

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

Provider Name (#): New Directions (5589)

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	SFY12 Level	Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% Admitted Level I Clients/At Least 4 Sessions/First 30 Days		%	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 III	28.3% (1928)	34.9%	681	32.9%	652	33.0%	721	34.4%	696	33.8%	2,750
Provider	62.3% (76)	44.8%	13	50.0%	17	45.9%	17	48.0%	12	47.2%	59
Level I - Retention	SFY12 Level	Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Discharged Level I Clients/Completed Treatment (A)		%	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 III	43.8% (2453)	43.8%	782	48.9%	874	48.4%	892	47.8%	645	47.2%	3,193
Provider	64.8% (57)	53.6%	15	47.1%	16	51.4%	19	42.9%	9	49.2%	59
Level I - Retention	SFY12 Level	Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Clients/At Least 10 Sessions After First 30 Days (B)		%	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 III	15.3% (1042)	20.3%	396	20.8%	413	19.4%	424	16.0%	323	19.1%	1,556
Provider	18.9% (23)	6.9%	2	23.5%	8	32.4%	12	24.0%	6	22.4%	28
Level I - Retention	SFY12 Level	Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Admitted Level I Clients/A and/or B		%	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 III	44.2% (3011)	49.6%	968	54.0%	1,071	51.7%	1,129	44.1%	892	49.9%	4,060
Provider	55.7% (68)	51.7%	15	50.0%	17	56.8%	21	52.0%	13	52.8%	66

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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 III	21.7% (1221)	25.7%	459	25.3%	452	25.7%	460	25.7%	346	25.6%	1,717
Provider	2.9% (3)	3.4%	1	0.0%	0	5.4%	2	9.5%	2	4.1%	5
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 III	56.8% (3194)	63.0%	1,123	61.6%	1,106	68.5%	1,239	68.3%	916	65.2%	4,384
Provider	5.7% (6)	0.0%	0	2.9%	1	0.0%	0	4.8%	1	1.7%	2
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 III	59.2% (3345)	65.4%	1,168	64.0%	1,143	70.4%	1,263	69.7%	933	67.2%	4,507
Provider	6.7% (7)	3.4%	1	2.9%	1	5.4%	2	14.3%	3	5.8%	7

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

Level II - Engagement		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% Admitted Clients/At Least 12 Sessions/First 30 Days	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	37.4% (4480)	37.6%	1,213	35.8%	1,151	36.3%	1,218	35.9%	1,124	36.4%	4,706
Region III	39.4% (913)	46.8%	289	44.4%	280	45.1%	280	43.0%	259	44.8%	1,108
Provider	32.8% (21)	11.1%	2	0.0%	0	17.6%	3	12.5%	2	10.0%	7
Level II - Retention		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% Admitted Clients/At Least 18 Sessions/First 60 Days (A)	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	41.0% (4913)	41.4%	1,337	39.4%	1,267	39.9%	1,338	40.0%	1,253	40.2%	5,195
Region III	44.3% (1025)	47.7%	295	47.7%	301	46.4%	288	46.6%	281	47.1%	1,165
Provider	53.1% (34)	27.8%	5	15.8%	3	35.3%	6	18.8%	3	24.3%	17
Level II - Retention		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Discharged Level II Clients/Completed Treatment (B)	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	44.3% (4502)	45.1%	1,248	44.1%	1,182	41.7%	1,080	37.2%	697	42.4%	4,207
Region III	39.0% (773)	39.0%	208	38.0%	204	34.0%	157	35.1%	114	36.8%	683
Provider	60.0% (30)	44.4%	8	33.3%	6	41.2%	7	16.7%	2	35.4%	23
Level II - Retention		Quarter 1		Quarter 2		Quarter 3		Quarter 4		SFY13 Cumulative	
% of Admitted Level II Clients/A and/or B	SFY12 Level	%	n	%	n	%	n	%	n	%	N
Statewide	54.0% (6477)	56.8%	1,833	54.9%	1,764	54.0%	1,811	49.2%	1,541	53.7%	6,949
Region III	52.6% (1219)	56.5%	349	57.1%	360	53.8%	334	51.2%	309	54.7%	1,352
Provider	64.1% (41)	50.0%	9	31.6%	6	47.1%	8	25.0%	4	38.6%	27

