

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

**Provider Name (#): Human Service Center of South Metro (0280)**

**Date of Report: 09/30/2013**

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

<b>Level I - Engagement</b>		<b>Quarter 1</b>		<b>Quarter 2</b>		<b>Quarter 3</b>		<b>Quarter 4</b>		<b>SFY13 Cumulative</b>	
<b>% Admitted Level I Clients/At Least 4 Sessions/First 30 Days</b>	<b>SFY12 Level</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>N</b>
Statewide	<b>42.8% (13,872)</b>	48.6%	3,800	45.9%	3,556	49.5%	4,069	47.0%	3,579	47.8%	15,004
Region V	<b>40.9% (2031)</b>	40.3%	403	35.8%	318	39.6%	396	37.1%	355	38.3%	1,472
Provider	<b>52.3% (68)</b>	27.3%	9	32.0%	8	48.0%	24	32.0%	8	36.8%	49
<b>Level I - Retention</b>		<b>Quarter 1</b>		<b>Quarter 2</b>		<b>Quarter 3</b>		<b>Quarter 4</b>		<b>SFY13 Cumulative</b>	
<b>% of Discharged Level I Clients/Completed Treatment (A)</b>	<b>SFY12 Level</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>N</b>
Statewide	<b>48.9% (11,681)</b>	51.2%	3,401	52.1%	3,340	53.2%	3,283	51.0%	2,304	51.9%	12,328
Region V	<b>39.8% (1319)</b>	45.5%	352	42.2%	266	34.1%	206	30.8%	114	39.5%	938
Provider	<b>25.9% (28)</b>	23.3%	7	32.0%	8	32.6%	15	21.4%	3	28.7%	33
<b>Level I - Retention</b>		<b>Quarter 1</b>		<b>Quarter 2</b>		<b>Quarter 3</b>		<b>Quarter 4</b>		<b>SFY13 Cumulative</b>	
<b>% of Clients/At Least 10 Sessions After First 30 Days (B)</b>	<b>SFY12 Level</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>N</b>
Statewide	<b>22.7% (7344)</b>	28.8%	2,257	27.8%	2,151	25.2%	2,076	18.7%	1,420	25.2%	7,904
Region V	<b>28.4% (1411)</b>	32.1%	321	32.0%	284	27.9%	279	20.5%	196	28.1%	1,080
Provider	<b>35.4% (46)</b>	39.4%	13	20.0%	5	28.0%	14	4.0%	1	24.8%	33
<b>Level I - Retention</b>		<b>Quarter 1</b>		<b>Quarter 2</b>		<b>Quarter 3</b>		<b>Quarter 4</b>		<b>SFY13 Cumulative</b>	
<b>% of Admitted Level I Clients/A and/or B</b>	<b>SFY12 Level</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>N</b>
Statewide	<b>48.8% (15,820)</b>	56.0%	4,378	56.3%	4,359	54.4%	4,473	44.0%	3,350	52.7%	16,560
Region V	<b>43.2% (2147)</b>	51.2%	513	47.4%	421	40.9%	409	29.8%	285	42.3%	1,628
Provider	<b>40.8% (53)</b>	39.4%	13	36.0%	9	48.0%	24	16.0%	4	37.6%	50

