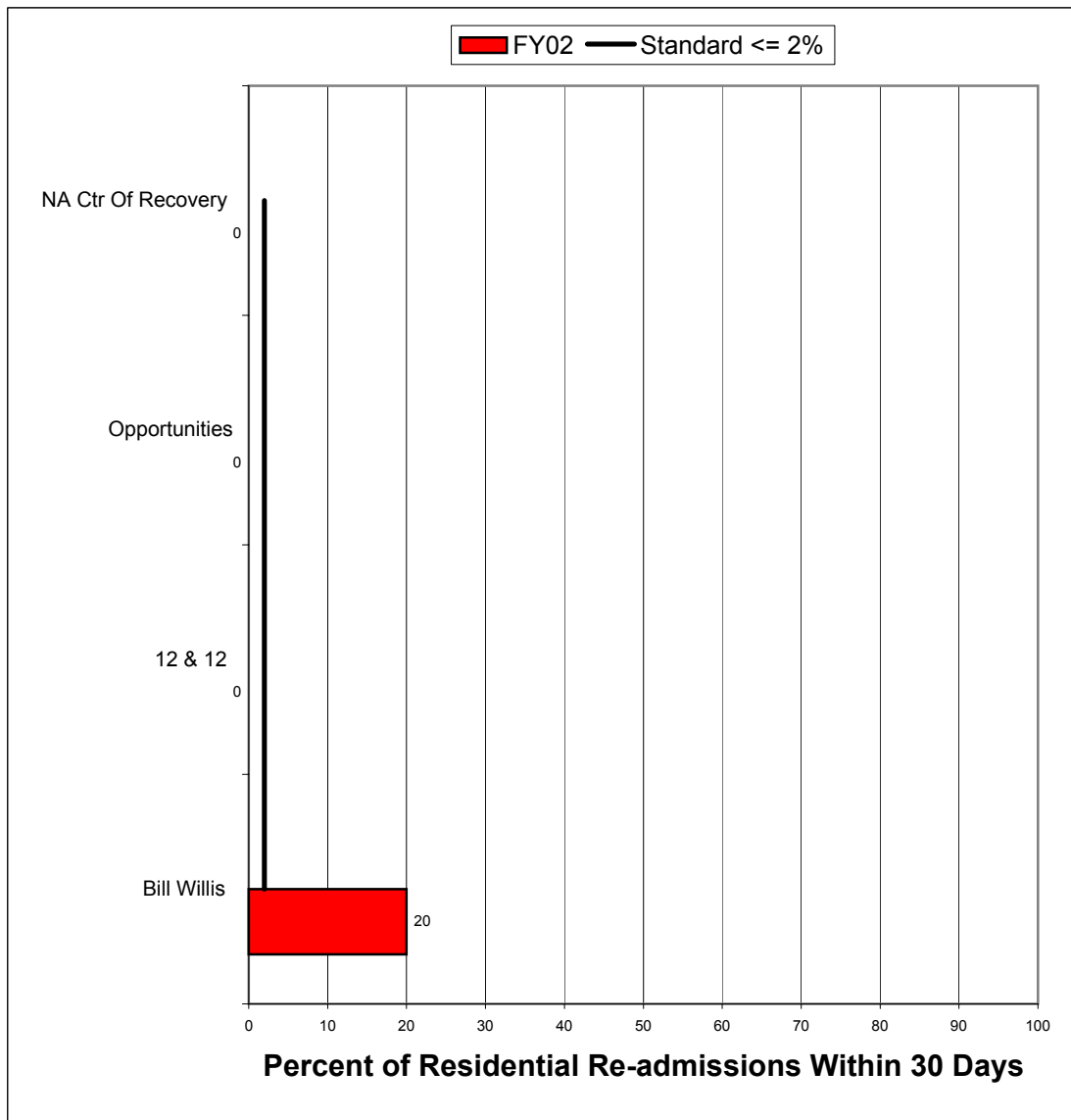
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Performance Indicators



Residential Re-admissions within 30 Days

Question: What percent of clients discharged from residential treatment were re-admitted to residential treatment within 30 days?



Answer: The percent of residential clients with a residential re-admission within 30 days of discharge in FY02 ranged from 0% to 20%. Three of the four agencies fell below the standard of (no more than) 2%.

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Re-admissions within 30 Days

Question:

What percent of clients discharged from residential treatment were re-admitted to residential treatment within 30 days?

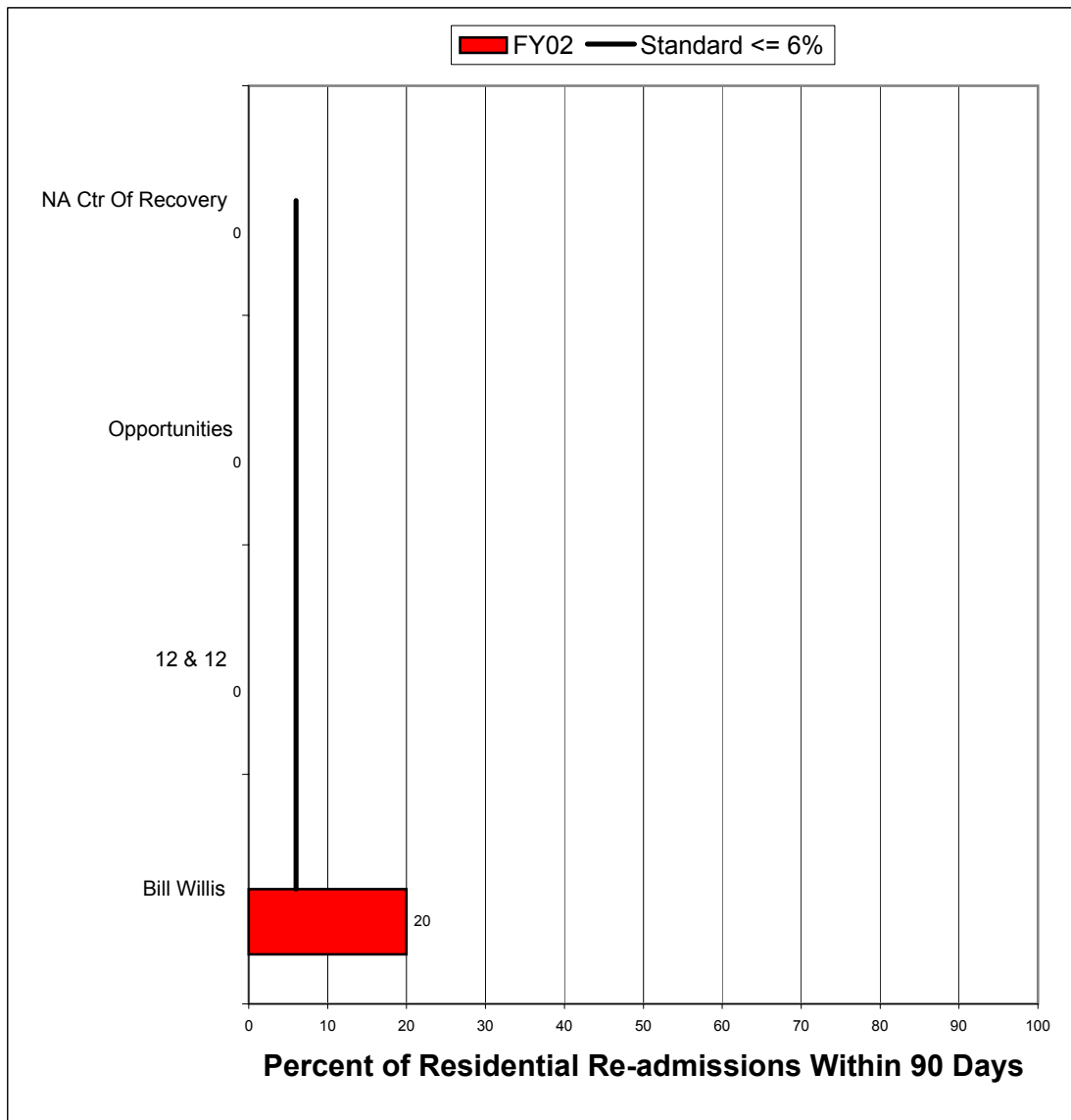
Agency	FY02			FY02 Statewide Standard
	Number of Discharges	Number of Re- admissions	Unadjusted Percent	
12 & 12	2	0	0	2.0
Opportunities	1	0	0	
NA Ctr Of Recovery	4	0	0	
Bill Willis	5	1	20	

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency.

Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Re-admissions within 90 Days

Question: What percent of clients discharged from residential treatment were re-admitted to residential treatment within 90 days?



Answer: The percent of residential clients with a residential re-admission within 90 days of discharge in FY02 ranged from 0% to 20%. Three of the four agencies fell below the standard of (no more than) 6%.

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Re-admissions within 90 Days

Question:

What percent of clients discharged from residential treatment were re-admitted to residential treatment within 90 days?

