



MFI Recovery Center, Inc. Client **Summary Report**

Outcomes Report for Quarter 2

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Executive Summary

In January 2013, MFI implemented a new Outcomes Management System that was designed to measure client outcomes that the State of California and the County of Riverside adopted. The rationale for this change included a desire to bring MFI systems in alignment with State standards (and the Affordable Care Act) so that data collected could be benchmarked against similar data from organizations that participated in the State system. MFI's desire was to have an outcome system that measured actual impact on consumers' lives and the community in general. This was a very expensive and painful process that began yielding usable data during the 2013-14 fiscal year but still is not fully functional. Of further frustration, the State still cannot publish usable data for comparison

However, MFI has been able to create reports that management and the board can utilize. Further, MFI did set performance indicators and targets that allow management to compare across time periods and between MFI programs. Below is a listing of those indicators and a summary of our progress so far.

Performance Indicators and Targets - Results for October 1, 2014 to December 31,2014

Performance Indicator	Performance Target	Current Result	Current Quarter Status
Mean # of Days Use (last 30 days)	(less than) 3 days	3.3 days	Not Yet Achieved
Mean # of Days Worked (last 30 days)	(more than) 7 days	9.7 days	Achieved
% of Criminal Justice Involvement	(less than) 3%	0.0%	Achieved
% ER Visits (last 30 days)	(less than) 6%	6.3%	Not Yet Achieved
% Medical Problems (last 30 days)	(less than) 7%	8.9%	Not Yet Achieved

Administration Summary

Client outcome data come from the CalOMS (California Outcomes Measurement System) admission and discharge assessments and from MFI's follow-up assessments conducted three months after discharge.

Between October 1, 2014 and December 31, 2014, 987 records were entered in the database —595 admissions (60%), 312 discharges (32%), and 80 post-assessments (8%). Twenty-six percent (26%) of all clients discharged from the program (80 of 312 clients) had received a post-assessment by the end of December 2014.

Table 1. Total Records by Facility and Assessment Type

Facility Name	Admission	Discharge	Post
A Woman's Place Residential Facility	97	79	11
Banning Day Treatment Facility	18	1	0
Banning Outpatient Facility	48	3	9
Haskell Residential Facility	14	22	24
La Vista Residential Facility	36	27	8
Murrieta Outpatient Facility	62	24	6
Riverside Day Treatment Facility	27	10	1
Riverside Outpatient Facility	119	42	1
San Jacinto Outpatient Facility	62	32	5
University Residential Facility	1	1	0
Woodcrest Residential Facility	111	71	15
TOTAL	595	312	80

MFI's facilities can be divided into two types —residential or outpatient. Records from MFI's outpatient facilities accounted for a slightly larger percentage of admissions (57%) compared to residential facilities (43%). **Table 2** below summarizes the number of records present in the database stratified by facility type and assessment type — admission, discharge, or post-assessment.

Table 2. Total Records by Type of Facility and Assessment Type

Facility Type	Admission	Discharge	Post
Residential Facilities	43.4% (n=258)	64.0% (n=199)	72.5% (n=58)
Outpatient Facilities	56.6% (n=336)	36.0% (n=112)	27.5% (n=22)
TOTAL	100% (n=594)	100% (n=311)	100% (n=80)

Client Demographics

The following tables and figures provide descriptive information about clients that entered MFI.

Client Characteristics

Data for the following tables and figures were derived using MFI's admission records.

Figure 1. Gender of Clients (n=595)

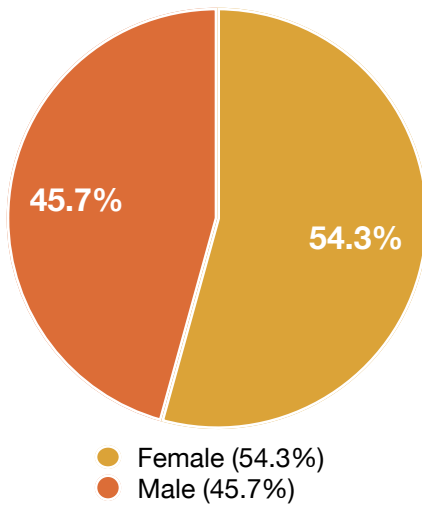


Figure 2. Race/Ethnicity of Clients (n=595)

