

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

Provider Name (#): Serenity House Counseling Services, Inc. (0666)

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 II	44.2% (2400)	46.4%	608	42.6%	553	47.3%	698	40.9%	531	44.4%	2,390
Provider	50.0% (15)	85.7%	12	54.5%	6	41.7%	5	75.0%	9	65.3%	32
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 II	58.2% (2335)	57.5%	653	53.0%	578	61.7%	706	59.2%	500	57.9%	2,437
Provider	64.3% (9)	75.0%	6	71.4%	5	100.0%	4	20.0%	1	66.7%	16
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 II	20.4% (1106)	24.4%	319	23.4%	304	19.7%	291	13.3%	173	20.2%	1,087
Provider	46.7% (14)	71.4%	10	36.4%	4	33.3%	4	8.3%	1	38.8%	19
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 II	54.2% (2942)	59.9%	784	57.4%	744	59.5%	878	48.0%	622	56.3%	3,028
Provider	60.0% (18)	92.9%	13	72.7%	8	66.7%	8	8.3%	1	61.2%	30

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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 II	36.2% (1460)	44.5%	503	44.5%	457	48.4%	532	46.8%	373	46.0%	1,865
Provider	53.3% (8)	44.4%	4	71.4%	5	25.0%	1	33.3%	2	46.2%	12
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 II	86.2% (3441)	83.2%	935	84.8%	877	86.8%	951	85.9%	672	85.1%	3,435
Provider	53.3% (8)	88.9%	8	100.0%	7	100.0%	4	100.0%	6	96.2%	25
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 II	88.2% (3535)	85.8%	968	86.5%	905	88.6%	975	88.2%	700	87.2%	3,548
Provider	100.0% (15)	88.9%	8	100.0%	7	100.0%	4	100.0%	6	96.2%	25

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Level III.1 - Engagement		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Level III.1 Clients/Length of Stay of At Least 7 Days	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	91.5% (1168)	93.9%	292	89.0%	306	90.6%	290	85.1%	239	89.7%	1,127
Region II	95.2% (334)	95.8%	91	92.7%	89	92.5%	86	90.2%	74	92.9%	340
Provider	96.7% (147)	98.0%	48	97.4%	37	97.5%	39	100.0%	28	98.1%	152
Level III.1 - Retention		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Level III.1 Clients/Length of Stay of At Least 14 Days	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	81.0% (1034)	82.0%	255	75.0%	258	81.3%	260	72.2%	203	77.7%	976
Region II	86.3% (303)	90.5%	86	81.3%	78	84.9%	79	86.6%	71	85.8%	314
Provider	88.2% (134)	93.9%	46	92.1%	35	90.0%	36	100.0%	28	93.5%	145
Level III.1 - Continuity of Care		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Discharged Clients/Completed Tx/+ NOMS Status	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	39.3% (430)	42.9%	127	40.5%	124	41.5%	115	40.4%	92	41.4%	458
Region II	50.5% (154)	53.3%	49	51.8%	44	53.2%	42	58.6%	41	54.0%	176
Provider	57.0% (77)	57.1%	28	67.6%	25	61.1%	22	78.3%	18	64.1%	93

***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.**

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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 II		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Employment Status**						
# of Clients Employed Full-time or Part-time (Numerator)	8	13	1,224	1,393	5,412	6,375
Total # of Discharged Clients in Comparison (Denominator).	19	19	2,889	2,889	15,680	15,680
% of Clients Employed Full-time or Part-time.	42.1%	68.4%	42.4%	48.2%	34.5%	40.7%
Level III.1 (Halfway House) Client Outcome Measures - Employment Status**						
# of Clients Employed Full-time or Part-time (Numerator)	11	91	24	154	73	349
Total # of Discharged Clients in Comparison (Denominator).	120	120	249	249	680	680
% of Clients Employed Full-time or Part-time.	9.2%	75.8%	9.6%	61.8%	10.7%	51.3%