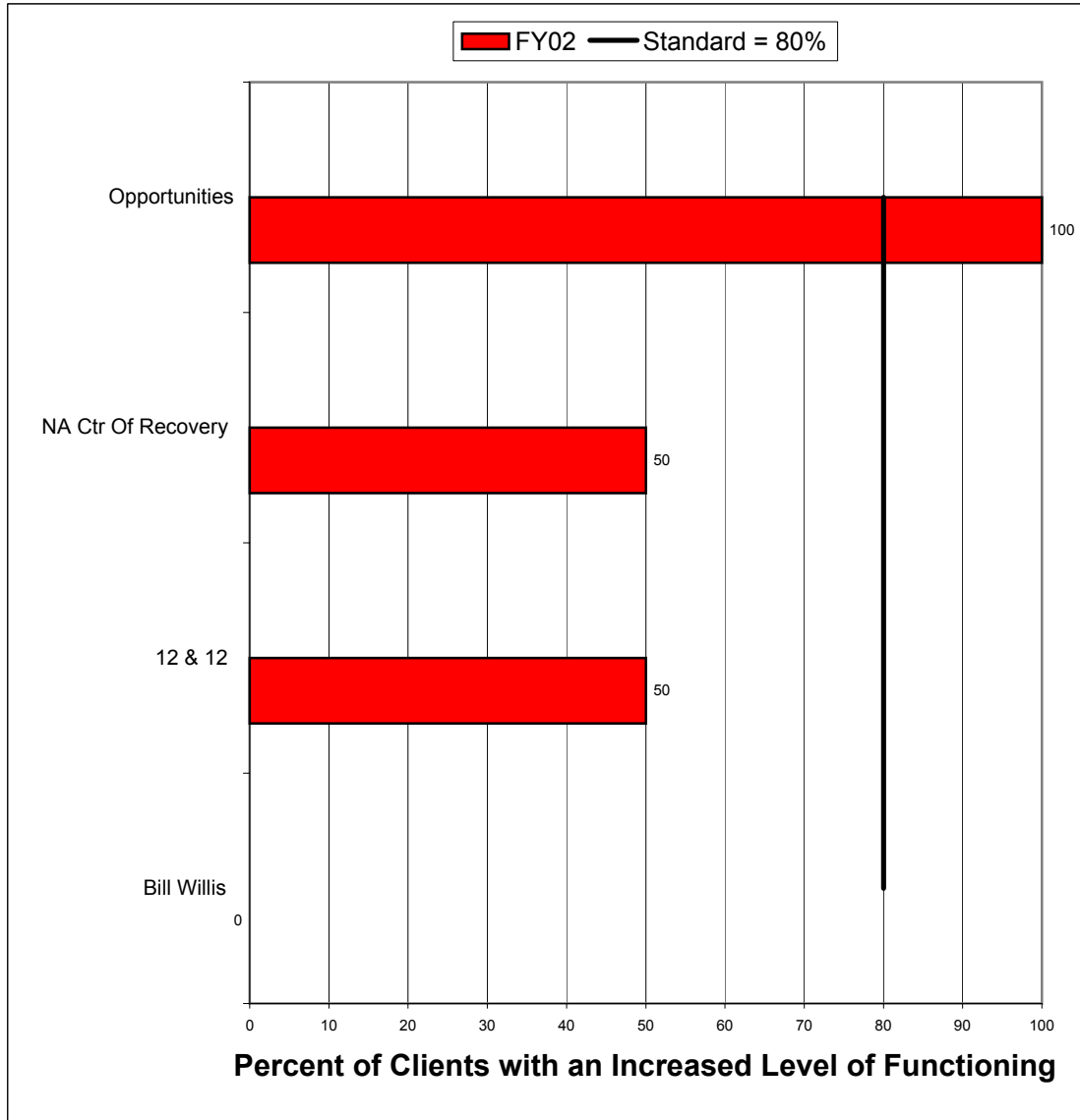
FY02				
Agency	Number of Discharges	Number of Re-admissions	Unadjusted Percent	FY02 Statewide Standard
12 & 12	2	0	0	2.0
Opportunities	1	0	0	
NA Ctr Of Recovery	4	0	0	
Bill Willis	5	1	20	

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency.

Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Residential Treatment

Question: What percent of residential clients achieved an improved level of functioning after receiving services?



Answer: The percent of residential clients with an improved level of functioning in FY02 ranged from 0% to 100%. One of the four agencies exceeded the standard of 80%.

Level of functioning is measured using the Global Assessment of Functioning scale. Clients discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Residential Treatment

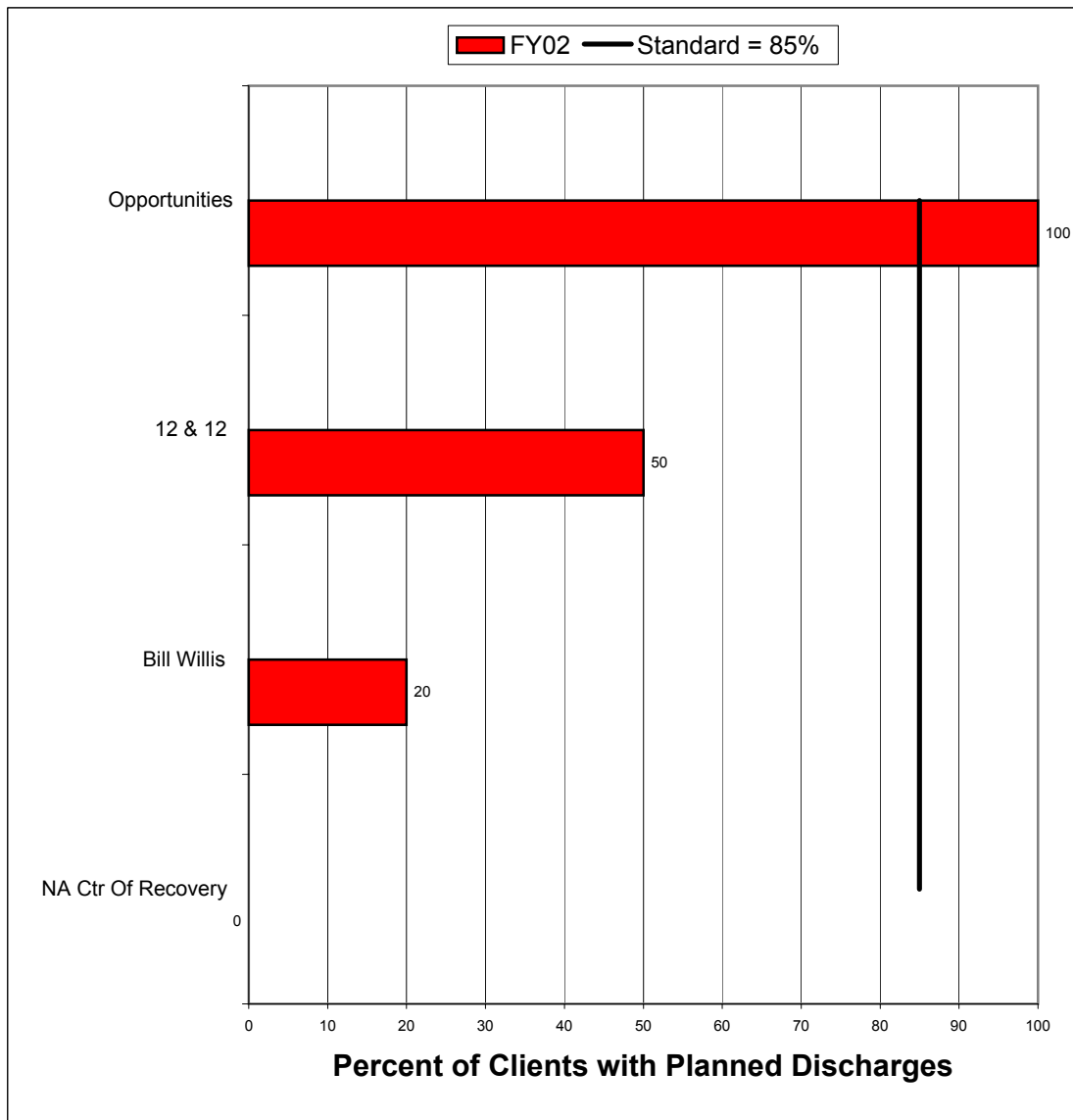
Question: What percent of residential clients achieved an improved level of functioning after receiving services?

Agency	FY02			FY02 Statewide Standard
	Number of Clients with 2 Measurement Points	Number of Clients with Improved LOF	Unadjusted Percent	
Opportunities 12 & 12	1	1	100	80.0
NA Ctr Of Recovery	2	1	50	
Bill Willis	4	2	50	
	5	0	0	

Level of functioning is measured using the Global Assessment of Functioning scale.

Planned Discharges in Residential Treatment

Question: What percent of residential clients had a planned discharge?



Answer: The percent of residential clients with a planned discharge in FY02 ranged from 0% to 100%. One of the four agencies exceeded the standard of 85%.