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% of Discharged Clients/12-Step Group Participation (A)		SFY12 Level		%	n	%	n	%	n	%	N
Statewide	52.3% (5015)	53.6%	1,526	55.3%	1,520	54.4%	1,435	57.4%	1,201	55.0%	5,682
Region III	46.4% (903)	46.6%	270	51.5%	304	48.1%	257	56.2%	240	50.3%	1,071
Provider	5.2% (3)	0.0%	0	5.6%	1	11.8%	2	13.3%	2	7.4%	5
Level II - 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
Statewide	75.9% (7295)	77.4%	2,182	75.5%	2,047	75.5%	1,970	79.8%	1,618	76.9%	7,817
Region III	55.4% (1063)	65.0%	381	65.5%	383	62.4%	332	78.8%	330	67.2%	1,426
Provider	3.4% (2)	0.0%	0	5.6%	1	0.0%	0	6.7%	1	2.9%	2
Level II - 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
Statewide	81.1% (7859)	82.6%	2,344	81.4%	2,237	81.0%	2,136	83.5%	1,731	82.1%	8,448
Region III	67.9% (1320)	77.8%	455	76.7%	451	73.8%	397	81.3%	347	77.2%	1,650
Provider	6.9% (4)	0.0%	0	5.6%	1	11.8%	2	13.3%	2	7.4%	5

***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 III		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Employment Status**						
# of Clients Employed Full-time or Part-time (Numerator)	26	33	1,487	1,687	5,412	6,375
Total # of Discharged Clients in Comparison (Denominator).	107	107	4,679	4,679	15,680	15,680
% of Clients Employed Full-time or Part-time.	24.3%	30.8%	31.8%	36.1%	34.5%	40.7%
Level II Client Outcome Measures - Employment Status**						
# of Clients Employed Full-time or Part-time (Numerator)	12	14	393	430	1,770	2,177
Total # of Discharged Clients in Comparison (Denominator).	59	59	1,354	1,354	6,631	6,631
% of Clients Employed Full-time or Part-time.	20.3%	23.7%	29.0%	31.8%	26.7%	32.8%

****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 III		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Housing Status**						
# of Clients with Stable Housing (Numerator)	64	63	3,277	3,295	9,400	9,600
Total # of Discharged Clients in Comparison (Denominator).	118	118	6,588	6,588	22,874	22,874
% of Clients with Stable Housing.	54.2%	53.4%	49.7%	50.0%	41.1%	42.0%
Level II Client Outcome Measures - Housing Status**						
# of Clients with Stable Housing (Numerator)	29	29	1,042	965	3,351	3,264
Total # of Discharged Clients in Comparison (Denominator).	65	65	1,817	1,817	9,574	9,574
% of Clients with Stable Housing.	44.6%	44.6%	57.3%	53.1%	35.0%	34.1%

****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 III		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Criminal Justice Status**						
# of Clients with No Arrests/Prior 30 Days (Numerator)	119	118	6,244	6,477	21,976	22,485
Total # of Discharged Clients in Comparison (Denominator).	120	120	6,767	6,767	23,520	23,520
% of Clients with No Arrests/Prior 30 Days.	99.2%	98.3%	92.3%	95.7%	93.4%	95.6%
Level II Client Outcome Measures - Criminal Justice Status**						
# of Clients with No Arrests/Prior 30 Days (Numerator)	62	65	1,576	1,779	9,177	9,477
Total # of Discharged Clients in Comparison (Denominator).	65	65	1,858	1,858	9,905	9,905
% of Clients with No Arrests/Prior 30 Days.	95.4%	100.0%	84.8%	95.7%	92.7%	95.7%

****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 III		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Alcohol Abstinence**						
# of Clients Abstinent from Alcohol Use (Numerator)	52	61	1,201	1,521	4,895	6,283
Total # of Discharged Clients in Comparison (Denominator).	67	67	2,506	2,506	8,701	8,701
% of Clients Abstinent from Alcohol Use.	77.6%	91.0%	47.9%	60.7%	56.3%	72.2%
Level II Client Outcome Measures - Alcohol Abstinence**						
# of Clients Abstinent from Alcohol Use (Numerator)	19	27	345	539	1,532	2,261
Total # of Discharged Clients in Comparison (Denominator).	33	33	751	751	3,263	3,263
% of Clients Abstinent from Alcohol Use.	57.6%	81.8%	45.9%	71.8%	47.0%	69.3%

****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 III		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Other Drug Abstinence**						
# of Clients Abstinent from Other Drug Use (Numerator)	42	44	1,867	2,210	7,630	9,351
Total # of Discharged Clients in Comparison (Denominator).	51	51	4,082	4,082	14,395	14,395
% of Clients Abstinent from Other Drug Use.	82.4%	86.3%	45.7%	54.1%	53.0%	65.0%
Level II Client Outcome Measures - Other Drug Abstinence**						
# of Clients Abstinent from Other Drug Use (Numerator)	20	21	500	706	3,028	4,066
Total # of Discharged Clients in Comparison (Denominator).	32	32	1,066	1,066	6,320	6,320
% of Clients Abstinent from Other Drug Use.	62.5%	65.6%	46.9%	66.2%	47.9%	64.3%