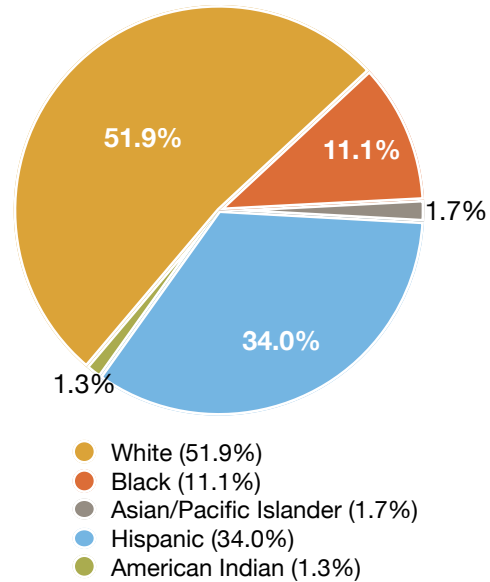
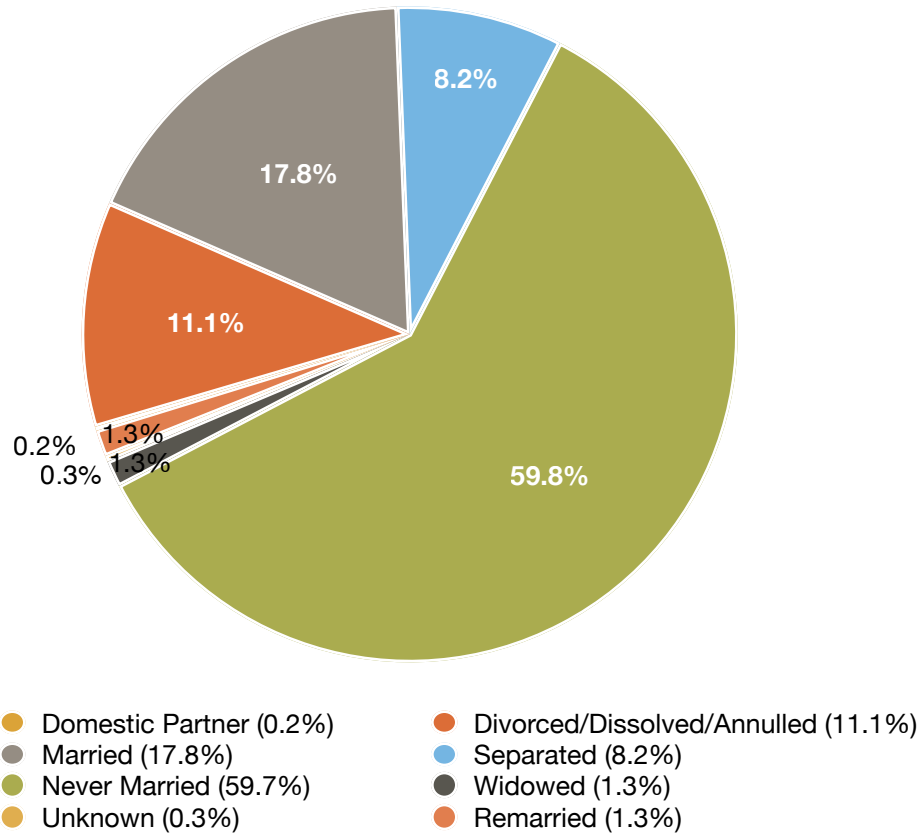


Table 3. Age of Clients at Admission

Age	Number	Percent
18-20 years	18	3.0%
21-30 years	232	39.0%
31-40 years	232	39.0%
41-50 years	70	11.8%
51-60 years	39	6.6%
61-65 years	4	0.7%
66+ years	0	0.0%
TOTAL	595	100%

**Figure 3. Marital Status at Admission
(n=660)**



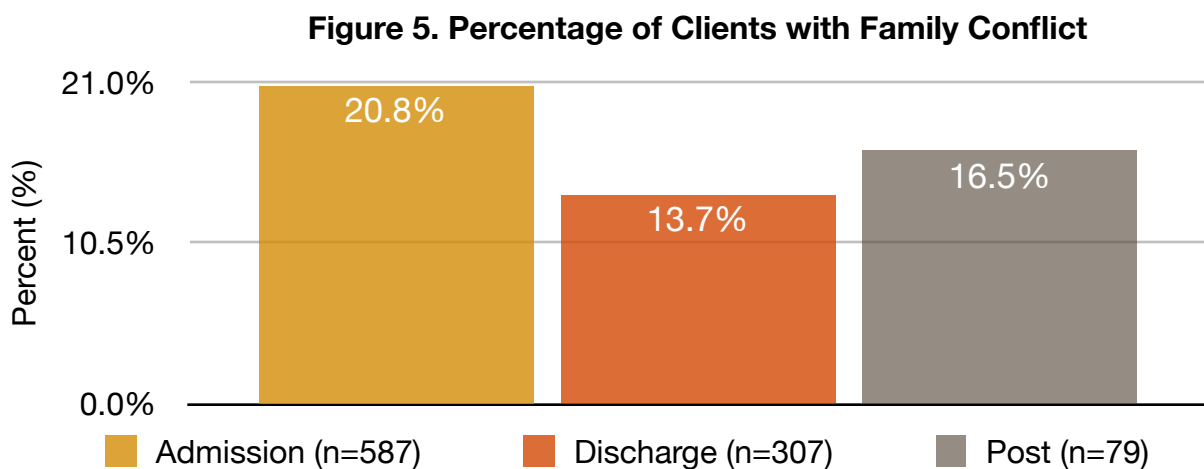
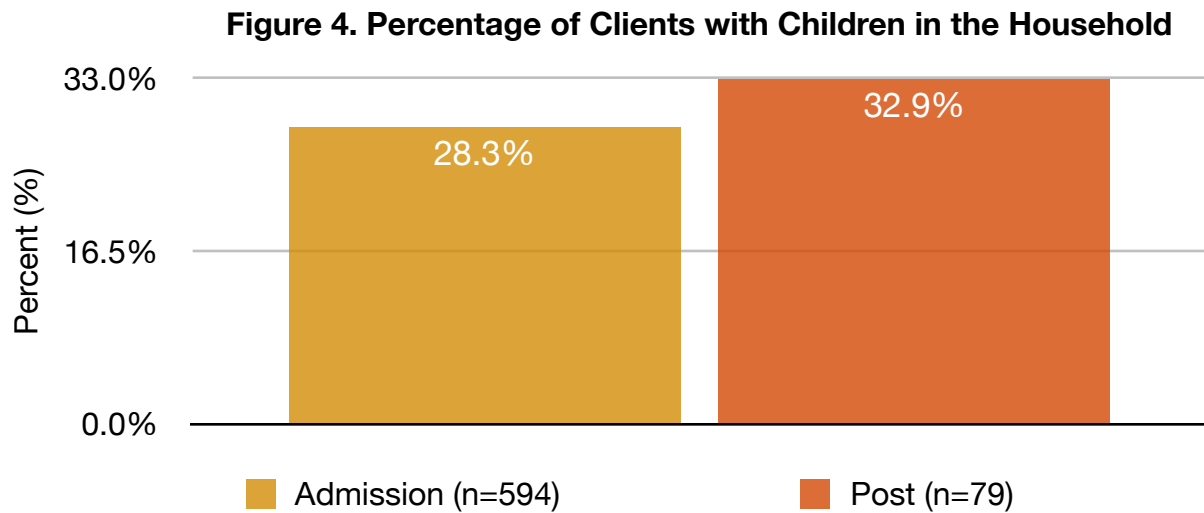
Summary

The following are some highlights from the data illustrated above:

- ▶ Over three quarters (78%) of MFI's clients were between 21 and 40 (**Table 3**).
- ▶ Just over half (51.9%) of MFI's clients were White. A little over one-third were Hispanic. (**Figure 2**)
- ▶ A majority (59.7%) of MFI's clients have never been married; 17.8% were currently married (**Figure 3**).