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Residential Treatment

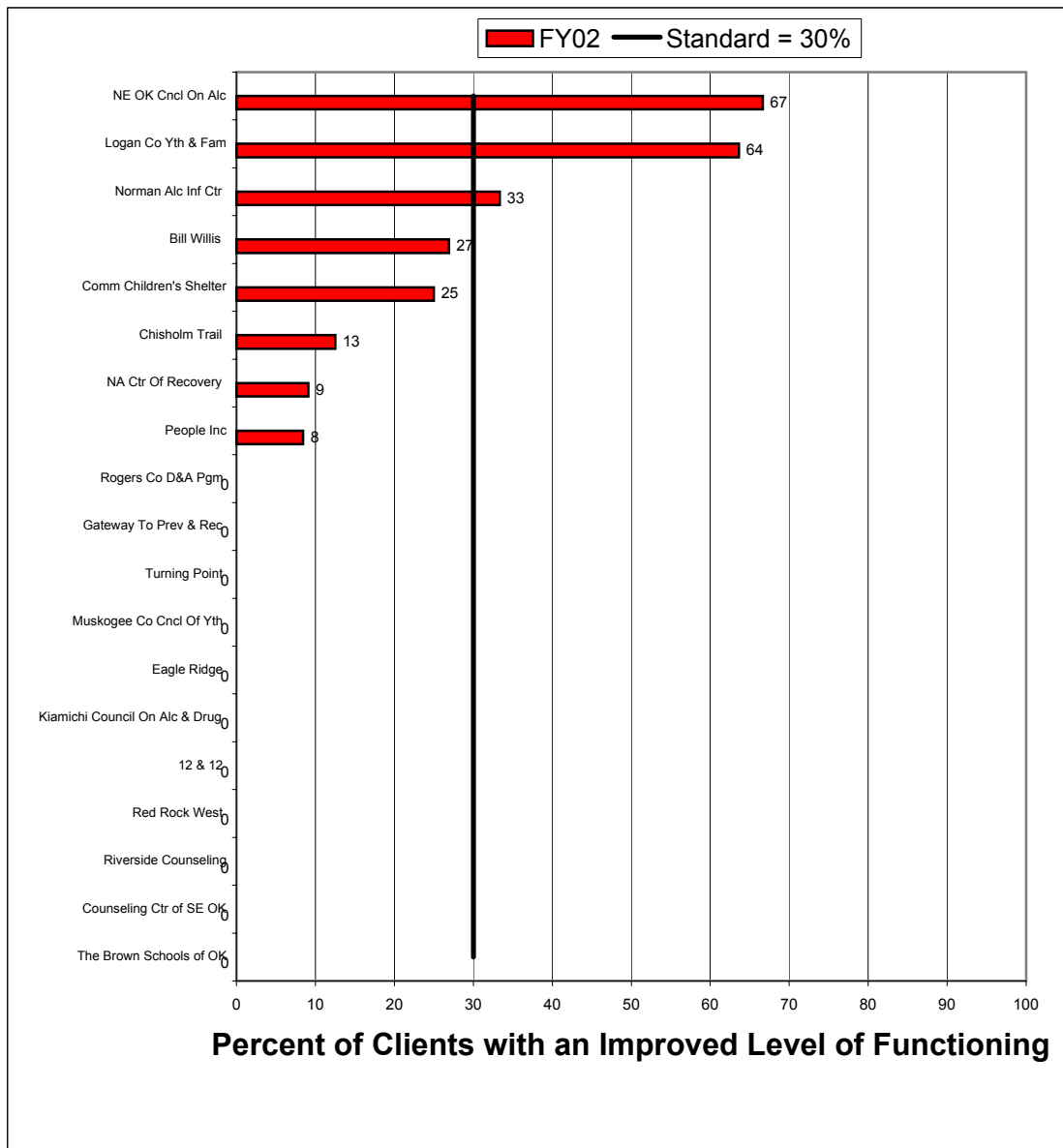
Question: What percent of residential clients had a planned discharge?

Agency	FY02			FY02 Statewide Standard
	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	
Opportunities	1	1	100	85.0
12 & 12	2	1	50	
Bill Willis	5	1	20	
NA Ctr Of Recovery	4	0	0	

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this

Level of Functioning in Outpatient Treatment

Question: What percent of outpatient clients achieved an improved level of functioning after receiving services?



Answer: The percent of outpatient clients with an improved level of functioning in FY02 ranged from 0% to 67%. Three of the nineteen agencies exceeded the standard of 30%.

Level of functioning is measured using the Global Assessment of Functioning scale. Clients must have been in treatment at least 30 days to be included in this measure. Clients discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Outpatient Treatment

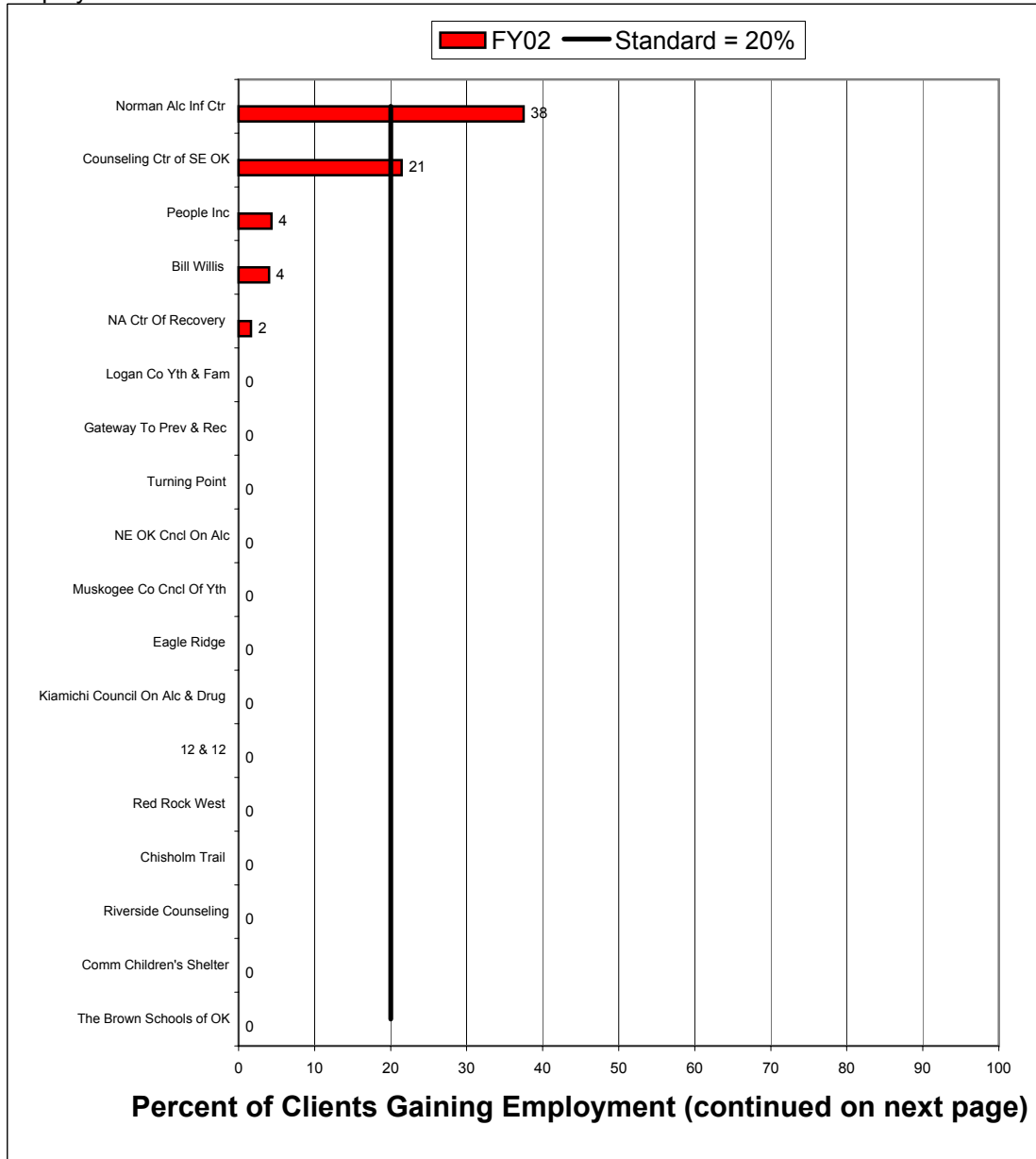
Question: What percent of outpatient clients achieved an improved level of functioning after receiving services?

Agency	FY02			FY02 Statewide Standard
	Number of Clients with 2 Measurement Points	Number of Clients with Improved LOF	Unadjusted Percent	
NE OK Cncl On Alc	9	6	67	30.0
Logan Co Yth & Fam	11	7	64	
Norman Alc Inf Ctr	9	3	33	
Bill Willis	26	7	27	
Comm Children's Shelter	4	1	25	
Chisholm Trail	8	1	13	
NA Ctr Of Recovery	77	7	9	
People Inc	71	6	8	
12 & 12	1	0	0	
Counseling Ctr of SE OK	17	0	0	
Eagle Ridge	1	0	0	
Gateway To Prev & Rec	4	0	0	
Kiamichi Council On Alc & Drug	1	0	0	
Muskogee Co Cncl Of Yth	1	0	0	
Red Rock West	2	0	0	
Riverside Counseling	2	0	0	
Rogers Co D&A Pgm	1	0	0	
The Brown Schools of OK	21	0	0	
Turning Point	2	0	0	

Level of functioning is measured using the Global Assessment of Functioning scale. Clients discharged due to death or failure to begin treatment are excluded.

Legitimate Employment in Outpatient Treatment

Question: What percent of outpatient clients (not employed at admission) gained legitimate employment?



Answer: The percent of outpatient clients who gained legitimate employment in FY02 ranged from 0% to 38%. Two of the eighteen agencies exceeded the standard of 20%.