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

**Provider Name (#): Human Service Center of South Metro (0280)**

**Date of Report: 09/30/2013**

**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	<b>30.5% (6913)</b>	35.3%	2,308	34.8%	2,143	39.0%	2,275	40.5%	1,711	37.1%	8,437
Region V	<b>26.6% (790)</b>	23.1%	170	20.1%	120	26.0%	132	24.7%	70	23.2%	492
Provider	<b>20.5% (17)</b>	29.6%	8	13.0%	3	17.1%	6	35.7%	5	22.2%	22
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	<b>71.4% (16,106)</b>	72.9%	4,733	73.7%	4,551	77.2%	4,494	76.8%	3,209	74.9%	16,987
Region V	<b>69.5% (2080)</b>	68.6%	509	72.1%	427	66.8%	332	60.9%	168	68.2%	1,436
Provider	<b>81.4% (79)</b>	70.0%	21	62.5%	15	71.8%	28	61.5%	8	37.9%	72
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	<b>74.1% (16,758)</b>	75.9%	4,952	76.4%	4,734	79.8%	4,650	79.4%	3,340	77.7%	17,676
Region V	<b>74.5% (2205)</b>	72.3%	532	73.9%	435	69.8%	344	67.0%	185	71.4%	1,496
Provider	<b>90.3% (84)</b>	75.9%	22	65.2%	15	80.0%	28	85.7%	12	76.2%	77

\*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**

**Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2013**

<b>Provider Name (#): Human Service Center of South Metro (0280)</b>				<b>Date of Report: 9/30/2013</b>		
<b>National Outcome Measures (NOMS) Data by Level of Care</b>						
<b>Employment Status - Clients Employed (Full-time or Part-time) at</b>	<b>Provider</b>		<b>Region V</b>		<b>Statewide</b>	
<b>Admission vs. Discharge. (Excludes Clients not in Labor Force)</b>	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>
<b>Level I Client Outcome Measures - Employment Status**</b>						
# of Clients Employed Full-time or Part-time (Numerator)	18	41	623	775	5,412	6,375
----- Total # of Discharged Clients in Comparison (Denominator).	84	84	1,702	1,702	15,680	15,680
<b>% of Clients Employed Full-time or Part-time.</b>	<b>21.4%</b>	<b>48.8%</b>	<b>36.6%</b>	<b>45.5%</b>	<b>34.5%</b>	<b>40.7%</b>

**\*\*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.**

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

**Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2013**

**Provider Name (#): Human Service Center of South Metro (0280)**

**Date of Report: 9/30/2013**

**National Outcome Measures (NOMS) Data by Level of Care**

<b>Housing Status - Clients with Stable Housing (Independent Living) at Admission vs. Discharge.</b>	<b>Provider</b>		<b>Region V</b>		<b>Statewide</b>	
	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>
<b>Level I Client Outcome Measures - Housing Status**</b>						
# of Clients with Stable Housing (Numerator)	28	30	992	1,031	9,400	9,600
Total # of Discharged Clients in Comparison (Denominator).	114	114	2,268	2,268	22,874	22,874
<b>% of Clients with Stable Housing.</b>	<b>24.6%</b>	<b>26.3%</b>	<b>43.7%</b>	<b>45.5%</b>	<b>41.1%</b>	<b>42.0%</b>

**\*\*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.**

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

**Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2013**

**Provider Name (#): Human Service Center of South Metro (0280)**

**Date of Report: 9/30/2013**

**National Outcome Measures (NOMS) Data by Level of Care**

<b>Criminal Justice Status - Clients with No Arrests during the Prior 30 Days at Admission vs. Discharge.</b>	<b>Provider</b>		<b>Region V</b>		<b>Statewide</b>	
	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>
<b>Level I Client Outcome Measures - Criminal Justice Status**</b>						
# of Clients with No Arrests/Prior 30 Days (Numerator)	54	113	2,058	2,252	21,976	22,485
Total # of Discharged Clients in Comparison (Denominator).	115	115	2,375	2,375	23,520	23,520
<b>% of Clients with No Arrests/Prior 30 Days.</b>	<b>47.0%</b>	<b>98.3%</b>	<b>86.7%</b>	<b>94.8%</b>	<b>93.4%</b>	<b>95.6%</b>