Household Characteristics

The following tables and figures provide information about the household characteristics of clients, including the percentage of clients with children in the household (**Figure 4**) and the percentage of clients with family conflict (**Figure 5**).



Summary

The data collected on clients' indicates the following:

- ▶ There was a modest increase in the percentage of clients with children in the household from admission to post-assessment — an increase from 28% to about 33% (see **Figure 4**).
- ▶ The percentage of clients experiencing family conflict actually declined from about 21% at admission to 17% at post (see **Figure 5**).

Employment Status

The following tables and figures provide information related to clients' employment status.

Figure 6. ALL CLIENTS: Percent Employed (Part or Full Time)

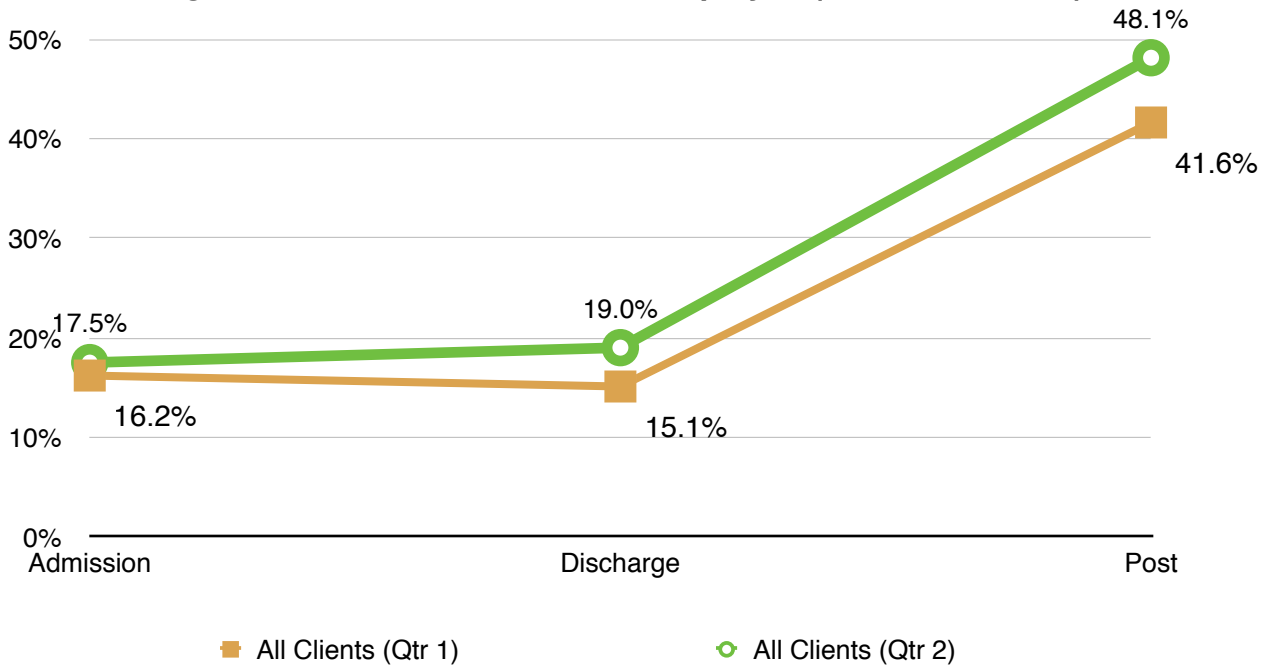


Figure 7. Percentage Employed (Full or Part Time) by Facility Type

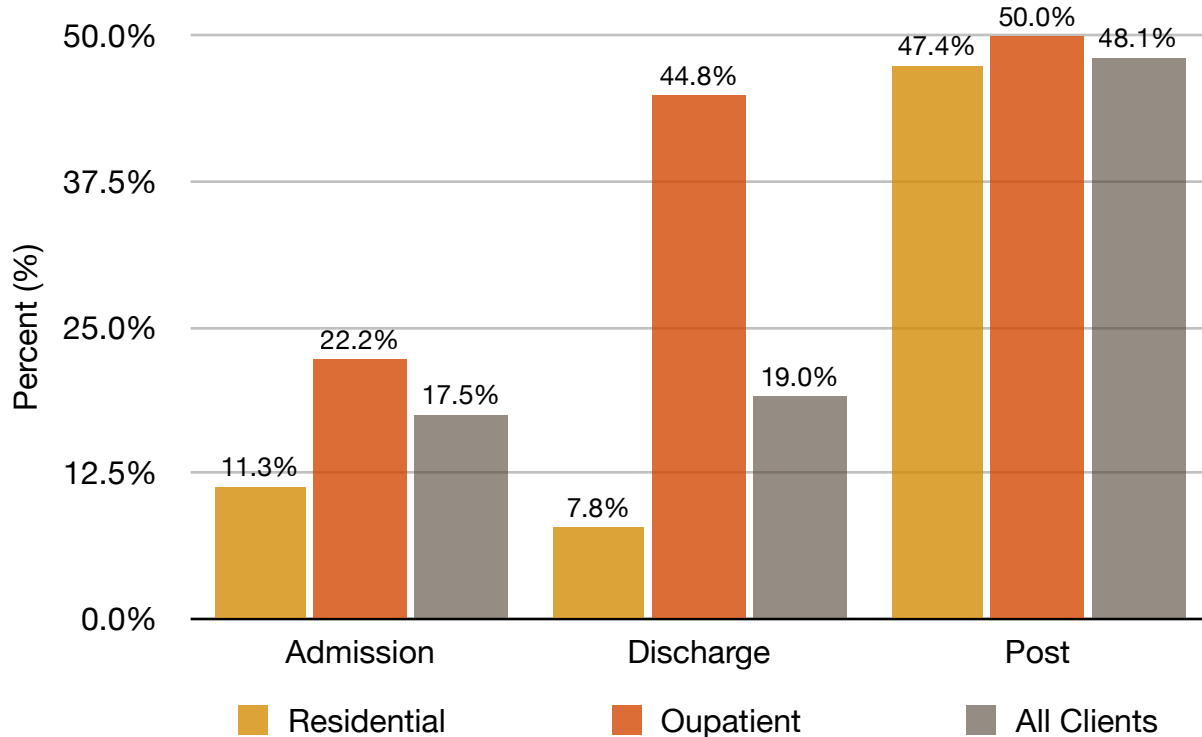


Figure 8. All CLIENTS: Mean Number of Paid Work Days in Last 30 Days

