

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

**Provider Name (#): Shelby County Community Services, Inc. (9937)**

**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 IV                                                           | <b>52.8% (1313)</b>   | 54.0%            | 239      | 47.6%            | 195      | 52.2%            | 233      | 46.9%            | 214      | 50.2%                   | 881      |
| Provider                                                            | <b>N.A.</b>           | 76.9%            | 10       | 75.0%            | 6        | 57.1%            | 4        | 75.0%            | 9        | 72.5%                   | 29       |
| <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 IV                                                           | <b>42.7% (770)</b>    | 45.4%            | 171      | 37.1%            | 112      | 37.8%            | 105      | 29.9%            | 58       | 38.7%                   | 446      |
| Provider                                                            | <b>N.A.</b>           | 76.9%            | 10       | 50.0%            | 4        | 71.4%            | 5        | 55.6%            | 5        | 64.9%                   | 24       |
| <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 IV                                                           | <b>30.3% (753)</b>    | 41.5%            | 184      | 37.1%            | 152      | 38.3%            | 171      | 23.5%            | 107      | 35.0%                   | 614      |
| Provider                                                            | <b>N.A.</b>           | 38.5%            | 5        | 50.0%            | 4        | 0.0%             | 0        | 25.0%            | 3        | 30.0%                   | 12       |
| <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 IV                                                           | <b>49.4% (1228)</b>   | 56.0%            | 248      | 50.7%            | 208      | 49.6%            | 221      | 32.7%            | 149      | 47.1%                   | 826      |
| Provider                                                            | <b>N.A.</b>           | 76.9%            | 10       | 62.5%            | 5        | 71.4%            | 5        | 58.3%            | 7        | 67.5%                   | 27       |

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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                                               | <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 IV                                               | <b>27.8% (468)</b>    | 32.8%     | 113   | 31.9%     | 86    | 35.5%     | 88    | 25.2%     | 41    | 32.0%            | 328    |
| Provider                                                | <b>N.A.</b>           | 7.7%      | 1     | 0.0%      | 0     | 0.0%      | 0     | 0.0%      | 0     | 2.7%             | 1      |
| 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 IV                                               | <b>67.6% (1133)</b>   | 60.3%     | 199   | 61.9%     | 164   | 65.7%     | 161   | 64.6%     | 102   | 62.7%            | 626    |
| Provider                                                | <b>N.A.</b>           | 100.0%    | 12    | 100.0%    | 8     | 100.0%    | 6     | 88.9%     | 8     | 97.1%            | 34     |
| 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 IV                                               | <b>70.3% (1172)</b>   | 70.3%     | 232   | 70.0%     | 182   | 73.0%     | 173   | 70.9%     | 112   | 71.0%            | 699    |
| Provider                                                | <b>N.A.</b>           | 100.0%    | 12    | 100.0%    | 8     | 100.0%    | 6     | 88.9%     | 8     | 97.1%            | 34     |

**\*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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**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**

| <b>Employment Status - Clients Employed (Full-time or Part-time) at Admission vs. Discharge. (Excludes Clients not in Labor Force)</b> | <b>Provider</b>  |                  | <b>Region IV</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 - Employment Status**</b>                                                                           |                  |                  |                  |                  |                  |                  |
| # of Clients Employed Full-time or Part-time (Numerator)                                                                               | 3                | 6                | 377              | 454              | 5,412            | 6,375            |
| Total # of Discharged Clients in Comparison (Denominator).                                                                             | 10               | 10               | 720              | 720              | 15,680           | 15,680           |
| <b>% of Clients Employed Full-time or Part-time.</b>                                                                                   | <b>30.0%</b>     | <b>60.0%</b>     | <b>52.4%</b>     | <b>63.1%</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.**

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**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 IV</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)                                                         | 13               | 12               | 563              | 579              | 9,400            | 9,600            |
| Total # of Discharged Clients in Comparison (Denominator).                                           | 36               | 36               | 1,070            | 1,070            | 22,874           | 22,874           |
| <b>% of Clients with Stable Housing.</b>                                                             | <b>36.1%</b>     | <b>33.3%</b>     | <b>52.6%</b>     | <b>54.1%</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.**

