

**Illinois Department of Human Services, Division of Alcoholism and Substance Abuse
Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2015**

Provider Name (#): New Hope Community Service Center (6701)

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 I	55.2%	5,199	53.6%	1,051	51.2%	977	56.2%	1,069	54.6%	819	53.8%	3,916
Provider	69.6%	16	66.7%	2	50.0%	1	100.0%	17	100.0%	6	92.9%	26
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 I	58.6%	3,932	49.9%	894	54.8%	896	61.5%	928	60.3%	567	55.9%	3,285
Provider	0.0%	0	0.0%	0	0.0%	0	0.0%	0	N.A.	N.A.	0.0%	0
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 I	24.3%	2,286	24.9%	489	26.6%	509	23.8%	453	17.1%	256	23.5%	1,707
Provider	56.5%	13	66.7%	2	50.0%	1	58.8%	10	83.3%	5	64.3%	18
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 I	53.8%	5,064	56.6%	1,110	57.9%	1,105	60.3%	1,148	49.0%	736	56.3%	4,099
Provider	56.5%	13	66.7%	2	50.0%	1	58.8%	10	83.3%	5	64.3%	18

**Illinois Department of Human Services, Division of Alcoholism and Substance Abuse
 Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2015**

Provider Name (#): New Hope Community Service Center (6701)

Date of Report: 09/30/2015

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 I	41.9%	2,793	36.0%	582	38.2%	569	41.5%	578	43.7%	379	39.3%	2,108
Provider	62.5%	5	N.A.	N.A.	N.A.	N.A.	75.0%	3	N.A.	N.A.	75.0%	3
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 I	78.5%	5,197	75.7%	1,232	77.3%	1,151	78.9%	1,070	78.7%	675	77.4%	4,128
Provider	100.0%	10	100.0%	1	100.0%	1	100.0%	5	N.A.	N.A.	100.0%	7
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 I	81.0%	5,404	77.7%	1,261	79.5%	1,177	80.5%	1,092	80.2%	688	79.3%	4,218
Provider	100.0%	10	100.0%	1	100.0%	1	100.0%	5	N.A.	N.A.	100.0%	7

***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 (#): New Hope Community Service Center (6701)

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 I		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Employment Status**						
# of Clients Employed Full-time or Part-time (Numerator)	2	2	1,115	1,335	5,418	6,244
Total # of Discharged Clients in Comparison (Denominator).	2	2	3,284	3,284	13,274	13,274
% of Clients Employed Full-time or Part-time.	100.0%	100.0%	34.0%	40.7%	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 (#): New Hope Community Service Center (6701)

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 I		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Housing Status**						
# of Clients with Stable Housing (Numerator)	2	2	1,376	1,533	7,547	7,896
Total # of Discharged Clients in Comparison (Denominator).	2	2	4,653	4,653	18,878	18,878
% of Clients with Stable Housing.	100.0%	100.0%	29.6%	32.9%	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

Provider Name (#): New Hope Community Service Center (6701)

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 I		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Criminal Justice Status**						
# of Clients with No Arrests/Prior 30 Days (Numerator)	2	2	4,891	4,968	18,371	18,775
Total # of Discharged Clients in Comparison (Denominator).	2	2	5,065	5,065	19,406	19,406
% of Clients with No Arrests/Prior 30 Days.	100.0%	100.0%	96.6%	98.1%	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.**

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

Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2015

Provider Name (#): New Hope Community Service Center (6701)

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 I		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Alcohol Abstinence**						
# of Clients Abstinent from Alcohol Use (Numerator)	0	0	946	1,374	4,131	5,183
Total # of Discharged Clients in Comparison (Denominator).	1	1	1,776	1,776	7,265	7,265
% of Clients Abstinent from Alcohol Use.	0.0%	0.0%	53.3%	77.4%	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.**

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

Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2015

Provider Name (#): New Hope Community Service Center (6701)

Date of Report: 9/30/2015

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 I		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Other Drug Abstinence**						
# of Clients Abstinent from Other Drug Use (Numerator)	0	0	1,394	1,826	6,163	7,314
Total # of Discharged Clients in Comparison (Denominator).	1	1	3,141	3,141	11,804	11,804
% of Clients Abstinent from Other Drug Use.	0.0%	0.0%	44.4%	58.1%	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.**

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

Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2015

Provider Name (#): New Hope Community Service Center (6701)

Date of Report: 9/30/2015

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 I		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)	N.A.	N.A.	1,338	1,908	4,162	5,849
Total # of Discharged Clients in Comparison (Denominator).	N.A.	N.A.	4,610	4,610	16,477	16,477
% of Clients with Self-Help Group Involvement.	N.A.	N.A.	29.0%	41.4%	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.**