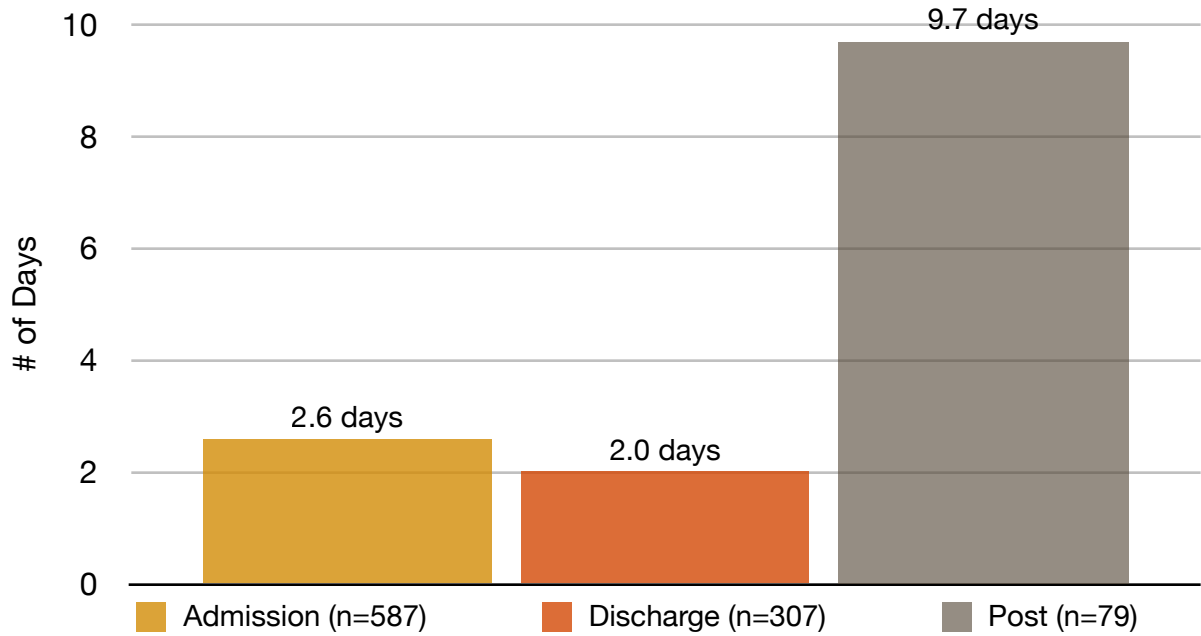


Figure 9. ALL CLIENTS: Percent of Clients Working in Last 30 Days

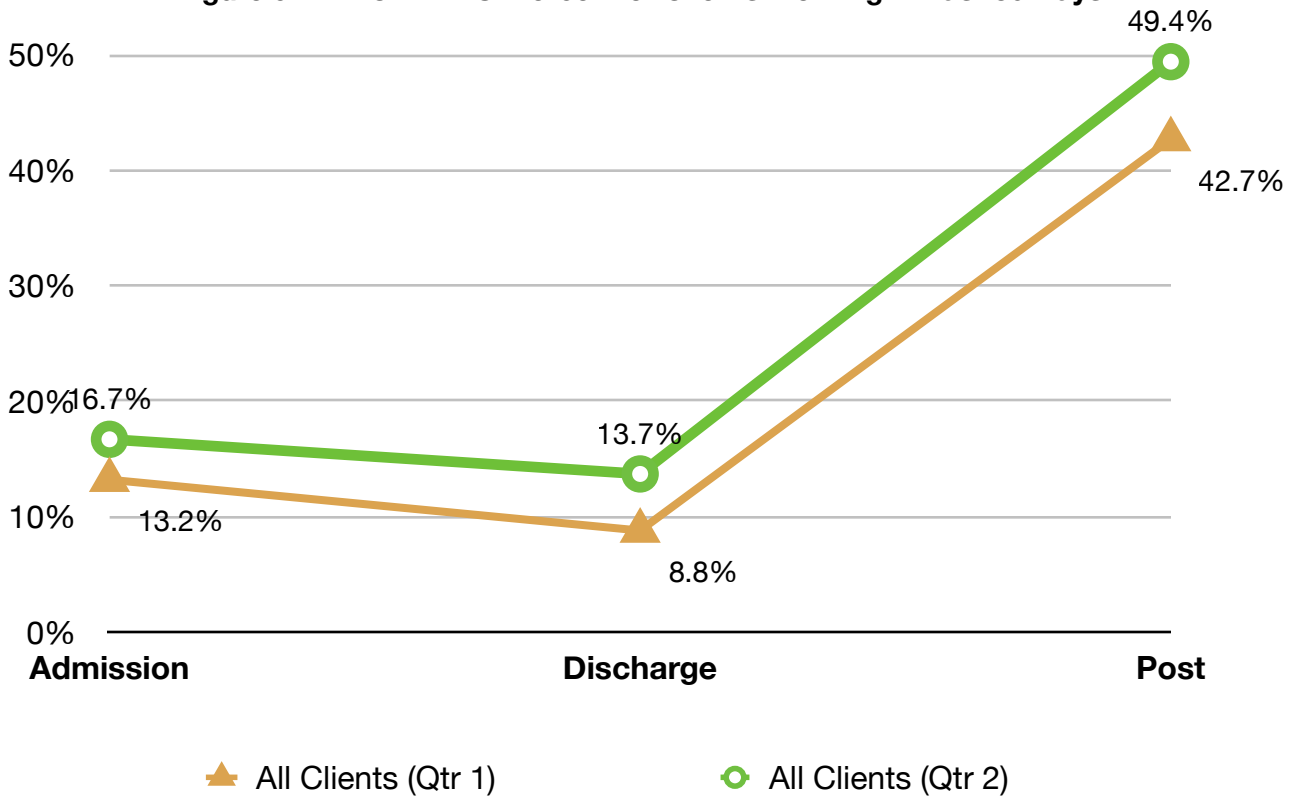
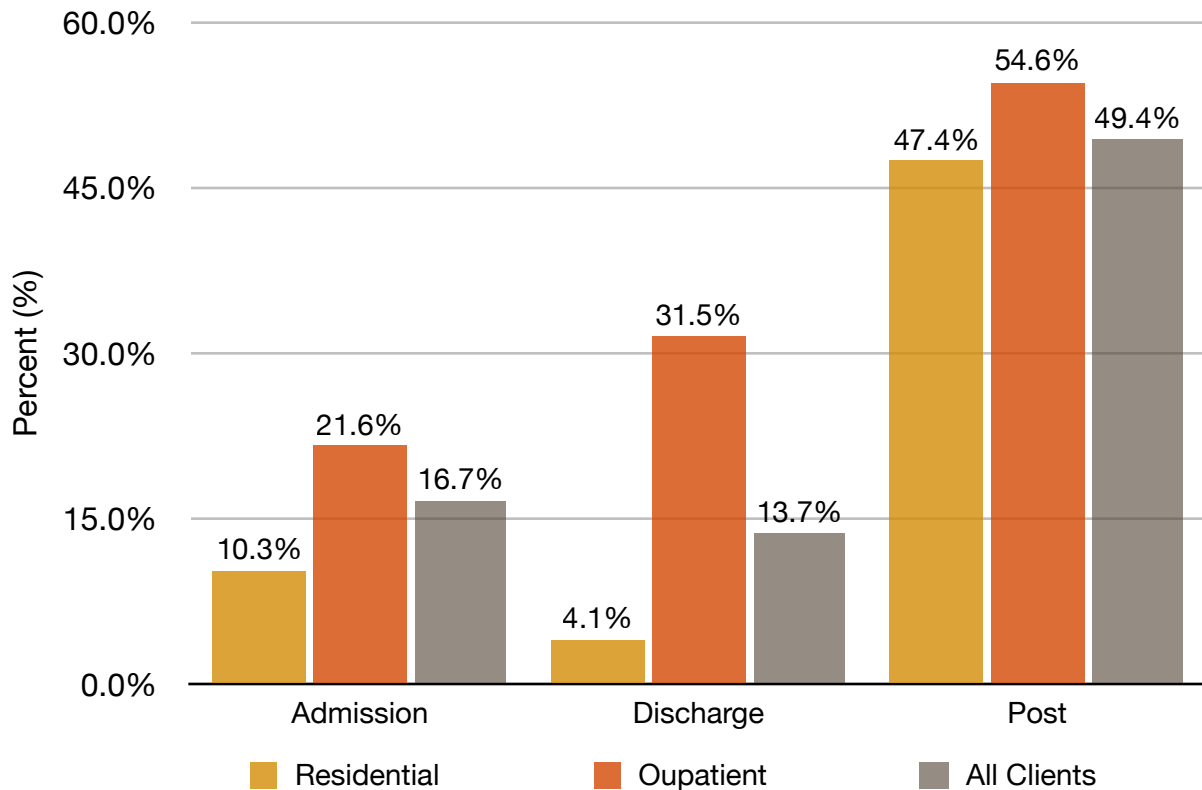


Figure 10. Percentage Working in Last 30 Days by Facility Type



Summary

The data shown above relating to employment status indicate the following:

- ▶ Employment levels appear to be strongly impacted by participation in MFI's programs. Levels of employment increased dramatically from admission to post, as they have in past evaluations. Among all clients, the percentage of employed clients increased from 18% at admission to 48% at post-assessment — an increase of 30 percentage points.
- ▶ A positive effect on clients' employment levels was observed for all clients regardless of the type of facility to which they were admitted (see **Figure 7**).
- ▶ Residential clients experienced a slightly larger boost in employment than outpatient clients. From admission to post-assessment, residential clients improved more dramatically than outpatient clients — a 36 percentage-point increase compared to a 28-point increase, respectively (see **Figure 7**).
- ▶ The percentage of clients working at least one day in the last 30 days increased from 17% at admission to 49% by post-assessment (see **Figure 9** and **Figure 10**).
- ▶ The average number of days that clients were employed in the last 30 days increase over threefold — from just 2.6 days to 9.7 days in the last 30 days (**Figure 8**), exceeding MFI's goal of 7 days.

Criminal Justice Involvement

The following tables and figures summarize data relating to clients' legal status and criminal justice system involvement.

Legal Status

Legal status has been grouped into the following categories: "No Involvement", "Diversion", and "Incarcerated". "Diversion" represents a combination of those clients on probation, parole; admitted under a diversion program; and/or awaiting trial; charges, or sentencing. Data are stratified by type of facility (i.e., residential or outpatient).