Only clients 18-60 years of age and not employed or not in the labor field at admission are included. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Legitimate Employment in Outpatient Treatment

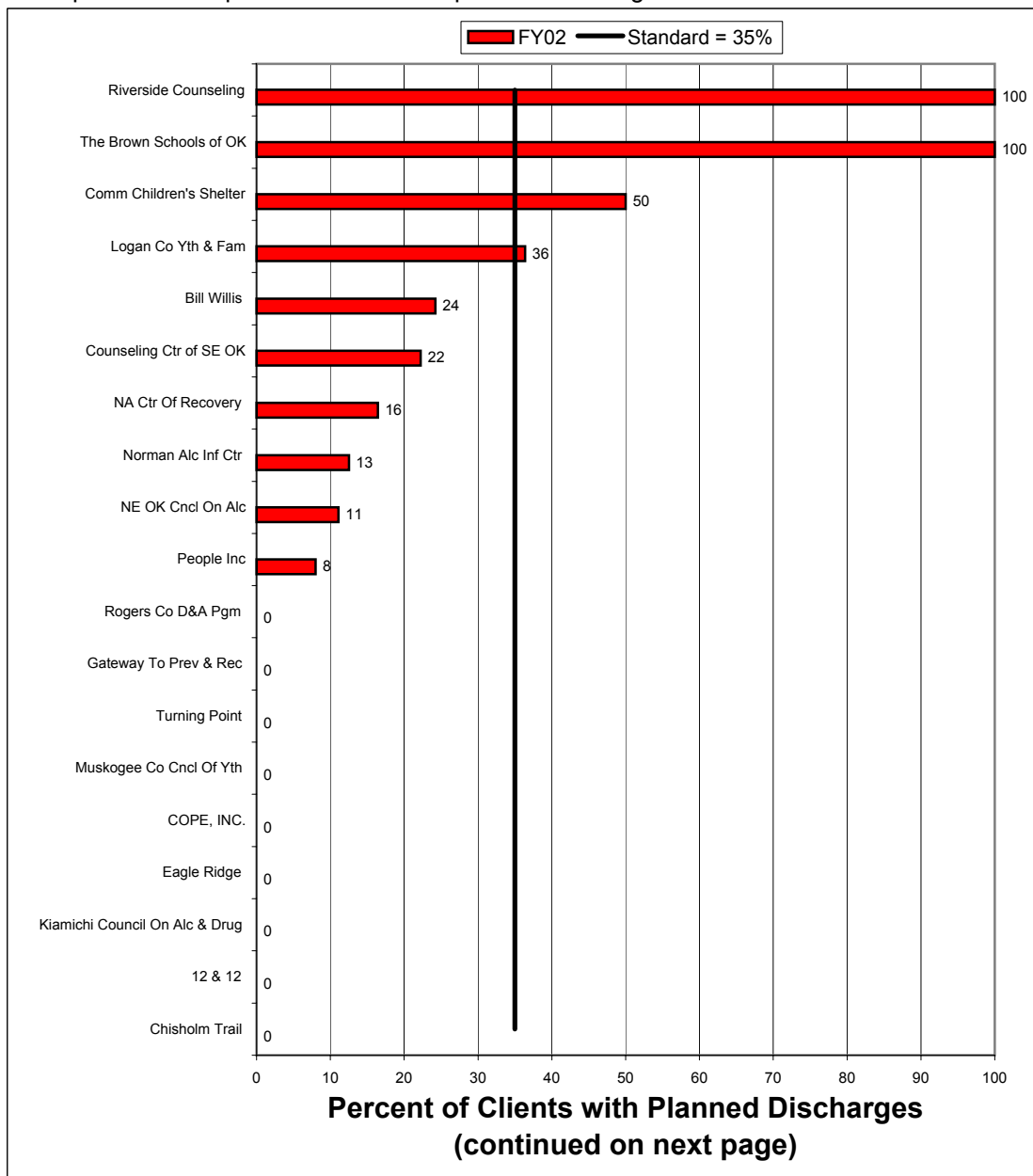
Question: What percent of outpatient clients (not employed at admission) gained legitimate employment?

Agency	FY02			FY02 Statewide Standard
	Number of Unemployed Clients between 18-60 Years Old	Number of Clients with Improved Employment Status	Unadjusted Percent	
Norman Alc Inf Ctr	8	3	38	20.0
Counseling Ctr of SE OK	14	3	21	
People Inc	69	3	4	
Bill Willis	25	1	4	
NA Ctr Of Recovery	61	1	2	
12 & 12	1	0	0	
Chisholm Trail	7	0	0	
Comm Children's Shelter	4	0	0	
Eagle Ridge	1	0	0	
Gateway To Prev & Rec	3	0	0	
Kiamichi Council On Alc & Drug	1	0	0	
Logan Co Yth & Fam	11	0	0	
Muskogee Co Cncl Of Yth	1	0	0	
NE OK Cncl On Alc	8	0	0	
Red Rock West	1	0	0	
Riverside Counseling	2	0	0	
The Brown Schools of OK	21	0	0	
Turning Point	1	0	0	

Only clients 18-60 years of age and not employed or not in the labor field at admission are included. Clients transferred to jail or discharged due to death are excluded.

Planned Discharges in Outpatient Treatment

Question: What percent of outpatient clients had a planned discharge?



Answer: The percent of outpatient clients with a planned discharge in FY02 ranged from 0% to 100%. Four of the nineteen agencies exceeded the standard of 35%.

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Outpatient Treatment

Question: What percent of outpatient clients had a planned discharge?

Agency	FY02			FY02 Statewide Standard
	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	
Riverside Counseling	2	2	100	35.0
The Brown Schools of OK	27	27	100	
Comm Children's Shelter	4	2	50	
Logan Co Yth & Fam	11	4	36	
Bill Willis	33	8	24	
Counseling Ctr of SE OK	18	4	22	
NA Ctr Of Recovery	79	13	16	
Norman Alc Inf Ctr	8	1	13	
NE OK Cncl On Alc	9	1	11	
People Inc	75	6	8	
12 & 12	1	0	0	
Chisholm Trail	9	0	0	
COPE, INC.	1	0	0	
Eagle Ridge	1	0	0	
Gateway To Prev & Rec	4	0	0	
Kiamichi Council On Alc & Drug	1	0	0	
Muskogee Co Cncl Of Yth	2	0	0	
Rogers Co D&A Pgm	1	0	0	
Turning Point	2	0	0	

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this

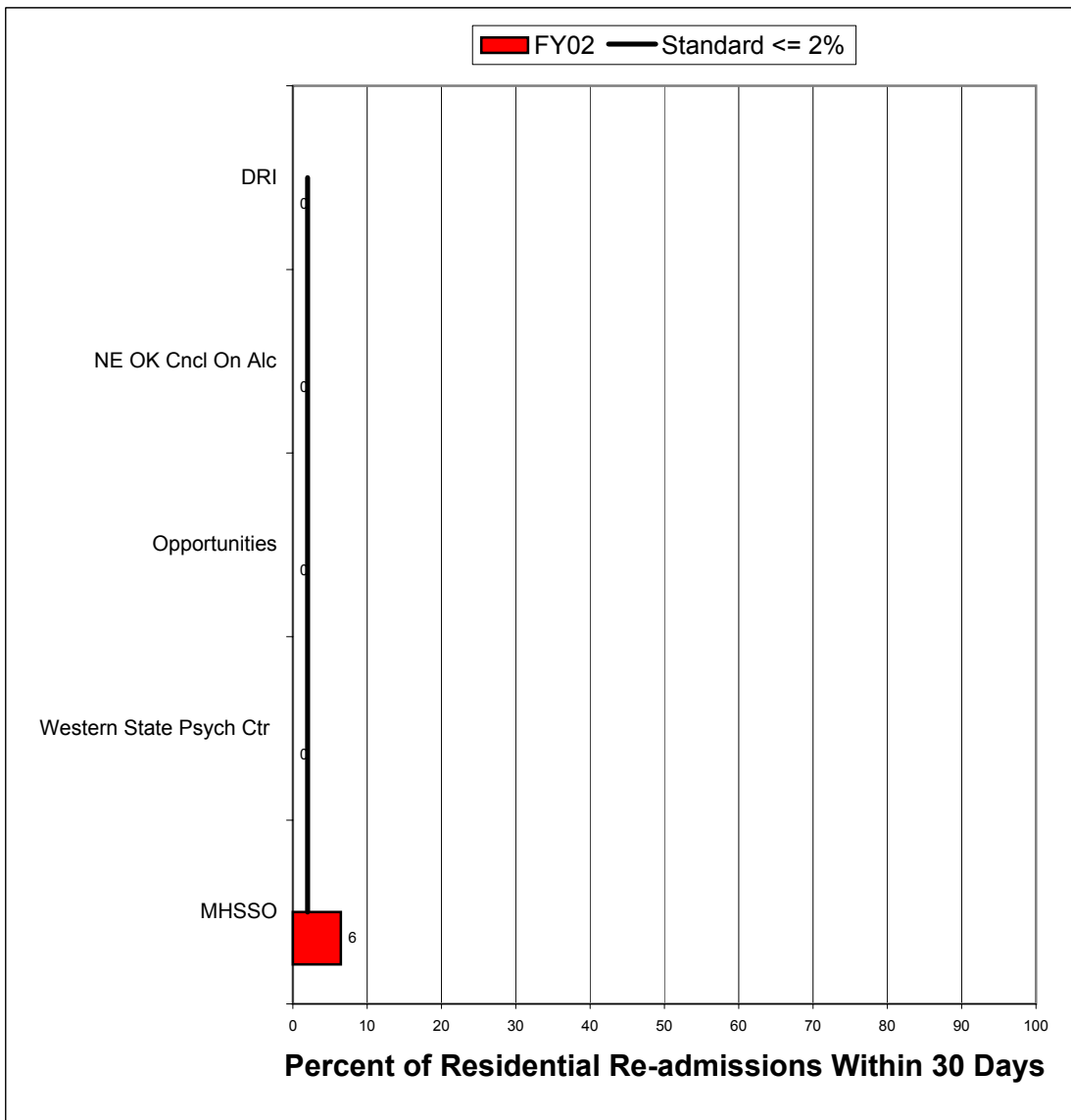


Drug Court Performance Indicators



Residential Re-admissions within 30 Days

Question: What percent of clients discharged from residential treatment were re-admitted to residential treatment within 30 days?



