

**Illinois Department of Human Services, Division of Alcoholism and Substance Abuse
 Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2013**

Provider Name (#): Heartland Human Services (0226)

Date of Report: 09/30/2013

Engagement, Retention and Continuity of Care Measure Status by Level of Care and SFY 2013 Quarter*

Level I - Engagement		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% Admitted Level I Clients/At Least 4 Sessions/First 30 Days	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	42.8% (13,872)	48.6%	3,800	45.9%	3,556	49.5%	4,069	47.0%	3,579	47.8%	15,004
Region IV	52.8% (1313)	54.0%	239	47.6%	195	52.2%	233	46.9%	214	50.2%	881
Provider	39.4% (76)	44.7%	17	46.7%	21	46.8%	22	32.7%	16	42.5%	76
Level I - Retention		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Discharged Level I Clients/Completed Treatment (A)	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	48.9% (11,681)	51.2%	3,401	52.1%	3,340	53.2%	3,283	51.0%	2,304	51.9%	12,328
Region IV	42.7% (770)	45.4%	171	37.1%	112	37.8%	105	29.9%	58	38.7%	446
Provider	29.4% (48)	28.1%	9	21.6%	8	26.5%	9	29.2%	7	26.0%	33
Level I - Retention		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Clients/At Least 10 Sessions After First 30 Days (B)	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	22.7% (7344)	28.8%	2,257	27.8%	2,151	25.2%	2,076	18.7%	1,420	25.2%	7,904
Region IV	30.3% (753)	41.5%	184	37.1%	152	38.3%	171	23.5%	107	35.0%	614
Provider	28.0% (54)	42.1%	16	46.7%	21	27.7%	13	12.2%	6	31.3%	56
Level I - Retention		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Admitted Level I Clients/A and/or B	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	48.8% (15,820)	56.0%	4,378	56.3%	4,359	54.4%	4,473	44.0%	3,350	52.7%	16,560
Region IV	49.4% (1228)	56.0%	248	50.7%	208	49.6%	221	32.7%	149	47.1%	826
Provider	40.4% (78)	50.0%	19	48.9%	22	34.0%	16	26.5%	13	39.1%	70

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Engagement, Retention and Continuity of Care Measure Status by Level of Care and SFY 2013 Quarter*

Level I - Continuity of Care		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Discharged Clients/12-Step Group Participation (A)	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	30.5% (6913)	35.3%	2,308	34.8%	2,143	39.0%	2,275	40.5%	1,711	37.1%	8,437
Region IV	27.8% (468)	32.8%	113	31.9%	86	35.5%	88	25.2%	41	32.0%	328
Provider	15.1% (19)	35.3%	6	13.6%	3	22.2%	6	7.1%	1	20.0%	16
Level I - Continuity of Care		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Discharged Clients/Supportive Interaction (B)	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	71.4% (16,106)	72.9%	4,733	73.7%	4,551	77.2%	4,494	76.8%	3,209	74.9%	16,987
Region IV	67.6% (1133)	60.3%	199	61.9%	164	65.7%	161	64.6%	102	62.7%	626
Provider	66.1% (78)	70.0%	7	82.4%	14	90.5%	19	83.3%	10	83.3%	50
Level I - Continuity of Care		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Discharged Clients/A and/or B	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	74.1% (16,758)	75.9%	4,952	76.4%	4,734	79.8%	4,650	79.4%	3,340	77.7%	17,676
Region IV	70.3% (1172)	70.3%	232	70.0%	182	73.0%	173	70.9%	112	71.0%	699
Provider	67.5% (79)	72.7%	8	82.4%	14	90.5%	19	83.3%	10	83.6%	51

*Performance measure levels for a particular quarter are based on service billings accepted in DARTS as of the date of the report for clients opened during that quarter.

Illinois Department of Human Services, Division of Alcoholism and Substance Abuse

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National Outcome Measures (NOMS) Data by Level of Care

Employment Status - Clients Employed (Full-time or Part-time) at Admission vs. Discharge. (Excludes Clients not in Labor Force)	Provider		Region IV		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Employment Status**						
# of Clients Employed Full-time or Part-time (Numerator)	45	56	377	454	5,412	6,375
Total # of Discharged Clients in Comparison (Denominator).	93	93	720	720	15,680	15,680
% of Clients Employed Full-time or Part-time.	48.4%	60.2%	52.4%	63.1%	34.5%	40.7%