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

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

| <b>Criminal Justice Status - Clients with No Arrests during<br/>the Prior 30 Days at Admission vs. Discharge.</b> | <b>Provider</b>  |                  | <b>Region IV</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)                                                            | 36               | 37               | 1,062            | 1,071            | 21,976           | 22,485           |
| Total # of Discharged Clients in Comparison (Denominator).                                                        | 37               | 37               | 1,135            | 1,135            | 23,520           | 23,520           |
| <b>% of Clients with No Arrests/Prior 30 Days.</b>                                                                | <b>97.3%</b>     | <b>100.0%</b>    | <b>93.6%</b>     | <b>94.4%</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.**

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**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 IV</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)                                 | 19               | 19               | 384              | 432              | 4,895            | 6,283            |
| Total # of Discharged Clients in Comparison (Denominator).                          | 22               | 22               | 533              | 533              | 8,701            | 8,701            |
| <b>% of Clients Abstinent from Alcohol Use.</b>                                     | <b>86.4%</b>     | <b>86.4%</b>     | <b>72.0%</b>     | <b>81.1%</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**

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**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 IV</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)                                                     | 8                | 9                | 386              | 451              | 7,630            | 9,351            |
| Total # of Discharged Clients in Comparison (Denominator).                                                 | 14               | 14               | 553              | 553              | 14,395           | 14,395           |
| <b>% of Clients Abstinent from Other Drug Use.</b>                                                         | <b>57.1%</b>     | <b>64.3%</b>     | <b>69.8%</b>     | <b>81.6%</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.**

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

| <b>Social Connectedness/Self-Help Group Involvement - Clients<br/>with Self-Help Group Involvement/Prior 30 Days at<br/>Admission vs. Discharge.</b> | <b>Provider</b>  |                  | <b>Region IV</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)                                                                                            | 4                | 1                | 215              | 277              | 5,374            | 7,500            |
| Total # of Discharged Clients in Comparison (Denominator).                                                                                           | 36               | 36               | 853              | 853              | 19,918           | 19,918           |
| <b>% of Clients with Self-Help Group Involvement.</b>                                                                                                | <b>11.1%</b>     | <b>2.8%</b>      | <b>25.2%</b>     | <b>32.5%</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.**