****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 II		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Housing Status**						
# of Clients with Stable Housing (Numerator)	13	12	1,560	1,586	9,400	9,600
Total # of Discharged Clients in Comparison (Denominator).	24	24	4,100	4,100	22,874	22,874
% of Clients with Stable Housing.	54.2%	50.0%	38.0%	38.7%	41.1%	42.0%
Level III.1 (Halfway House) Client Outcome Measures - Housing Status**						
# of Clients with Stable Housing (Numerator)	3	5	8	23	46	126
Total # of Discharged Clients in Comparison (Denominator).	124	124	282	282	981	981
% of Clients with Stable Housing.	2.4%	4.0%	2.8%	8.2%	4.7%	12.8%

****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

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Date of Report: 9/30/2013

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 II		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Criminal Justice Status**						
# of Clients with No Arrests/Prior 30 Days (Numerator)	23	24	4,004	3,971	21,976	22,485
Total # of Discharged Clients in Comparison (Denominator).	24	24	4,208	4,208	23,520	23,520
% of Clients with No Arrests/Prior 30 Days.	95.8%	100.0%	95.2%	94.4%	93.4%	95.6%
Level III.1 (Halfway House) Client Outcome Measures - Criminal Justice Status**						
# of Clients with No Arrests/Prior 30 Days (Numerator)	120	122	284	284	982	983
Total # of Discharged Clients in Comparison (Denominator).	124	124	292	292	999	999
% of Clients with No Arrests/Prior 30 Days.	96.8%	98.4%	97.3%	97.3%	98.3%	98.4%

****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 II		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Alcohol Abstinence**						
# of Clients Abstinent from Alcohol Use (Numerator)	9	12	1,239	1,410	4,895	6,283
Total # of Discharged Clients in Comparison (Denominator).	12	12	1,824	1,824	8,701	8,701
% of Clients Abstinent from Alcohol Use.	75.0%	100.0%	67.9%	77.3%	56.3%	72.2%
Level III.1 (Halfway House) Client Outcome Measures - Alcohol Abstinence**						
# of Clients Abstinent from Alcohol Use (Numerator)	10	27	33	47	177	203
Total # of Discharged Clients in Comparison (Denominator).	38	38	70	70	283	283
% of Clients Abstinent from Alcohol Use.	26.3%	71.1%	47.1%	67.1%	62.5%	71.7%

****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 II		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Other Drug Abstinence**						
# of Clients Abstinent from Other Drug Use (Numerator)	8	11	1,457	1,614	7,630	9,351
Total # of Discharged Clients in Comparison (Denominator).	12	12	2,278	2,278	14,395	14,395
% of Clients Abstinent from Other Drug Use.	66.7%	91.7%	64.0%	70.9%	53.0%	65.0%
Level III.1 (Halfway House) Client Outcome Measures - Other Drug Abstinence**						
# of Clients Abstinent from Other Drug Use (Numerator)	37	55	141	152	513	531
Total # of Discharged Clients in Comparison (Denominator).	86	86	212	212	703	703
% of Clients Abstinent from Other Drug Use.	43.0%	64.0%	66.5%	71.7%	73.0%	75.5%

****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 II		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)	11	12	1,283	1,668	5,374	7,500
Total # of Discharged Clients in Comparison (Denominator).	24	24	3,506	3,506	19,918	19,918
% of Clients with Self-Help Group Involvement.	45.8%	50.0%	36.6%	47.6%	27.0%	37.7%
Level III.1 (Halfway House) Client Outcome Measures - Social Connectedness/Self-Help Group Involvement**						
# of Clients with Self-Help Group Involvement (Numerator)	97	122	242	271	693	842
Total # of Discharged Clients in Comparison (Denominator).	122	122	275	275	898	898
% of Clients with Self-Help Group Involvement.	79.5%	100.0%	88.0%	98.5%	77.2%	93.8%