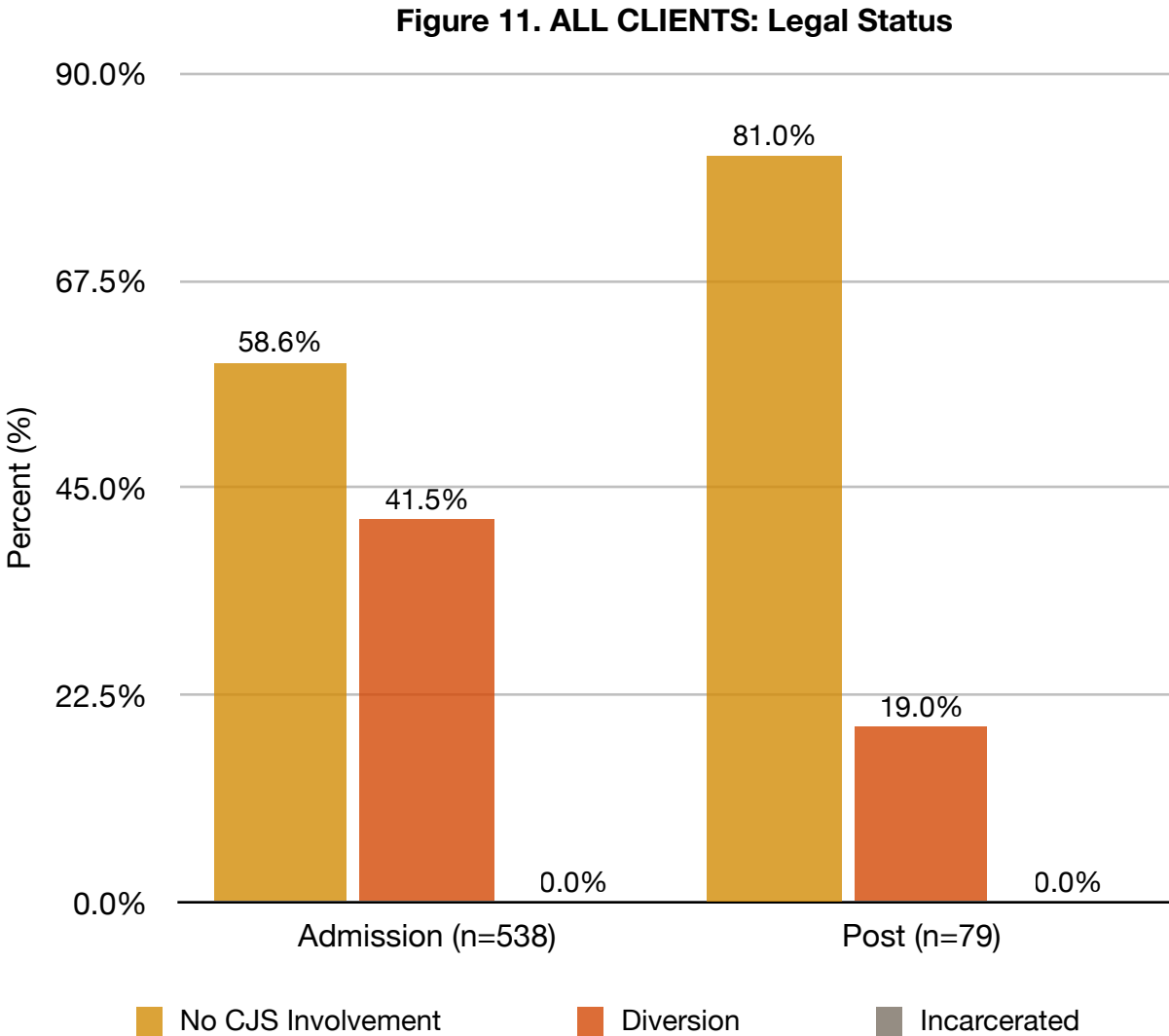


Table 4. RESIDENTIAL FACILITIES: Legal Status

Legal Status	Admission	Discharge	Post
No Involvement	54.7% (n=122)	55.6% (n=85)	84.2% (n=48)
Diversion (probation, parole, diversion, awaiting trial)	45.3% (n=101)	44.4% (n=68)	15.8% (n=9)
Incarcerated	0%	0% (n=0)	0% (n=0)
TOTAL	100% (n=223)	100% (n=153)	100% (n=57)

Table 5. OUTPATIENT FACILITIES: Legal Status

Legal Status	Admission	Discharge	Post
No Involvement	61.3% (n=193)	60.6% (n=40)	72.7% (n=16)
Diversion (probation, parole, diversion, awaiting trial)	38.7% (n=122)	39.4% (n=26)	27.3% (n=6)
Incarcerated	0%	0%	0%
TOTAL	100% (n=315)	100% (n=66)	100% (n=22)

Summary

The data shown above indicate the following:

- ▶ The percent of clients that had no CJS involvement increased markedly from admission to post-assessment — from 59% to 81%, respectively (see **Figure 11**). The percentage of clients incarcerated was 0% at both admission and post-assessment.
- ▶ Comparing **Tables 4** and **5** shows that the percent of clients with no CJS involvement increased for both residential and outpatient facilities, but the magnitude of the increase was considerably larger among MFI's residential clients, where the percentage of clients with no CJS involvement increased by about 30 percentage points — from 55% to 84% (see **Table 4**). The percentage of clients classified as “Diversion” decreased for both facility types.

CJS Involvement

Criminal justice system (CJS) involvement includes any client having at least one of the following characteristics: (1) been arrested, (2) been in jail, and/or (3) been in prison within the last 30 days.

Figure 12 shows the percentage of all clients (i.e., from any facility) that had some CJS involvement in the last 30 days. The line graph shows a decline in CJS involvement from admission to discharge and from admission to post-assessment.