****Comparisons based on clients opened during State Fiscal Year 2013 who were discharged as of 09/30/2013. Clients with missing values for employment status or who are reported to not be in the labor force at either admission or discharge are excluded. Clients who are deceased or incarcerated at time of discharge are also excluded.**

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National Outcome Measures (NOMS) Data by Level of Care

Housing Status - Clients with Stable Housing (Independent Living) at Admission vs. Discharge.	Provider		Region IV		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Housing Status**						
# of Clients with Stable Housing (Numerator)	57	63	563	579	9,400	9,600
Total # of Discharged Clients in Comparison (Denominator).	117	117	1,070	1,070	22,874	22,874
% of Clients with Stable Housing.	48.7%	53.8%	52.6%	54.1%	41.1%	42.0%

****Comparisons based on clients opened during State Fiscal Year 2013 who were discharged as of 09/30/2013. Clients with missing values for housing status at either admission or discharge are excluded. Clients who are deceased or incarcerated at time of discharge are also excluded.**

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National Outcome Measures (NOMS) Data by Level of Care

Criminal Justice Status - Clients with No Arrests during the Prior 30 Days at Admission vs. Discharge.	Provider		Region IV		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Criminal Justice Status**						
# of Clients with No Arrests/Prior 30 Days (Numerator)	120	111	1,062	1,071	21,976	22,485
Total # of Discharged Clients in Comparison (Denominator).	127	127	1,135	1,135	23,520	23,520
% of Clients with No Arrests/Prior 30 Days.	94.5%	87.4%	93.6%	94.4%	93.4%	95.6%

****Comparisons based on clients opened during State Fiscal Year 2013 who were discharged as of 09/30/2013. Clients with missing values for number of arrests in the prior 30 days at either admission or discharge are excluded. Clients who are deceased at time of discharge are also excluded.**

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National Outcome Measures (NOMS) Data by Level of Care

Alcohol Abstinence - Clients with No Alcohol Use at Admission vs. Discharge.	Provider		Region IV		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Alcohol Abstinence**						
# of Clients Abstinent from Alcohol Use (Numerator)	40	43	384	432	4,895	6,283
Total # of Discharged Clients in Comparison (Denominator).	64	64	533	533	8,701	8,701
% of Clients Abstinent from Alcohol Use.	62.5%	67.2%	72.0%	81.1%	56.3%	72.2%

****Comparisons based on clients opened during State Fiscal Year 2013 who were discharged as of 09/30/2013. Clients with missing values for both primary and secondary substance type and/or frequency at admission or discharge are excluded. Clients who are deceased or incarcerated at time of discharge are also excluded.**

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National Outcome Measures (NOMS) Data by Level of Care

Other Drug Abstinence - Clients with No Use of Drugs Other than Alcohol at Admission vs. Discharge.	Provider		Region IV		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Other Drug Abstinence**						
# of Clients Abstinent from Other Drug Use (Numerator)	33	43	386	451	7,630	9,351
Total # of Discharged Clients in Comparison (Denominator).	53	53	553	553	14,395	14,395
% of Clients Abstinent from Other Drug Use.	62.3%	81.1%	69.8%	81.6%	53.0%	65.0%

****Comparisons based on clients opened during State Fiscal Year 2013 who were discharged as of 09/30/2013. Clients with missing values for both primary and secondary substance type and/or frequency at admission or discharge are excluded. Clients who are deceased or incarcerated at time of discharge are also excluded.**

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National Outcome Measures (NOMS) Data by Level of Care

Social Connectedness/Self-Help Group Involvement - Clients with Self-Help Group Involvement/Prior 30 Days at Admission vs. Discharge.	Provider		Region IV		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Social Connectedness/Self-Help Group Involvement**						
# of Clients with Self-Help Group Involvement (Numerator)	16	16	215	277	5,374	7,500
Total # of Discharged Clients in Comparison (Denominator).	73	73	853	853	19,918	19,918
% of Clients with Self-Help Group Involvement.	21.9%	21.9%	25.2%	32.5%	27.0%	37.7%

****Comparisons based on clients opened during State Fiscal Year 2013 who were discharged as of 09/30/2013. Clients with missing values for self-help group involvement at admission or discharge are excluded. Clients who are deceased or incarcerated at time of discharge are also excluded.**

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National Outcome Measures (NOMS) Data by Level of Care

