

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

Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2015

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

Date of Report: 09/30/2015

Engagement, Retention and Continuity of Care Measure Status by Level of Care and SFY 2015 Quarter*

| Level I - Engagement | SFY14 Cumulative | | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | | SFY15 Cumulative | |
|---|-------------------------|----------|------------------|----------|------------------|----------|------------------|----------|------------------|----------|-------------------------|----------|
| % Admitted Level I Clients/At Least 4 Sessions/First 30 Days | % | N | % | n | % | n | % | n | % | n | % | N |
| Statewide | 45.9% | 13,863 | 43.6% | 3,294 | 40.1% | 2,746 | 42.9% | 2,910 | 41.5% | 2,386 | 42.1% | 11,336 |
| Region IV | 43.6% | 1,138 | 44.9% | 297 | 38.8% | 238 | 40.2% | 236 | 40.1% | 258 | 41.1% | 1,029 |
| Provider | 32.7% | 51 | 44.2% | 19 | 33.3% | 13 | 36.8% | 21 | 40.5% | 17 | 38.7% | 70 |
| Level I - Retention | SFY14 Cumulative | | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | | SFY15 Cumulative | |
| % of Discharged Level I Clients/Completed Treatment (A) | % | N | % | n | % | n | % | n | % | n | % | N |
| Statewide | 51.2% | 11,528 | 47.2% | 3,320 | 48.5% | 2,905 | 50.8% | 2,690 | 51.6% | 1,684 | 49.1% | 10,599 |
| Region IV | 40.5% | 710 | 39.5% | 243 | 34.8% | 185 | 36.4% | 161 | 32.0% | 94 | 36.3% | 683 |
| Provider | 30.3% | 37 | 27.5% | 11 | 24.3% | 9 | 37.0% | 17 | 17.6% | 3 | 28.6% | 40 |
| Level I - Retention | SFY14 Cumulative | | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | | SFY15 Cumulative | |
| % of Clients/At Least 10 Sessions After First 30 Days (B) | % | N | % | n | % | n | % | n | % | n | % | N |
| Statewide | 23.9% | 7,220 | 23.3% | 1,763 | 23.7% | 1,622 | 22.2% | 1,504 | 15.4% | 886 | 21.4% | 5,775 |
| Region IV | 29.6% | 773 | 30.5% | 202 | 28.7% | 176 | 27.9% | 164 | 18.2% | 117 | 26.3% | 659 |
| Provider | 27.6% | 43 | 41.9% | 18 | 20.5% | 8 | 22.8% | 13 | 14.3% | 6 | 24.9% | 45 |
| Level I - Retention | SFY14 Cumulative | | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | | SFY15 Cumulative | |
| % of Admitted Level I Clients/A and/or B | % | N | % | n | % | n | % | n | % | n | % | N |
| Statewide | 51.0% | 15,409 | 54.5% | 4,115 | 54.1% | 3,706 | 52.2% | 3,546 | 40.9% | 2,350 | 50.9% | 13,717 |
| Region IV | 44.6% | 1,165 | 48.0% | 318 | 45.4% | 278 | 45.0% | 264 | 30.0% | 193 | 42.0% | 1,053 |
| Provider | 39.7% | 62 | 53.5% | 23 | 28.2% | 11 | 40.4% | 23 | 19.0% | 8 | 35.9% | 65 |

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Engagement, Retention and Continuity of Care Measure Status by Level of Care and SFY 2015 Quarter*

| Level I - Continuity of Care | SFY14 Cumulative | | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | | SFY15 Cumulative | |
|--|-------------------------|----------|------------------|----------|------------------|----------|------------------|----------|------------------|----------|-------------------------|----------|
| % of Discharged Clients/12-Step Group Participation (A) | % | N | % | n | % | n | % | n | % | n | % | N |
| Statewide | 37.3% | 7,954 | 33.6% | 2,073 | 35.0% | 1,844 | 35.1% | 1,622 | 34.4% | 1,000 | 34.5% | 6,539 |
| Region IV | 29.5% | 469 | 25.7% | 133 | 29.8% | 131 | 29.1% | 109 | 22.9% | 58 | 27.2% | 431 |
| Provider | 20.2% | 17 | 17.9% | 5 | 7.7% | 2 | 8.1% | 3 | 0.0% | 0 | 9.3% | 10 |
| Level I - Continuity of Care | SFY14 Cumulative | | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | | SFY15 Cumulative | |
| % of Discharged Clients/Supportive Interaction (B) | % | N | % | n | % | n | % | n | % | n | % | N |
| Statewide | 76.2% | 16,349 | 75.6% | 4,697 | 76.4% | 4,088 | 76.9% | 3,566 | 76.8% | 2,226 | 76.3% | 14,577 |
| Region IV | 74.6% | 1,168 | 75.1% | 367 | 74.9% | 340 | 72.1% | 272 | 75.3% | 192 | 74.3% | 1,171 |
| Provider | 65.7% | 44 | 54.2% | 13 | 39.1% | 9 | 58.6% | 17 | 16.7% | 2 | 46.6% | 41 |
| Level I - Continuity of Care | SFY14 Cumulative | | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | | SFY15 Cumulative | |
| % of Discharged Clients/A and/or B | % | N | % | n | % | n | % | n | % | n | % | N |
| Statewide | 78.6% | 16,918 | 77.7% | 4,823 | 78.3% | 4,193 | 78.8% | 3,653 | 78.4% | 2,284 | 78.2% | 14,953 |
| Region IV | 77.2% | 1,212 | 77.5% | 379 | 76.1% | 347 | 74.0% | 282 | 76.9% | 196 | 76.2% | 1,204 |
| Provider | 67.6% | 46 | 58.3% | 14 | 43.5% | 10 | 60.0% | 18 | 16.7% | 2 | 49.4% | 44 |