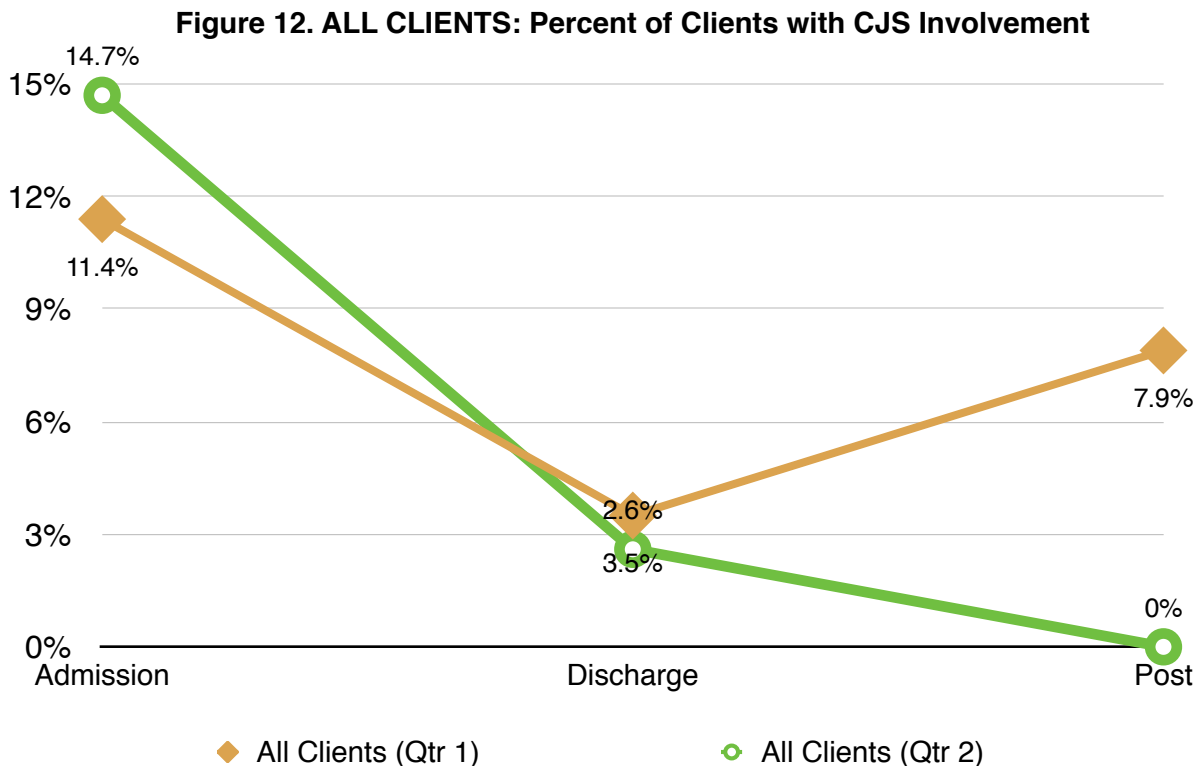
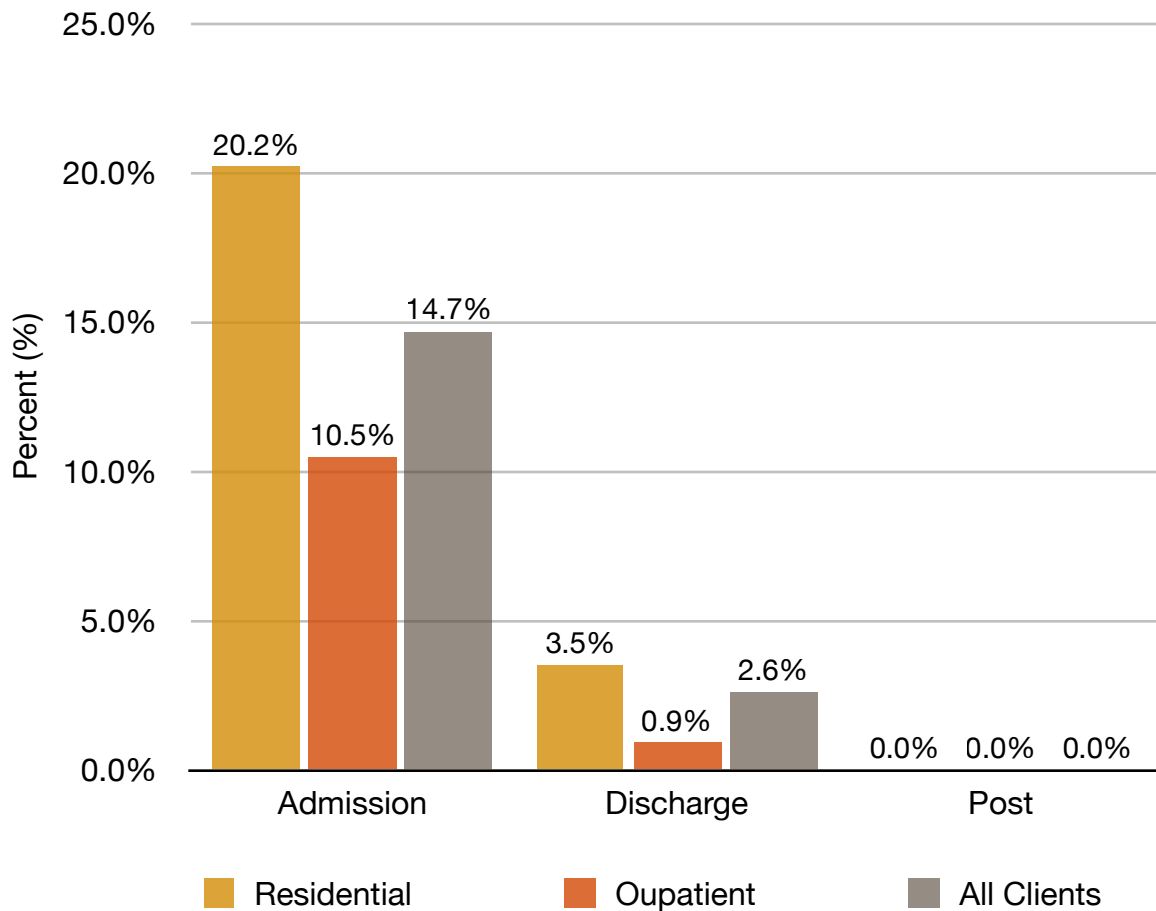


Table 6 and **Figure 13** show the percentage of clients with CJS involvement stratified by the type of facility at each assessment point (i.e., admission, discharge, and post). **Table 6** shows that CJS contact for residential clients was about twice as likely at admission than it was for outpatient clients, with no client from either type of facility having CJS involvement by the time of the post-assessment.