****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 II		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Social Connectedness/Supportive Interaction**						
# of Clients with Supportive Social Interaction (Numerator)	21	23	2,845	2,941	15,002	14,966
Total # of Discharged Clients in Comparison (Denominator).	24	24	3,438	3,438	19,770	19,770
% of Clients with Supportive Social Interaction.	87.5%	95.8%	82.8%	85.5%	75.9%	75.7%
Level III.1 (Halfway House) Client Outcome Measures - Social Connectedness/Supportive Interaction**						
# of Clients with Supportive Social Interaction (Numerator)	101	122	245	269	727	821
Total # of Discharged Clients in Comparison (Denominator).	122	122	275	275	866	866
% of Clients with Supportive Social Interaction.	82.8%	100.0%	89.1%	97.8%	83.9%	94.8%

****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 #)	Serenity House Counseling Services, Inc. (0666)		
Total # of Admissions: 229 % (#) Unduplicated: 41.9% (96) # (%) of Admissions by Level of Care Detoxification: 0.0% (0) Level I: 21.4% (49) Level II: 2.2% (5) Level III.5: 0.0% (0) Level III.1: 67.7% (155) Recovery Home: 8.7% (20)	Average Age at Opening: 33.6 % Under 18 Years of Age: 0.0% (0) Race American Indian: 1.7% (4) Alaska Native: 0.0% (0) Asian: 0.0% (0) Native Hawaiian/Pac. Isl: 0.0% (0) Black/African American: 7.0% (16) White: 89.1% (204) Other Single Race: 2.2% (5)	Gender Male: 58.5% (134) Female: 41.5% (95) Hispanic Ethnicity Puerto Rican: 0.9% (2) Mexican: 6.1% (14) Cuban: 0.0% (0) Other Hispanic/Latino: 1.3% (3) Not Hispanic/Latino: 89.5% (205) Hisp./Latino, Not Specified: 2.2% (5)	Living Arrangements Shelter/TLC/Safe Haven: 2.6% (6) Street/Outdoors: 0.0% (0) Hosp./Jail/Prison/Other Inst.: 5.7% (13) Own Home/Apt.: 17.9% (41) Someone Else's Home/Apt.: 14.0% (32) Res.Tx/Hwy.Hse./Rec.Home: 52.8% (121) Employment Status Full-Time: 11.8% (27) Part-Time: 7.4% (17) Unemployed: 76.0% (174) Not in Labor Force: 4.8% (11)
Educational Level Average Grade Completed: 12.2 % (#) Less than H.S.: 17.9% (41) Primary Care Giver for Children Yes: 31.4% (72) Avg. # of Children: 0.6	Patient Speaks English: 100.0% (229) Veteran Status: Yes - 1.7% (4) Pregnant at Opening: 0.9% (2) DCFS Involved: 2.6% (6)	MISA Patient/Client: 35.4% (81) Crim. Justice Referral: 41.5% (95) Arrested/Past 30 Days: 3.1% (7)	Problem Area Alcohol: 21.4% (49) Other Drugs: 38.4% (88) Alcohol & Other Drugs: 40.2% (92) Alcohol/Drugs/Gambling: 0.0% (0) Gambling Only: 0.0% (0)
Primary Substance Alcohol: 36.2% (83); Cocaine/Crack: 11.4% (26); Marijuana: 4.4% (10) Heroin: 41.5% (95); Other Opiates: 2.6% (6); Methamphetamine: 1.7% (4) Used Primary Substance/30 Days Prior to Opening: 54.1% (124)	Secondary Substance Alcohol: 16.2% (37); Cocaine/Crack: 14.4% (33); Marijuana: 20.5% (47) Heroin: 4.8% (11); Other Opiates: 3.1% (7); Methamp.: 0.9% (2); None: 34.5% (79) Used Secondary Substance/30 Days Prior to Opening: 29.7% (68)		
Organization-wide Patient/Client Access and Discharge Indicators			
	SFY 2013	Statewide - SFY 2013	
Average Duration from Initial Contact to Opening Date	10.8 Days	8.6 Days	
Median Duration from Initial Contact to Opening Date	8.0 Days	1.0 Days	
% (#) of Admissions - No Reported Wait for Assessment	11.4% (26)	48.9% (36,490)	
% (#) of Discharged Patients/Clients - Completion of Services	61.2% (112)	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	20.1% (46)	16.2% (12,062)	