***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 2015

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

Date of Report: 9/30/2015

National Outcome Measures (NOMS) Data by Level of Care

| Employment Status - Clients Employed (Full-time or Part-time) at Admission vs. Discharge. (Excludes Clients not in Labor Force) | Provider | | Region IV | | Statewide | |
|--|------------------|------------------|------------------|------------------|------------------|------------------|
| | Admission | Discharge | Admission | Discharge | Admission | Discharge |
| Level I Client Outcome Measures - Employment Status** | | | | | | |
| # of Clients Employed Full-time or Part-time (Numerator) | 41 | 53 | 499 | 598 | 5,418 | 6,244 |
| Total # of Discharged Clients in Comparison (Denominator). | 98 | 98 | 1,109 | 1,109 | 13,274 | 13,274 |
| % of Clients Employed Full-time or Part-time. | 41.8% | 54.1% | 45.0% | 53.9% | 40.8% | 47.0% |

****Comparisons based on clients opened during State Fiscal Year 2015 who were discharged as of 09/30/2015. 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 2015

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

Date of Report: 9/30/2015

National Outcome Measures (NOMS) Data by Level of Care

| Housing Status - Clients with Stable Housing (Independent Living) at Admission vs. Discharge. | Provider | | Region IV | | Statewide | |
|--|------------------|------------------|------------------|------------------|------------------|------------------|
| | Admission | Discharge | Admission | Discharge | Admission | Discharge |
| Level I Client Outcome Measures - Housing Status** | | | | | | |
| # of Clients with Stable Housing (Numerator) | 49 | 53 | 742 | 771 | 7,547 | 7,896 |
| Total # of Discharged Clients in Comparison (Denominator). | 127 | 127 | 1,630 | 1,630 | 18,878 | 18,878 |
| % of Clients with Stable Housing. | 38.6% | 41.7% | 45.5% | 47.3% | 40.0% | 41.8% |

****Comparisons based on clients opened during State Fiscal Year 2015 who were discharged as of 09/30/2015. 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 2015

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Date of Report: 9/30/2015

National Outcome Measures (NOMS) Data by Level of Care

| Criminal Justice Status - Clients with No Arrests during the Prior 30 Days at Admission vs. Discharge. | Provider | | Region IV | | Statewide | |
|---|------------------|------------------|------------------|------------------|------------------|------------------|
| | Admission | Discharge | Admission | Discharge | Admission | Discharge |
| Level I Client Outcome Measures - Criminal Justice Status** | | | | | | |
| # of Clients with No Arrests/Prior 30 Days (Numerator) | 120 | 122 | 1,507 | 1,576 | 18,371 | 18,775 |
| Total # of Discharged Clients in Comparison (Denominator). | 127 | 127 | 1,643 | 1,643 | 19,406 | 19,406 |
| % of Clients with No Arrests/Prior 30 Days. | 94.5% | 96.1% | 91.7% | 95.9% | 94.7% | 96.7% |

****Comparisons based on clients opened during State Fiscal Year 2015 who were discharged as of 09/30/2015. 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: 9/30/2015

National Outcome Measures (NOMS) Data by Level of Care

| Alcohol Abstinence - Clients with No Alcohol Use at Admission vs. Discharge. | Provider | | Region IV | | Statewide | |
|---|------------------|------------------|------------------|------------------|------------------|------------------|
| | Admission | Discharge | Admission | Discharge | Admission | Discharge |
| Level I Client Outcome Measures - Alcohol Abstinence** | | | | | | |
| # of Clients Abstinent from Alcohol Use (Numerator) | 22 | 35 | 456 | 541 | 4,131 | 5,183 |
| Total # of Discharged Clients in Comparison (Denominator). | 41 | 41 | 657 | 657 | 7,265 | 7,265 |
| % of Clients Abstinent from Alcohol Use. | 53.7% | 85.4% | 69.4% | 82.3% | 56.9% | 71.3% |