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

| <b>Social Connectedness/Supportive Social Interaction - Clients<br/>with Supportive Interaction with Family and/or Friends/Prior<br/>30 Days at Admission vs. Discharge.</b> | <b>Provider</b>  |                  | <b>Region IV</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)                                                                                                                  | 35               | 34               | 632              | 553              | 15,002           | 14,966           |
| Total # of Discharged Clients in Comparison (Denominator).                                                                                                                   | 35               | 35               | 841              | 841              | 19,770           | 19,770           |
| <b>% of Clients with Supportive Social Interaction.</b>                                                                                                                      | <b>100.0%</b>    | <b>97.1%</b>     | <b>75.1%</b>     | <b>65.8%</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>Shelby County Community Services, Inc. (9937)</b>                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Total # of Admissions:</b> 40<br><b>% (#) Unduplicated:</b> 92.5% (37)<br><br><b># (%) of Admissions by Level of Care</b><br>Detoxification: 0.0% (0)<br>Level I: 100.0% (40)<br>Level II: 0.0% (0)<br>Level III.5: 0.0% (0)<br>Level III.1: 0.0% (0)<br>Recovery Home: 0.0% (0) | <b>Average Age at Opening:</b> 25.0<br><b>% Under 18 Years of Age:</b> 12.5% (5)<br><br><b>Race</b><br>American Indian: 0.0% (0)<br>Alaska Native: 0.0% (0)<br>Asian: 0.0% (0)<br>Native Hawaiian/Pac. Isl: 0.0% (0)<br>Black/African American: 0.0% (0)<br>White: 100.0% (40)<br>Other Single Race: 0.0% (0) | <b>Gender</b><br>Male: 55.0% (22)<br>Female: 45.0% (18)<br><br><b>Hispanic Ethnicity</b><br>Puerto Rican: 0.0% (0)<br>Mexican: 0.0% (0)<br>Cuban: 0.0% (0)<br>Other Hispanic/Latino: 0.0% (0)<br>Not Hispanic/Latino: 97.5% (39)<br>Hisp./Latino, Not Specified: 2.5% (1) | <b>Living Arrangements</b><br>Shelter/TLC/Safe Haven: 0.0% (0)<br>Street/Outdoors: 0.0% (0)<br>Hosp./Jail/Prison/Other Inst.: 0.0% (0)<br>Own Home/Apt.: 40.0% (16)<br>Someone Else's Home/Apt.: 60.0% (24)<br>Res.Tx/Hwy.House/Rec.Home: 0.0% (0)<br><br><b>Employment Status</b><br>Full-Time: 7.5% (3)<br>Part-Time: 5.0% (2)<br>Unemployed: 27.5% (11)<br>Not in Labor Force: 60.0% (24) |
| <b>Educational Level</b><br>Average Grade Completed: 11.0<br><b>% (#) Less than H.S.:</b> 47.5% (19)<br><br><b>Primary Care Giver for Children</b><br>Yes: 47.5% (19)<br>Avg. # of Children: 1.0                                                                                    | <b>Patient Speaks English:</b> 100.0% (40)<br><br><b>Veteran Status:</b> Yes - 2.5% (1)<br><br><b>Pregnant at Opening:</b> 2.5% (1)<br><br><b>DCFS Involved:</b> 15.0% (6)                                                                                                                                    | <b>MISA Patient/Client:</b> 0.0% (0)<br><br><b>Crim. Justice Referral:</b> 82.5% (33)<br><br><b>Arrested/Past 30 Days:</b> 2.5% (1)                                                                                                                                       | <b>Problem Area</b><br>Alcohol: 10.0% (4)<br>Other Drugs: 17.5% (7)<br>Alcohol & Other Drugs: 72.5% (29)<br>Alcohol/Drugs/Gambling: 0.0% (0)<br>Gambling Only: 0.0% (0)                                                                                                                                                                                                                      |
| <b>Primary Substance</b><br>Alcohol: 60.0% (24); Cocaine/Crack: 2.5% (1); Marijuana: 30.0% (12)<br>Other Opiates: 2.5% (1); Methamphetamine: 5.0% (2)<br><b>Used Primary Substance/30 Days Prior to Opening:</b> 22.5% (9)                                                          | <b>Secondary Substance</b><br>Alcohol: 12.5% (5); Marijuana: 45.0% (18)<br>Other Opiates: 2.5% (1); Methamphetamine: 17.5% (7); None: 20.0% (8)<br><b>Used Secondary Substance/30 Days Prior to Opening:</b> 5.0% (2)                                                                                         |                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                              |
| <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>                                                                                                                                                                                                                        | 14.2 Days                                                                                                                                                                                                                                                                                                     | 8.6 Days                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Median Duration from Initial Contact to Opening Date</b>                                                                                                                                                                                                                         | 8.0 Days                                                                                                                                                                                                                                                                                                      | 1.0 Days                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>% (#) of Admissions - No Reported Wait for Assessment</b>                                                                                                                                                                                                                        | 17.5% (7)                                                                                                                                                                                                                                                                                                     | 48.9% (36,490)                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>% (#) of Discharged Patients/Clients - Completion of Services</b>                                                                                                                                                                                                                | 64.9% (24)                                                                                                                                                                                                                                                                                                    | 50.8% (31,749)                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>% (#) of Discharged Patients/Clients - DASA Administrative Discharges</b>                                                                                                                                                                                                        | 0.0% (0)                                                                                                                                                                                                                                                                                                      | 4.0% (2,519)                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>% (#) of Patients/Clients - Remain Opened/90 Days After Close of SFY</b>                                                                                                                                                                                                         | 7.5% (3)                                                                                                                                                                                                                                                                                                      | 16.2% (12,062)                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                              |