**\*\*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.**

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

**Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2013**

**Provider Name (#): Human Service Center of South Metro (0280)**

**Date of Report: 9/30/2013**

**National Outcome Measures (NOMS) Data by Level of Care**

<b>Alcohol Abstinence - Clients with No Alcohol Use at Admission vs. Discharge.</b>	<b>Provider</b>		<b>Region V</b>		<b>Statewide</b>	
	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>
<b>Level I Client Outcome Measures - Alcohol Abstinence**</b>						
# of Clients Abstinent from Alcohol Use (Numerator)	20	26	567	686	4,895	6,283
Total # of Discharged Clients in Comparison (Denominator).	43	43	968	968	8,701	8,701
<b>% of Clients Abstinent from Alcohol Use.</b>	<b>46.5%</b>	<b>60.5%</b>	<b>58.6%</b>	<b>70.9%</b>	<b>56.3%</b>	<b>72.2%</b>

**\*\*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.**

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

**Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2013**

**Provider Name (#): Human Service Center of South Metro (0280)**

**Date of Report: 9/30/2013**

**National Outcome Measures (NOMS) Data by Level of Care**

<b>Other Drug Abstinence - Clients with No Use of Drugs Other than Alcohol at Admission vs. Discharge.</b>	<b>Provider</b>		<b>Region V</b>		<b>Statewide</b>	
	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>
<b>Level I Client Outcome Measures - Other Drug Abstinence**</b>						
# of Clients Abstinent from Other Drug Use (Numerator)	32	35	816	945	7,630	9,351
Total # of Discharged Clients in Comparison (Denominator).	71	71	1,302	1,302	14,395	14,395
<b>% of Clients Abstinent from Other Drug Use.</b>	<b>45.1%</b>	<b>49.3%</b>	<b>62.7%</b>	<b>72.6%</b>	<b>53.0%</b>	<b>65.0%</b>

**\*\*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.**

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

**Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2013**

**Provider Name (#): Human Service Center of South Metro (0280)**

**Date of Report: 9/30/2013**

**National Outcome Measures (NOMS) Data by Level of Care**

<b>Social Connectedness/Self-Help Group Involvement - Clients with Self-Help Group Involvement/Prior 30 Days at Admission vs. Discharge.</b>	<b>Provider</b>		<b>Region V</b>		<b>Statewide</b>	
	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>
<b>Level I Client Outcome Measures - Social Connectedness/Self-Help Group Involvement**</b>						
# of Clients with Self-Help Group Involvement (Numerator)	23	21	351	432	5,374	7,500
Total # of Discharged Clients in Comparison (Denominator).	91	91	1,778	1,778	19,918	19,918
<b>% of Clients with Self-Help Group Involvement.</b>	<b>25.3%</b>	<b>23.1%</b>	<b>19.7%</b>	<b>24.3%</b>	<b>27.0%</b>	<b>37.7%</b>

**\*\*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.**



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

**Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2013**

**Provider Name (#): Human Service Center of South Metro (0280)**

**Date of Report: 9/30/2013**

**National Outcome Measures (NOMS) Data by Level of Care**

<b>Social Connectedness/Supportive Social Interaction - Clients with Supportive Interaction with Family and/or Friends/Prior 30 Days at Admission vs. Discharge.</b>	<b>Provider</b>		<b>Region V</b>		<b>Statewide</b>	
	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>	<b>Admission</b>	<b>Discharge</b>
<b>Level I Client Outcome Measures - Social Connectedness/Supportive Interaction**</b>						
# of Clients with Supportive Social Interaction (Numerator)	80	71	1,153	1,215	15,002	14,966
Total # of Discharged Clients in Comparison (Denominator).	103	103	1,755	1,755	19,770	19,770
<b>% of Clients with Supportive Social Interaction.</b>	<b>77.7%</b>	<b>68.9%</b>	<b>65.7%</b>	<b>69.2%</b>	<b>75.9%</b>	<b>75.7%</b>