Answer: The percent of residential clients with a residential re-admission within 30 days of discharge in FY02 ranged from 0% to 6%. Four of the five agencies met or fell below the standard of (no more than) 2%.

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Re-admissions within 30 Days

Question:

What percent of clients discharged from residential treatment were re-admitted to residential treatment within 30 days?

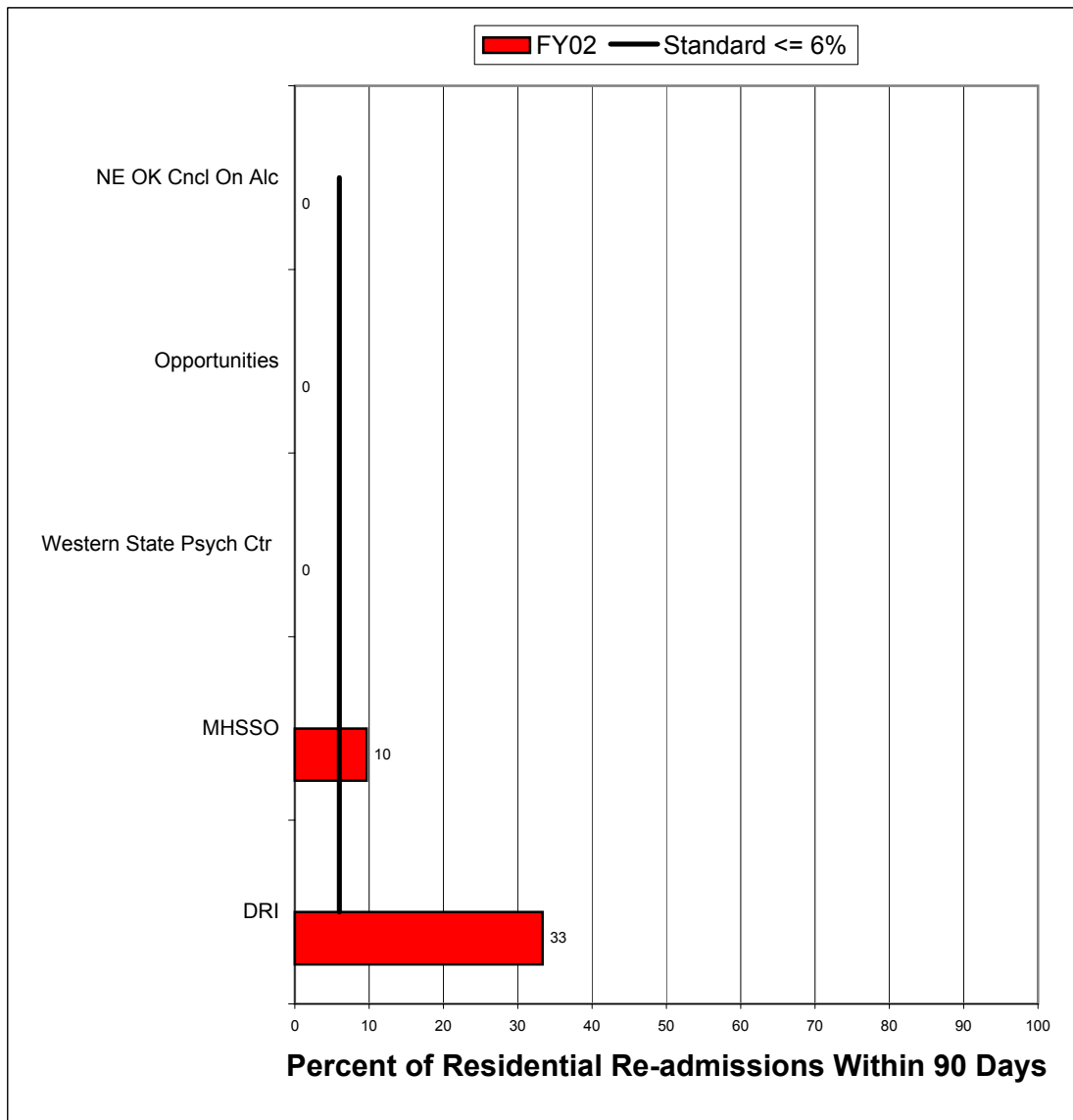
Agency	FY02			FY02 Statewide Standard
	Number of Discharges	Number of Re- admissions	Unadjusted Percent	
MHSSO	31	2	6	2.0
Western State Psych Ctr	2	0	0	
Opportunities	12	0	0	
NE OK Cncl On Alc	1	0	0	
DRI	3	0	0	

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency.

Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Re-admissions within 90 Days

Question: What percent of clients discharged from residential treatment were re-admitted to residential treatment within 90 days?



Answer: The percent of residential clients with a residential re-admission within 90 days of discharge in FY02 ranged from 0% to 8%. Three of the five agencies met or fell below the standard of (no more than) 6%.

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Re-admissions within 90 Days

Question:

What percent of clients discharged from residential treatment were re-admitted to residential treatment within 90 days?

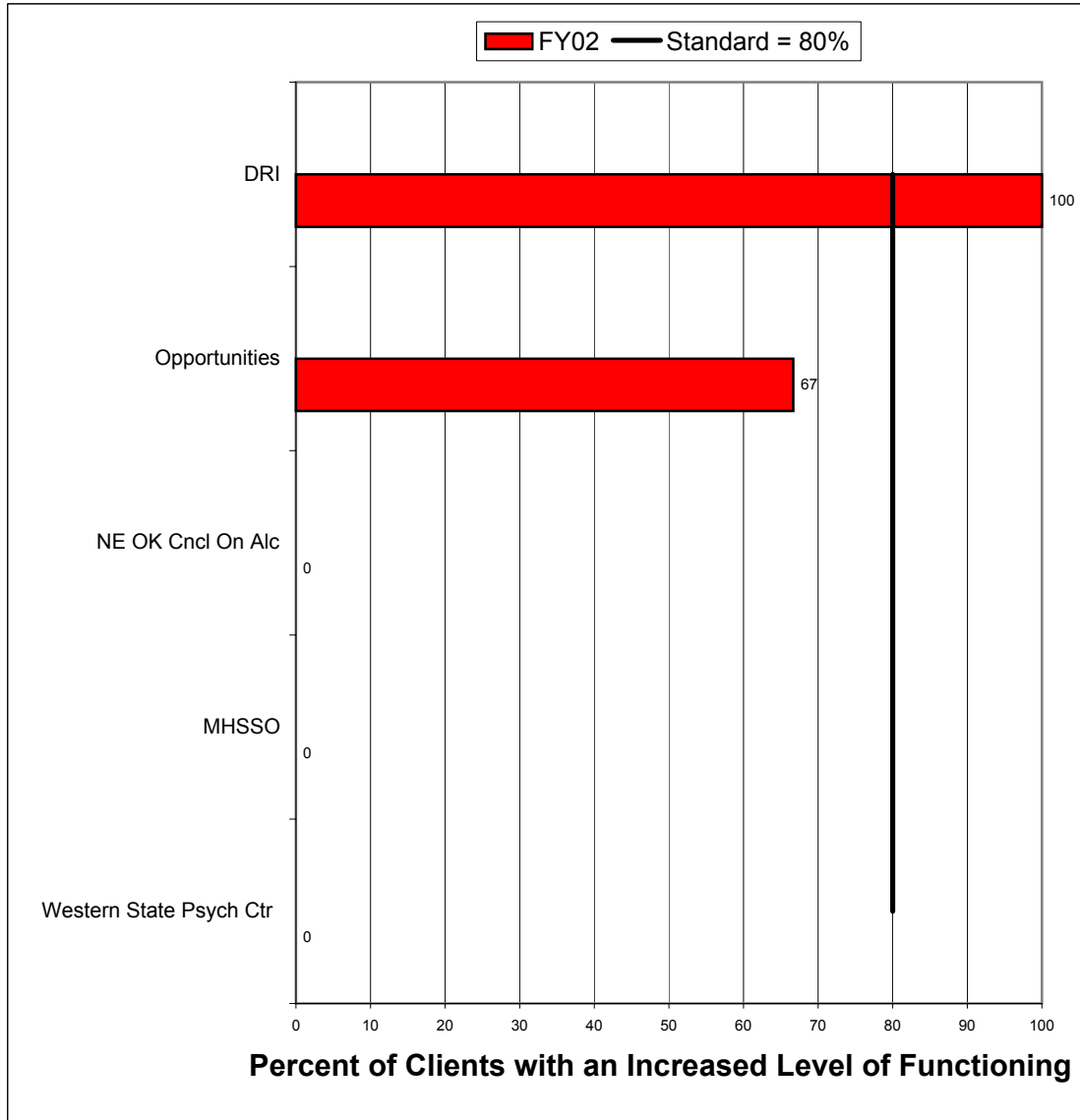
Agency	FY02			FY02 Statewide Standard
	Number of Discharges	Number of Re- admissions	Unadjusted Percent	
Western State Psych Ctr	2	0	0	6.0
MHSSO	31	3	10	
Opportunities	12	0	0	
NE OK Cncl On Alc	1	0	0	
DRI	3	1	33	

Clients can be re-admitted to the agency from which they were discharged or any DMHSAS-funded residential treatment agency.

Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Residential Treatment

Question: What percent of residential clients achieved an improved level of functioning after receiving services?



Answer: The percent of residential clients with an improved level of functioning in FY02 ranged from 0% to 100%. One of the five agencies exceeded the standard of 80%.

Level of functioning is measured using the Global Assessment of Functioning scale. Clients discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Residential Treatment

Question:

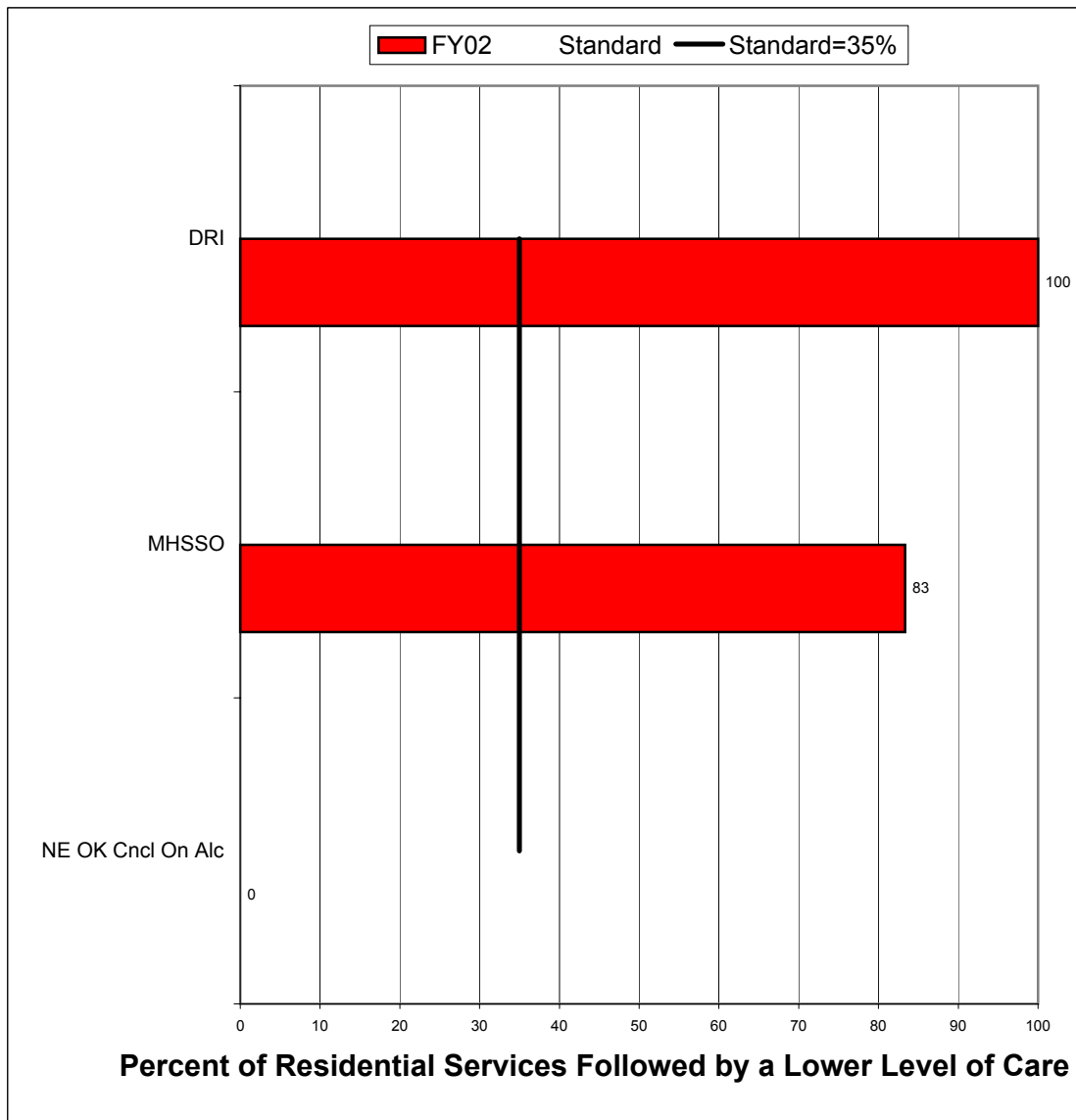
What percent of residential clients achieved an improved level of functioning after receiving services?

Agency	FY02			FY02 Statewide Standard
	Number of Clients with 2 Measurement Points	Number of Clients with Improved LOF	Unadjusted Percent	
DRI	3	3	100	80.0
Opportunities	12	8	67	
Western State Psych Ctr	2	0	0	
MHSSO	31	0	0	
NE OK Cncl On Alc	1	0	0	

Level of functioning is measured using the Global Assessment of Functioning scale.

Residential Treatment Followed by a Lower Level of Care Within 14 Days

Question: What percent of residential clients received a lower level of care within 14 days? (Lower level care includes community living and outpatient treatment.)



Answer: The percent of residential clients receiving a lower level of care within 14 days in FY02 ranged from 0% to 100%. Two of the three agencies exceeded the standard of 35%.

Only clients transferred to another level of care within the same agency or clients referred to another DMHSAS-funded agency are included.

Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Residential Treatment Followed by a Lower Level of Care Within 14 Days

Question:

What percent of residential clients received a lower level of care within 14 days? (Lower level care includes community living and outpatient treatment.)

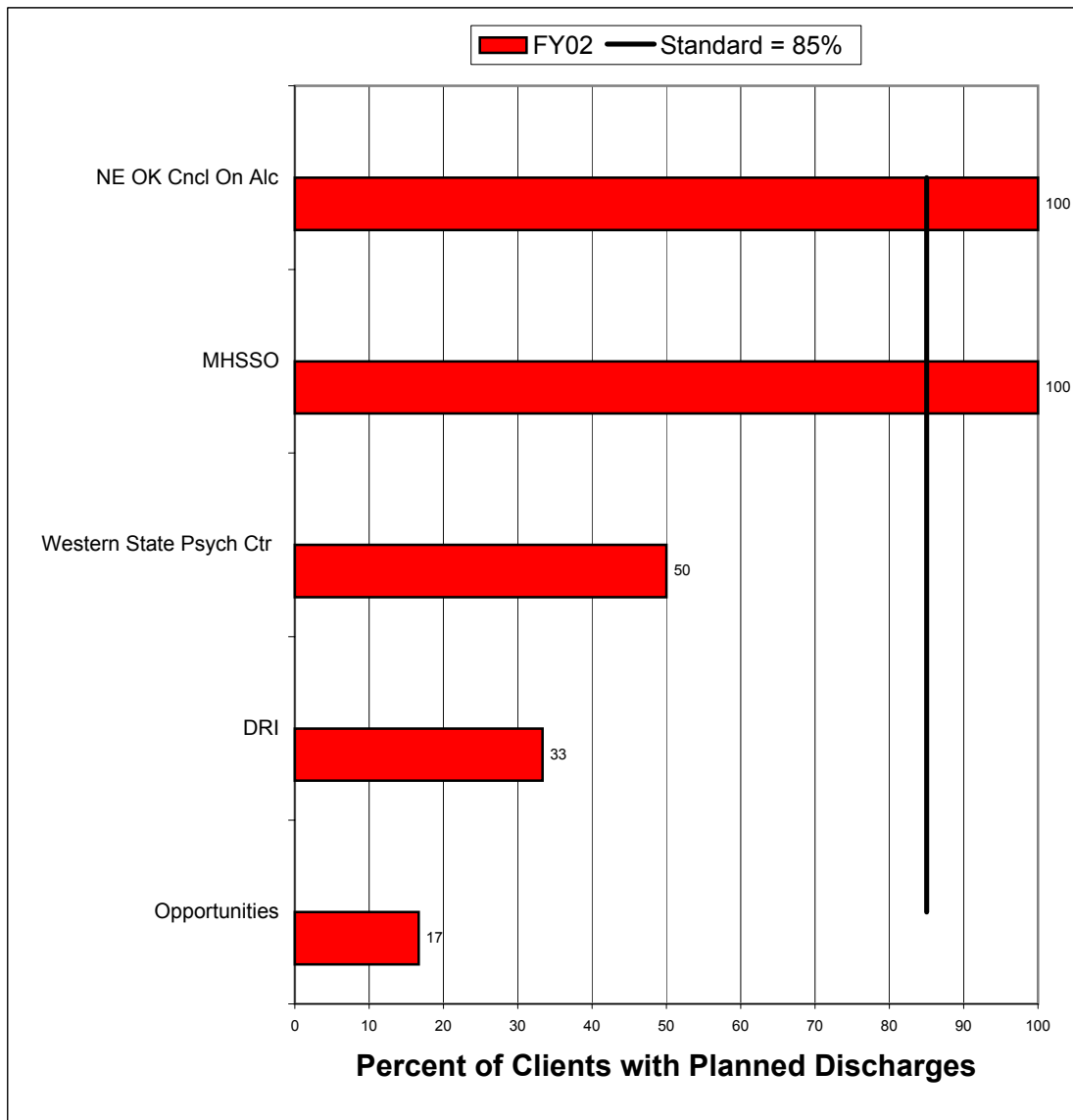
FY02

Agency	Number of Discharges	Number of Clients Seen Within 14 Days	Unadjusted Percent	FY02 Statewide Standard
DRI	1	1	100	35.0
MHSSO	30	25	83	
NE OK Cncl On Alc	1	0	0	

Only clients transferred to another level of within the same agency or clients referred to another DMHSAS-funded agency are included.