Social Connectedness/Supportive Social Interaction - Clients with Supportive Interaction with Family and/or Friends/Prior 30 Days at Admission vs. Discharge.	Provider		Region IV		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Social Connectedness/Supportive Interaction**						
# of Clients with Supportive Social Interaction (Numerator)	47	45	632	553	15,002	14,966
Total # of Discharged Clients in Comparison (Denominator).	51	51	841	841	19,770	19,770
% of Clients with Supportive Social Interaction.	92.2%	88.2%	75.1%	65.8%	75.9%	75.7%

****Comparisons based on clients opened during State Fiscal Year 2013 who were discharged as of 09/30/2013. Clients with missing values for supportive interaction at admission or discharge are excluded. Clients who are deceased or incarcerated at time of discharge are also excluded.**

**Illinois Department of Human Services
Division of Alcoholism and Substance Abuse
Provider Performance and Outcomes Reports - SFY 2013
Admitted Patient/Client Demographics**

Provider Organization (Provider #)	Heartland Human Services (0226)		
Total # of Admissions: 183 % (#) Unduplicated: 90.7% (166) # (%) of Admissions by Level of Care Detoxification: 0.0% (0) Level I: 100.0% (183) Level II: 0.0% (0) Level III.5: 0.0% (0) Level III.1: 0.0% (0) Recovery Home: 0.0% (0)	Average Age at Opening: 30.2 % Under 18 Years of Age: 3.8% (7) Race American Indian: 0.5% (1) Alaska Native: 0.0% (0) Asian: 0.0% (0) Native Hawaiian/Pac. Isl: 0.0% (0) Black/African American: 1.1% (2) White: 98.4% (180) Other Single Race: 0.0% (0)	Gender Male: 62.8% (115) Female: 37.2% (68) Hispanic Ethnicity Puerto Rican: 0.0% (0) Mexican: 0.5% (1) Cuban: 0.0% (0) Other Hispanic/Latino: 0.0% (0) Not Hispanic/Latino: 98.9% (181) Hisp./Latino, Not Specified: 0.5% (1)	Living Arrangements Shelter/TLC/Safe Haven: 0.5% (1) Street/Outdoors: 0.0% (0) Hosp./Jail/Prison/Other Inst.: 0.0% (0) Own Home/Apt.: 50.3% (92) Someone Else's Home/Apt.: 49.2% (90) Res.Tx/Hwy.House/Rec.Home: 0.0% (0) Employment Status Full-Time: 21.9% (40) Part-Time: 19.7% (36) Unemployed: 40.4% (74) Not in Labor Force: 18.0% (33)
Educational Level Average Grade Completed: 11.5 % (#) Less than H.S.: 36.6% (67) Primary Care Giver for Children Yes: 31.7% (58) Avg. # of Children: 0.6	Patient Speaks English: 100.0% (183) Veteran Status: Yes - 3.8% (7) Pregnant at Opening: 0.5% (1) DCFS Involved: 13.1% (24)	MISA Patient/Client: 12.6% (23) Crim. Justice Referral: 66.1% (121) Arrested/Past 30 Days: 4.9% (9)	Problem Area Alcohol: 30.6% (56) Other Drugs: 32.8% (60) Alcohol & Other Drugs: 36.1% (66) Alcohol/Drugs/Gambling: 0.0% (0) Gambling Only: 0.0% (0)
Primary Substance Alcohol: 55.7% (102); Cocaine/Crack: 0.5% (1); Marijuana: 21.9% (40) Heroin: 9.3% (17); Other Opiates: 3.8% (7); Methamphetamine: 6.0% (11) Used Primary Substance/30 Days Prior to Opening: 40.4% (74)	Secondary Substance Alcohol: 10.4% (19); Cocaine/Crack: 1.6% (3); Marijuana: 26.2% (48) Heroin: 0.5% (1); Other Opiates: 1.6% (3); Methamp.: 1.6% (3); None: 48.1% (88) Used Secondary Substance/30 Days Prior to Opening: 20.2% (37)		
Organization-wide Patient/Client Access and Discharge Indicators			
	SFY 2013	Statewide - SFY 2013	
Average Duration from Initial Contact to Opening Date	11.5 Days	8.6 Days	
Median Duration from Initial Contact to Opening Date	7.0 Days	1.0 Days	
% (#) of Admissions - No Reported Wait for Assessment	7.1% (13)	48.9% (36,490)	
% (#) of Discharged Patients/Clients - Completion of Services	25.0% (33)	50.8% (31,749)	
% (#) of Discharged Patients/Clients - DASA Administrative Discharges	0.5% (1)	4.0% (2,519)	
% (#) of Patients/Clients - Remain Opened/90 Days After Close of SFY	27.9% (51)	16.2% (12,062)	