**\*\*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**

<b>Provider Organization (Provider #)</b>	<b>Human Service Center of South Metro (0280)</b>		
<b>Total # of Admissions:</b> 133 <b>% (#) Unduplicated:</b> 87.2% (116)  <b># (%) of Admissions by Level of Care</b> Detoxification: 0.0% (0) Level I: 100.0% (133) Level II: 0.0% (0) Level III.5: 0.0% (0) Level III.1: 0.0% (0) Recovery Home: 0.0% (0)	<b>Average Age at Opening:</b> 28.5 <b>% Under 18 Years of Age:</b> 7.5% (10)  <b>Race</b> American Indian: 1.5% (2) Alaska Native: 0.0% (0) Asian: 0.0% (0) Native Hawaiian/Pac. Isl: 0.0% (0) Black/African American: 7.5% (10) White: 90.2% (120) Other Single Race: 0.8% (1)	<b>Gender</b> Male: 51.9% (69) Female: 48.1% (64)  <b>Hispanic Ethnicity</b> Puerto Rican: 0.0% (0) Mexican: 1.5% (2) Cuban: 0.0% (0) Other Hispanic/Latino: 0.0% (0) Not Hispanic/Latino: 98.5% (131) Hisp./Latino, Not Specified: 0.0% (0)	<b>Living Arrangements</b> Shelter/TLC/Safe Haven: 0.0% (0) Street/Outdoors: 0.0% (0) Hosp./Jail/Prison/Other Inst.: 0.0% (0) Own Home/Apt.: 27.8% (37) Someone Else's Home/Apt.: 72.2% (96) Res.Tx/Hwy.House/Rec.Home: 0.0% (0)  <b>Employment Status</b> Full-Time: 8.3% (11) Part-Time: 8.3% (11) Unemployed: 59.4% (79) Not in Labor Force: 24.1% (32)
<b>Educational Level</b> Average Grade Completed: 11.5 <b>% (#) Less than H.S.:</b> 42.9% (57)  <b>Primary Care Giver for Children</b> Yes: 33.1% (44) Avg. # of Children: 0.6	<b>Patient Speaks English:</b> 100.0% (133)  <b>Veteran Status:</b> Yes - 2.3% (3)  <b>Pregnant at Opening:</b> 5.3% (7)  <b>DCFS Involved:</b> 2.3% (3)	<b>MISA Patient/Client:</b> 17.3% (23)  <b>Crim. Justice Referral:</b> 41.4% (55)  <b>Arrested/Past 30 Days:</b> 56.4% (75)	<b>Problem Area</b> Alcohol: 26.3% (35) Other Drugs: 33.1% (44) Alcohol & Other Drugs: 40.6% (54) Alcohol/Drugs/Gambling: 0.0% (0) Gambling Only: 0.0% (0)
<b>Primary Substance</b> Alcohol: 37.6% (50); Cocaine/Crack: 5.3% (7); Marijuana: 31.6% (42) Heroin: 11.3% (15); Other Opiates: 9.0% (12); Methamphetamine: 3.8% (5) <b>Used Primary Substance/30 Days Prior to Opening:</b> 54.9% (73)	<b>Secondary Substance</b> Alcohol: 24.8% (33); Cocaine/Crack: 0.8% (1); Marijuana: 16.5% (22) Heroin: 0.8% (1); Other Opiates: 6.0% (8); None: 47.4% (63) <b>Used Secondary Substance/30 Days Prior to Opening:</b> 29.3% (39)		
<b>Organization-wide Patient/Client Access and Discharge Indicators</b>			
	<b>SFY 2013</b>		<b>Statewide - SFY 2013</b>
<b>Average Duration from Initial Contact to Opening Date</b>	15.3 Days		8.6 Days
<b>Median Duration from Initial Contact to Opening Date</b>	7.0 Days		1.0 Days
<b>% (#) of Admissions - No Reported Wait for Assessment</b>	33.8% (45)		48.9% (36,490)
<b>% (#) of Discharged Patients/Clients - Completion of Services</b>	28.5% (33)		50.8% (31,749)
<b>% (#) of Discharged Patients/Clients - DASA Administrative Discharges</b>	0.8% (1)		4.0% (2,519)
<b>% (#) of Patients/Clients - Remain Opened/90 Days After Close of SFY</b>	12.8% (17)		16.2% (12,062)