****Comparisons based on clients opened during State Fiscal Year 2015 who were discharged as of 09/30/2015. Clients with missing values for both primary and secondary substance type and/or frequency at admission or discharge are excluded. Clients who are deceased or incarcerated at time of discharge are also excluded.**

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National Outcome Measures (NOMS) Data by Level of Care

| Other Drug Abstinence - Clients with No Use of Drugs Other than Alcohol at Admission vs. Discharge. | Provider | | Region IV | | Statewide | |
|--|------------------|------------------|------------------|------------------|------------------|------------------|
| | Admission | Discharge | Admission | Discharge | Admission | Discharge |
| Level I Client Outcome Measures - Other Drug Abstinence** | | | | | | |
| # of Clients Abstinent from Other Drug Use (Numerator) | 59 | 68 | 664 | 735 | 6,163 | 7,314 |
| Total # of Discharged Clients in Comparison (Denominator). | 86 | 86 | 984 | 984 | 11,804 | 11,804 |
| % of Clients Abstinent from Other Drug Use. | 68.6% | 79.1% | 67.5% | 74.7% | 52.2% | 62.0% |

****Comparisons based on clients opened during State Fiscal Year 2015 who were discharged as of 09/30/2015. Clients with missing values for both primary and secondary substance type and/or frequency at admission or discharge are excluded. Clients who are deceased or incarcerated at time of discharge are also excluded.**

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National Outcome Measures (NOMS) Data by Level of Care

| Social Connectedness/Self-Help Group Involvement - Clients with Self-Help Group Involvement/Prior 30 Days at Admission vs. Discharge. | Provider | | Region IV | | Statewide | |
|--|------------------|------------------|------------------|------------------|------------------|------------------|
| | Admission | Discharge | Admission | Discharge | Admission | Discharge |
| Level I Client Outcome Measures - Social Connectedness/Self-Help Group Involvement** | | | | | | |
| # of Clients with Self-Help Group Involvement (Numerator) | 14 | 9 | 283 | 371 | 4,162 | 5,849 |
| Total # of Discharged Clients in Comparison (Denominator). | 96 | 96 | 1,350 | 1,350 | 16,477 | 16,477 |
| % of Clients with Self-Help Group Involvement. | 14.6% | 9.4% | 21.0% | 27.5% | 25.3% | 35.5% |

****Comparisons based on clients opened during State Fiscal Year 2015 who were discharged as of 09/30/2015. 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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Date of Report: 9/30/2015

National Outcome Measures (NOMS) Data by Level of Care

| Social Connectedness/Supportive Social Interaction - Clients with Supportive Interaction with Family and/or Friends/Prior 30 Days at Admission vs. Discharge. | Provider | | Region IV | | Statewide | |
|--|------------------|------------------|------------------|------------------|------------------|------------------|
| | Admission | Discharge | Admission | Discharge | Admission | Discharge |
| Level I Client Outcome Measures - Social Connectedness/Supportive Interaction** | | | | | | |
| # of Clients with Supportive Social Interaction (Numerator) | 45 | 38 | 960 | 1,013 | 12,314 | 12,832 |
| Total # of Discharged Clients in Comparison (Denominator). | 76 | 76 | 1,327 | 1,327 | 16,537 | 16,537 |
| % of Clients with Supportive Social Interaction. | 59.2% | 50.0% | 72.3% | 76.3% | 74.5% | 77.6% |

****Comparisons based on clients opened during State Fiscal Year 2015 who were discharged as of 09/30/2015. 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 2015
 Admitted Patient/Client Demographics**