Planned Discharges in Residential Treatment

Question: What percent of residential clients had a planned discharge?



Answer: The percent of residential clients with a planned discharge in FY02 ranged from 17% to 100%. Two of the five agencies exceeded the standard of 85%.

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Residential Treatment

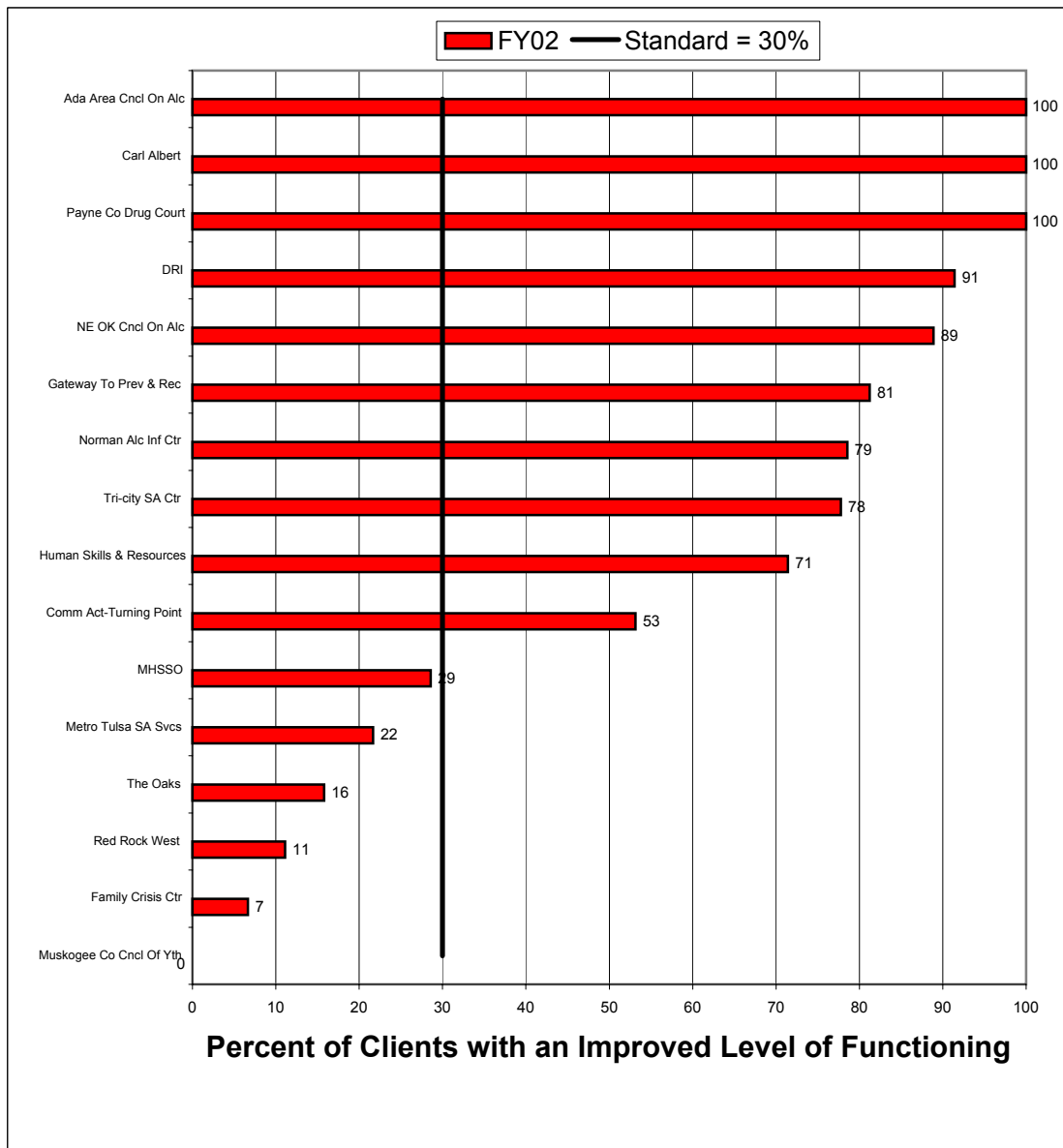
Question: What percent of residential clients had a planned discharge?

FY02				
Agency	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	FY02 Statewide Standard
MHSSO	31	31	100	85.0
NE OK Cncl On Alc	1	1	100	
Western State Psych Ctr	2	1	50	
DRI	3	1	33	
Opportunities	12	2	17	

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this

Level of Functioning in Outpatient Treatment

Question: What percent of outpatient clients achieved an improved level of functioning after receiving services?



Answer: The percent of outpatient clients with an improved level of functioning in FY02 ranged from 0% to 100%. Thirty-seven of the fifty-one agencies met or exceeded the standard of 30%. Twenty-two of the forty-seven agencies that had provided services in FY01 increased their percent of clients with improved functioning when compared to their previous year's results.

Level of functioning is measured using the Global Assessment of Functioning scale. Clients must have been in treatment at least 30 days to be included in this measure. Clients discharged due to death or failure to begin treatment are excluded.

Level of Functioning in Outpatient Treatment

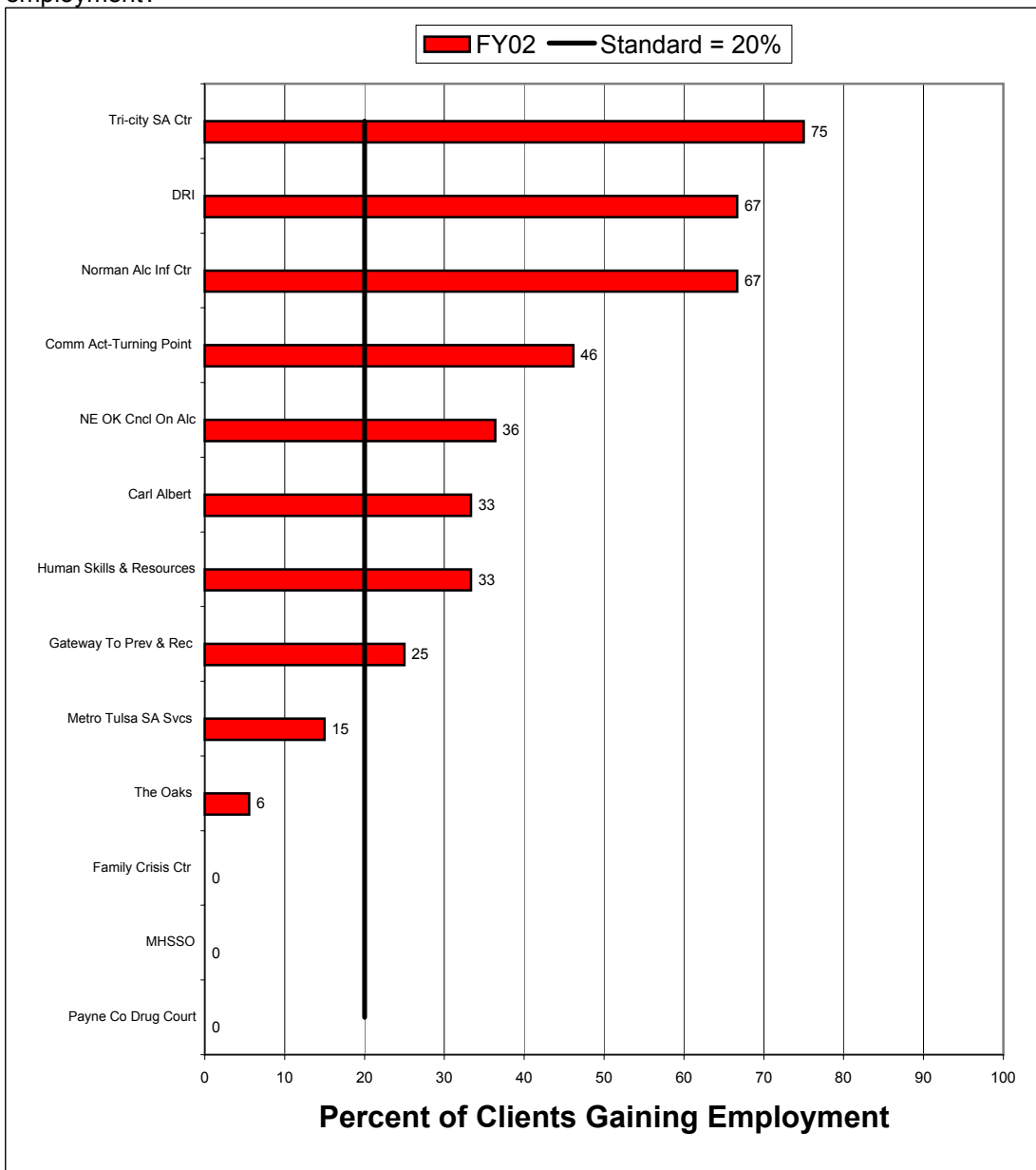
Question: What percent of outpatient clients achieved an improved level of functioning after receiving services?