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

Provider Performance and Outcomes Report Dashboard Summary Table - SFY 2015

Provider Name (#): New Hope Community Service Center (6701)

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 I		Statewide	
	Admission	Discharge	Admission	Discharge	Admission	Discharge
Level I Client Outcome Measures - Social Connectedness/Supportive Interaction**						
# of Clients with Supportive Social Interaction (Numerator)	2	2	3,620	3,619	12,314	12,832
Total # of Discharged Clients in Comparison (Denominator).	2	2	4,540	4,540	16,537	16,537
% of Clients with Supportive Social Interaction.	100.0%	100.0%	79.7%	79.7%	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 #)			New Hope Community Service Center (6701)								
Total # of Admissions	28		Avg. Age at Opening	43.8		Gender	%	N	Living Arrangements	%	N
Unduplicated	92.9%	26	% < 18 Years of Age	0.0%	0	Male	75.0%	21	Shelter/TLC/Safe Haven	0.0%	0
Prior SUD Serv. Episodes	42.9%	12	Patient/Client Race	%	N	Female	25.0%	7	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	75.0%	21
Detoxification	0.0%	0	Alaska Native	0.0%	0	Puerto Rican	0.0%	0	Someone Else's Home/Apt.	7.1%	2
Level I	100.0%	28	Asian	0.0%	0	Mexican	0.0%	0	Res.Tx/Hwy.Hse/Rec.Home	17.9%	5
Level I - OMT	0.0%	0	Nat. Hawaiian/Pac. Isl.	0.0%	0	Cuban	0.0%	0	Health Insurance - None	82.1%	23
Level II	0.0%	0	Black/African Amer.	92.9%	26	Other Hispanic/Latino	0.0%	0	Employment Status	%	N
Level III.5	0.0%	0	White	7.1%	2	Not Hispanic/Latino	96.4%	27	Full-Time	17.9%	5
Level III.1	0.0%	0	Other Single Race	0.0%	0	Hisp./Not Spec.	3.6%	1	Part-Time	10.7%	3
Recovery Home	0.0%	0	Marital Status	%	N		%	N	Unemployed	42.9%	12
Children/Dependents	%	N	Never Married	53.6%	15	Pregnant at Opening	0.0%	0	Not in Labor Force	28.6%	8
Children/25 and Younger	53.6%	15	Married	14.3%	4	DCFS Involved	0.0%	0	Problem Area	%	N
Avg. # of Children/25 and Younger	1.4		Widowed	3.6%	1	Patient/English Prof.	100.0%	28	Alcohol	50.0%	14
Children/Elsewhere/Courts	0.0%	0	Divorced	14.3%	4	MISA Patient/Client	0.0%	0	Other Drugs	7.1%	2
# of Children/Elsewhere/Court Ord.	0	0	Separated	14.3%	4	Crim. Just. Referral	3.6%	1	Alcohol & Other Drugs	42.9%	12
Childrn./Lost Parental Rights	3.6%	1	Avg. Grade Completed	12.3		Arrested/Past 30 Days	3.6%	1	Alcohol/Drugs/Gambling	0.0%	0
# of Children/Lost Parental Rights	1	1	Less than H.S. Educ.	17.9%	5	Veteran Status - Yes	3.6%	1	Gambling Only	0.0%	0
Primary Substance						Secondary Substance					
Alcohol: 67.9% (19); Cocaine/Crack: 7.1% (2); Marijuana: 14.3% (4) Heroin: 10.7% (3) None: 0.0% (0)						Alcohol: 14.3% (4); Cocaine/Crack: 10.7% (3); Marijuana: 17.9% (5) None: 57.1% (16)					
Used Primary Substance/30 Days Prior to Opening: 85.7% (24)						Used Secondary Substance/30 Days Prior to Opening: 32.1% (9)					
Organization-wide Patient/Client Access and Discharge Indicators											
						Provider - SFY 2015			Statewide - SFY 2015		
Average Duration from Initial Contact to Opening Date						4.5 Days			7.4 Days		
Median Duration from Initial Contact to Opening Date						4.0 Days			0.0 Days		
% (#) of Admissions - No Reported Wait for Assessment						0.0% (0)			54.3% (36,039)		
% (#) of Discharged Patients/Clients - Completion of Services						0.0% (0)			57.3% (32,983)		
% (#) of Discharged Patients/Clients - DASA Administrative Discharges						71.4% (5)			5.0% (2,871)		
% (#) of Patients/Clients - Remain Opened/90 Days After Close of SFY						75.0% (21)			13.3% (8,822)		