| Provider Organization (Provider #) | | | Heartland Human Services (0226) | | | | | | | | |
|--|----------|----------|---------------------------------|----------|----------|---|----------|----------|--------------------------------|----------|----------|
| Total # of Admissions | 181 | | Avg. Age at Opening | 31.0 | | Gender | % | N | Living Arrangements | % | N |
| Unduplicated | 82.3% | 149 | % < 18 Years of Age | 3.9% | 7 | Male | 58.6% | 106 | Shelter/TLC/Safe Haven | 1.1% | 2 |
| Prior SUD Serv. Episodes | 71.8% | 130 | Patient/Client Race | % | N | Female | 41.4% | 75 | Hosp./Jail/Prison/Other Inst. | 0.0% | 0 |
| Adms. by Level of Care | % | N | American Indian | 0.0% | 0 | Hispanic Ethnicity | % | N | Own Home/Apartment | 40.9% | 74 |
| Detoxification | 0.0% | 0 | Alaska Native | 0.0% | 0 | Puerto Rican | 0.0% | 0 | Someone Else's Home/Apt. | 57.5% | 104 |
| Level I | 100.0% | 181 | Asian | 0.0% | 0 | Mexican | 0.0% | 0 | Res.Tx/Hwy.Hse/Rec.Home | 0.0% | 0 |
| Level I - OMT | 0.0% | 0 | Nat. Hawaiian/Pac. Isl. | 0.0% | 0 | Cuban | 0.0% | 0 | Health Insurance - None | 23.8% | 43 |
| Level II | 0.0% | 0 | Black/African Amer. | 2.8% | 5 | Other Hispanic/Latino | 0.6% | 1 | Employment Status | % | N |
| Level III.5 | 0.0% | 0 | White | 97.2% | 176 | Not Hispanic/Latino | 99.4% | 180 | Full-Time | 14.4% | 26 |
| Level III.1 | 0.0% | 0 | Other Single Race | 0.0% | 0 | Hisp./Not Spec. | 0.0% | 0 | Part-Time | 20.4% | 37 |
| Recovery Home | 0.0% | 0 | Marital Status | % | N | | % | N | Unemployed | 46.4% | 84 |
| Children/Dependents | % | N | Never Married | 63.0% | 114 | Pregnant at Opening | 2.2% | 4 | Not in Labor Force | 18.8% | 34 |
| Children/25 and Younger | 52.5% | 95 | Married | 12.2% | 22 | DCFS Involved | 12.7% | 23 | Problem Area | % | N |
| Avg. # of Children/25 and Younger | 1.0 | | Widowed | 0.0% | 0 | Patient/English Prof. | 100.0% | 181 | Alcohol | 23.8% | 43 |
| Children/Elsewhere/Courts | 6.6% | 12 | Divorced | 21.0% | 38 | MISA Patient/Client | 14.9% | 27 | Other Drugs | 44.2% | 80 |
| # of Children/Elsewhere/Court Ord. | 17 | | Separated | 3.9% | 7 | Crim. Just. Referral | 76.2% | 138 | Alcohol & Other Drugs | 31.5% | 57 |
| Childrn./Lost Parental Rights | 3.9% | 7 | Avg. Grade Completed | 11.5 | | Arrested/Past 30 Days | 6.6% | 12 | Alcohol/Drugs/Gambling | 0.0% | 0 |
| # of Children/Lost Parental Rights | 12 | | Less than H.S. Educ. | 35.9% | 65 | Veteran Status - Yes | 2.8% | 5 | Gambling Only | 0.0% | 0 |
| Primary Substance | | | | | | Secondary Substance | | | | | |
| Alcohol: 34.8% (63); Cocaine/Crack: 0.6% (1); Marijuana: 32.0% (58) Heroin: 8.8% (16); Other Opiates: 3.3% (6); Methamphetamine: 15.5% (28) Benzodiazepines: 0.6% (1); Other Drugs: 3.9% (7); None: 0.6% (1) | | | | | | Alcohol: 14.9% (27); Cocaine/Crack: 2.2% (4); Marijuana: 14.9% (27) Heroin: 1.7% (3); Other Opiates: 2.8% (5); Methamphetamine: 5.5% (10) Benzodiazepines: 2.2% (4); Nicotine: 12.7% (23); None: 38.7% (70) | | | | | |
| Used Primary Substance/30 Days Prior to Opening: 32.0% (58) | | | | | | Used Secondary Substance/30 Days Prior to Opening: 26.0% (47) | | | | | |
| Organization-wide Patient/Client Access and Discharge Indicators | | | | | | | | | | | |
| | | | | | | Provider - SFY 2015 | | | Statewide - SFY 2015 | | |
| Average Duration from Initial Contact to Opening Date | | | | | | 10.3 Days | | | 7.4 Days | | |
| Median Duration from Initial Contact to Opening Date | | | | | | 8.0 Days | | | 0.0 Days | | |
| % (#) of Admissions - No Reported Wait for Assessment | | | | | | 14.9% (27) | | | 54.3% (36,039) | | |
| % (#) of Discharged Patients/Clients - Completion of Services | | | | | | 28.4% (40) | | | 57.3% (32,983) | | |
| % (#) of Discharged Patients/Clients - DASA Administrative Discharges | | | | | | 0.0% (0) | | | 5.0% (2,871) | | |
| % (#) of Patients/Clients - Remain Opened/90 Days After Close of SFY | | | | | | 22.1% (40) | | | 13.3% (8,822) | | |