****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 III		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)	2	5	1,032	1,551	5,374	7,500
Total # of Discharged Clients in Comparison (Denominator).	118	118	6,110	6,110	19,918	19,918
% of Clients with Self-Help Group Involvement.	1.7%	4.2%	16.9%	25.4%	27.0%	37.7%
Level II Client Outcome Measures - Social Connectedness/Self-Help Group Involvement**						
# of Clients with Self-Help Group Involvement (Numerator)	1	5	529	826	3,043	4,462
Total # of Discharged Clients in Comparison (Denominator).	65	65	1,670	1,670	8,206	8,206
% of Clients with Self-Help Group Involvement.	1.5%	7.7%	31.7%	49.5%	37.1%	54.4%

****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 III		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Social Connectedness/Supportive Interaction**						
# of Clients with Supportive Social Interaction (Numerator)	1	2	3,895	3,964	15,002	14,966
Total # of Discharged Clients in Comparison (Denominator).	118	118	6,100	6,100	19,770	19,770
% of Clients with Supportive Social Interaction.	0.8%	1.7%	63.9%	65.0%	75.9%	75.7%
Level II Client Outcome Measures - Social Connectedness/Supportive Interaction**						
# of Clients with Supportive Social Interaction (Numerator)	2	2	933	1,087	5,978	6,156
Total # of Discharged Clients in Comparison (Denominator).	65	65	1,658	1,658	8,077	8,077
% of Clients with Supportive Social Interaction.	3.1%	3.1%	56.3%	65.6%	74.0%	76.2%

****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 #)	New Directions (5589)		
Total # of Admissions: 196 % (#) Unduplicated: 81.6% (160) # (%) of Admissions by Level of Care Detoxification: 0.0% (0) Level I: 63.8% (125) Level II: 35.7% (70) Level III.5: 0.5% (1) Level III.1: 0.0% (0) Recovery Home: 0.0% (0)	Average Age at Opening: 34.0 % Under 18 Years of Age: 0.5% (1) Race American Indian: 0.0% (0) Alaska Native: 0.5% (1) Asian: 0.0% (0) Native Hawaiian/Pac. Isl: 0.0% (0) Black/African American: 33.7% (66) White: 60.2% (118) Other Single Race: 5.6% (11)	Gender Male: 68.9% (135) Female: 31.1% (61) Hispanic Ethnicity Puerto Rican: 0.0% (0) Mexican: 4.1% (8) Cuban: 0.0% (0) Other Hispanic/Latino: 0.0% (0) Not Hispanic/Latino: 95.4% (187) 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.: 0.5% (1) Own Home/Apt.: 51.0% (100) Someone Else's Home/Apt.: 48.0% (94) Res.Tx/Hwy.House/Rec.Home: 0.0% (0) Employment Status Full-Time: 10.7% (21) Part-Time: 9.7% (19) Unemployed: 68.9% (135) Not in Labor Force: 10.7% (21)
Educational Level Average Grade Completed: 11.8 % (#) Less than H.S.: 28.1% (55) Primary Care Giver for Children Yes: 38.3% (75) Avg. # of Children: 0.8	Patient Speaks English: 100.0% (196) Veteran Status: Yes - 1.0% (2) Pregnant at Opening: 1.0% (2) DCFS Involved: 14.3% (28)	MISA Patient/Client: 0.5% (1) Crim. Justice Referral: 14.8% (29) Arrested/Past 30 Days: 2.0% (4)	Problem Area Alcohol: 18.9% (37) Other Drugs: 12.2% (24) Alcohol & Other Drugs: 68.9% (135) Alcohol/Drugs/Gambling: 0.0% (0) Gambling Only: 0.0% (0)
Primary Substance Alcohol: 45.6% (107); Cocaine/Crack: 7.1% (14); Marijuana: 23.0% (45) Heroin: 4.6% (9); Other Opiates: 4.6% (9); Methamphetamine: 5.6% (11) Used Primary Substance/30 Days Prior to Opening: 27.6% (54)	Secondary Substance Alcohol: 19.4% (38); Cocaine/Crack: 13.8% (27); Marijuana: 31.6% (62) Heroin: 1.5% (3); Other Opiates: 1.5% (3); Methamp.: 6.6% (13); None: 24.5% (48) Used Secondary Substance/30 Days Prior to Opening: 13.8% (27)		
Organization-wide Patient/Client Access and Discharge Indicators			
	SFY 2013	Statewide - SFY 2013	
Average Duration from Initial Contact to Opening Date	8.0 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	8.7% (17)	48.9% (36,490)	
% (#) of Discharged Patients/Clients - Completion of Services	43.9% (82)	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	4.6% (9)	16.2% (12,062)	