Agency	FY02			FY02 Statewide Standard
	Number of Clients with 2 Measurement Points	Number of Clients with Improved LOF	Unadjusted Percent	
Payne Co Drug Court	3	3	100	30.0
Carl Albert	7	7	100	
Ada Area Cncl On Alc	5	5	100	
DRI	35	32	91	
NE OK Cncl On Alc	18	16	89	
Gateway To Prev & Rec	16	13	81	
Norman Alc Inf Ctr	14	11	79	
Tri-city SA Ctr	18	14	78	
Human Skills & Resources	21	15	71	
Comm Act-Turning Point	32	17	53	
MHSSO	7	2	29	
Metro Tulsa SA Svcs	60	13	22	
The Oaks	38	6	16	
Red Rock West	9	1	11	
Family Crisis Ctr	15	1	7	
Muskogee Co Cncl Of Yth	1	0	0	

Level of functioning is measured using the Global Assessment of Functioning scale. Clients discharged due to death or failure to begin treatment are excluded.

Legitimate Employment in Outpatient Treatment

Question: What percent of outpatient clients (not employed at admission) gained legitimate employment?



Answer: The percent of outpatient clients who gained legitimate employment in FY02 ranged from 0% to 75%. Eight of the thirteen agencies exceeded the standard of 20%.

Only clients 18-60 years of age and not employed or not in the labor field at admission are included. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Legitimate Employment in Outpatient Treatment

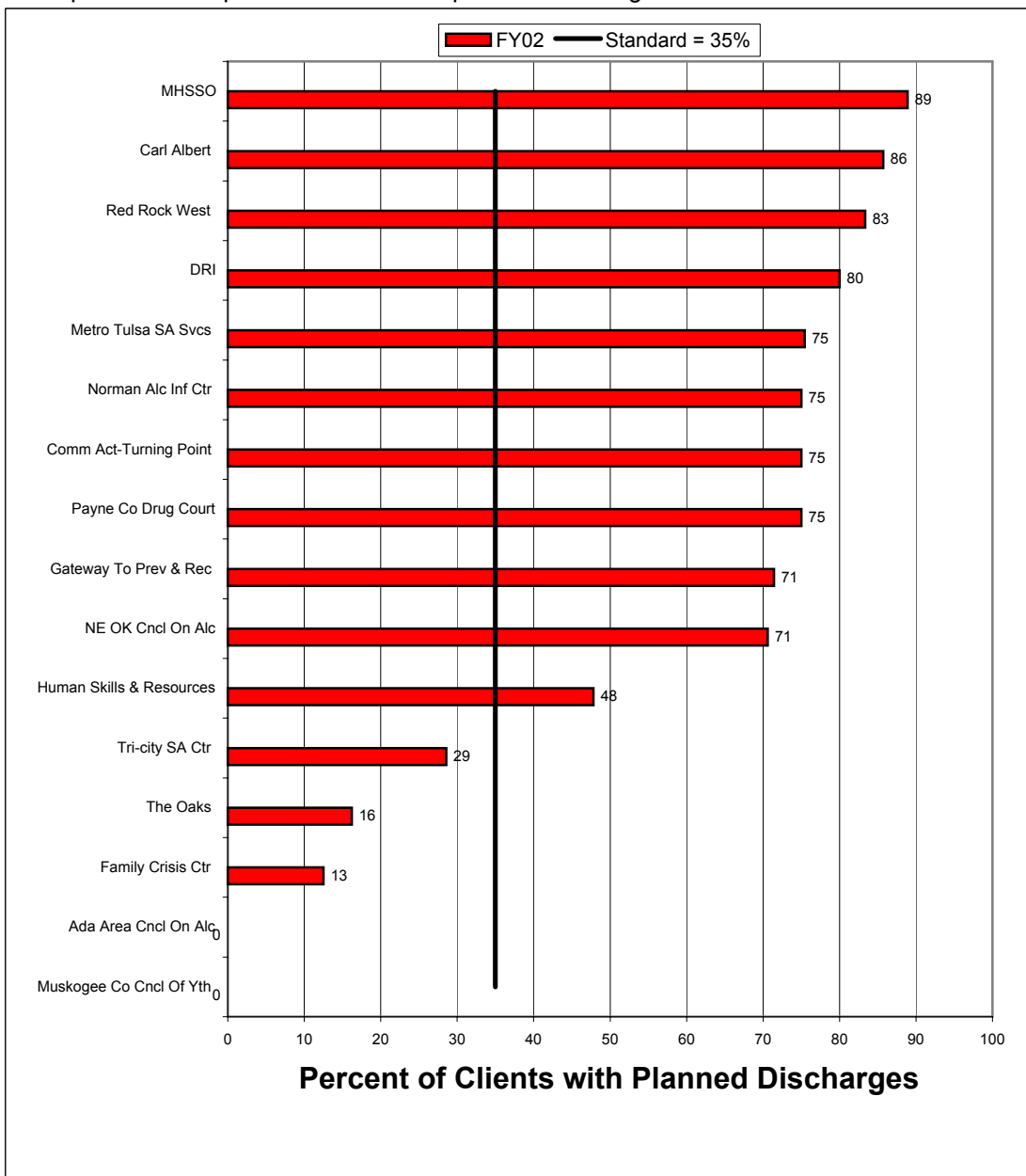
Question: What percent of outpatient clients (not employed at admission) gained legitimate employment?

Agency	FY02			FY02 Statewide Standard
	Number of Unemployed Clients between 18-60 Years Old	Number of Clients with Improved Employment Status	Unadjusted Percent	
Tri-city SA Ctr	4	3	75	20.0
Norman Alc Inf Ctr	3	2	67	
DRI	15	10	67	
Comm Act-Turning Point	13	6	46	
NE OK Cncl On Alc	11	4	36	
Human Skills & Resources	9	3	33	
Carl Albert	3	1	33	
Gateway To Prev & Rec	4	1	25	
Metro Tulsa SA Svcs	20	3	15	
The Oaks	18	1	6	
Payne Co Drug Court	2	0	0	
MHSSO	6	0	0	
Family Crisis Ctr	5	0	0	

Only clients 18-60 years of age and not employed or not in the labor field at admission are included. Clients transferred to jail or discharged due to death are excluded.

Planned Discharges in Outpatient Treatment

Question: What percent of outpatient clients had a planned discharge?



Answer: The percent of outpatient clients with a planned discharge in FY02 ranged from 0% to 89%. Eleven of the sixteen exceeded the standard of 35%.

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this agency. Clients transferred to jail or discharged due to death or failure to begin treatment are excluded.

Planned Discharges in Outpatient Treatment

Question: What percent of outpatient clients had a planned discharge?

Agency	FY02			FY02 Statewide Standard
	Number of Discharges	Number of Planned Discharges	Unadjusted Percent	
MHSSO	18	16	89	20.0
Carl Albert	7	6	86	
Red Rock West	6	5	83	
DRI	25	20	80	
Metro Tulsa SA Svcs	57	43	75	
Payne Co Drug Court	4	3	75	
Comm Act-Turning Point	20	15	75	
Norman Alc Inf Ctr	12	9	75	
Gateway To Prev & Rec	14	10	71	
NE OK Cncl On Alc	17	12	71	
Human Skills & Resources	23	11	48	
Tri-city SA Ctr	14	4	29	
The Oaks	37	6	16	
Family Crisis Ctr	8	1	13	
Muskogee Co Cncl Of Yth	1	0	0	
Ada Area Cncl On Alc	6	0	0	

Planned discharges are reported when the client and the counselor/clinician are in agreement that the treatment plan has been completed and services are no longer necessary at this

Data Selection Criteria

Which clients are included in which measures?

For all measures:

- A client must be formally admitted, and;
 - o Received at least one service under contract sources 02,03,17,18,19,20,21,23,27,28,29,37 during the fiscal year, or;
 - o At a state-operate facility have a substance abuse service focus (codes: 02,03,09), or;
 - o At a state-operated substance abuse facility received at least one service under contract sources 30,50,51,52 and have a substance abuse service focus = 06, or;
 - o Received at least one service under contract sources 50 or 51 and have a substance abuse service focus (codes: 02,03,09,06), or;
 - o At a state-operated community mental health facility received at least one service under contract sources 50 or 51 and have a substance abuse service focus = 02, 03, or 06
- Clients identified as dependents or co-dependents are excluded
- Clients discharged with Death, Incarcerated, or Failed to Begin Treatment are excluded
 - For Detox clients: clients with Alcohol Abuse, Drug Abuse, or Poly Abuse, are excluded

TANF Clients are clients who received services under contract source 44

Drug Court Clients are clients with a service focus of 03

Level of Functioning

Clients must meet the following criteria:

- For Outpatient and Community Living clients: must have at least two transactions, with at least 30 days between the transactions

Consumer Involved in Meaningful Employment

Clients must meet the following criteria:

- For Outpatient and Community Living clients: must have at least two transactions, with at least 30 days between the transactions
- Clients under 18 or over 60 years old are excluded

Planned Discharges

Clients transferred (transaction type 40) are counted as planned discharges

Services Outside the Facility

All outpatient services are included, except 430 and 431