Table 6. Percent of Clients with Some CJS Involvement

Facility Type	Admission	Discharge	Post
Residential Facilities	20.2%	3.5%	0%
Outpatient Facilities	10.5%	0.9%	0%

Figure 13. Percentage of Clients with CJS Involvement by Facility Type



Summary

The data above indicate the following:

- ▶ CJS involvement decreased significantly from admission to post-assessment for all clients — from 15% at admission to 0% at post-assessment (see **Figure 12** and **Figure 13**), an outcome even better than that observed in the Quarter 1 and large enough to satisfy MFI's performance indicator.
- ▶ The decline in CJS involvement from admission to post-assessment was larger for residential clients than for outpatient clients — a 20-point decrease compared to a 11-point decrease, respectively. No client had reported either being arrested, imprisoned, or jailed at post-assessment (see **Table 6**).

Substance Use

The following tables and figures summarize responses from the substance use items. The tables and figures that follow summarize the primary substance used by clients at admission, discharge, and post-assessment. Some tables and figures compare substance use by facility type (i.e., residential and outpatient).

Pattern of Substance Use

The following tables and figures provide descriptive information about clients' substance use history and activity.

Table 7. Primary Substance Used by Type of Facility¹

Substance	Residential Facility (n=258)	Outpatient Facility (n=354)
Heroin	24.8%	7.5%
Alcohol	16.3%	20.0%
Barbiturates	0%	0.3%
Other Sedatives	0%	0%
Methamphetamine	46.1%	48.4%
Other Stimulants	0%	0%
Cocaine/Crack	0%	1.8%
Marijuana/Hashish	7.0%	18.5%
PCP	0%	0.3%
Tranquilizers/Other Tranquilizers	0%	0%
Opiates/Opioids	5.4%	3.3%
Ecstasy	0%	0%
Other	0.4%	0%
TOTAL	100%	100%

Table 8. Percentage That Have Used in the Last 30 Days (%Yes)

Facility Type	Admission	Post	Change
Residential Facilities	81.4%	22.8%	-58.6%
Outpatient Facilities	51.2%	13.6%	-37.6%
All Facilities	64.3%	20.3%	-44.0%

¹ This table uses substances identified at discharge/closing. Substances used was not recorded at opening/admission for clients, except for two clients admitted to a residential facility.

Figure 14. Primary Substance - Mean Number of Days Used in Last 30 Days

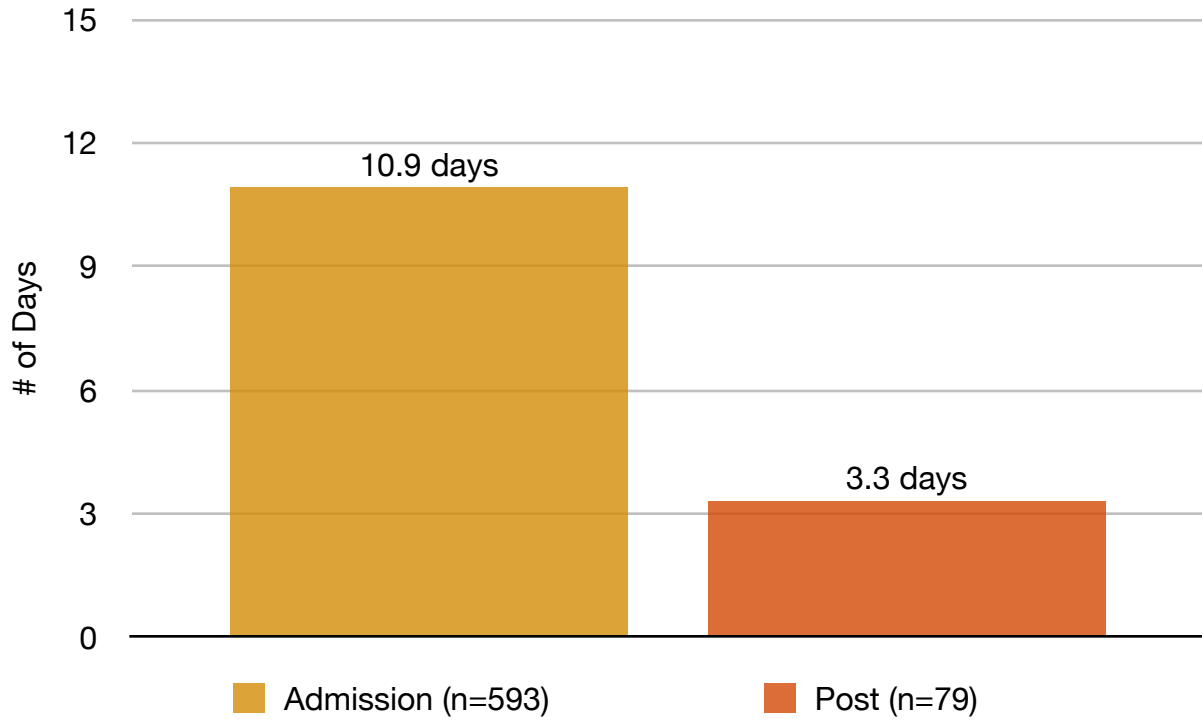
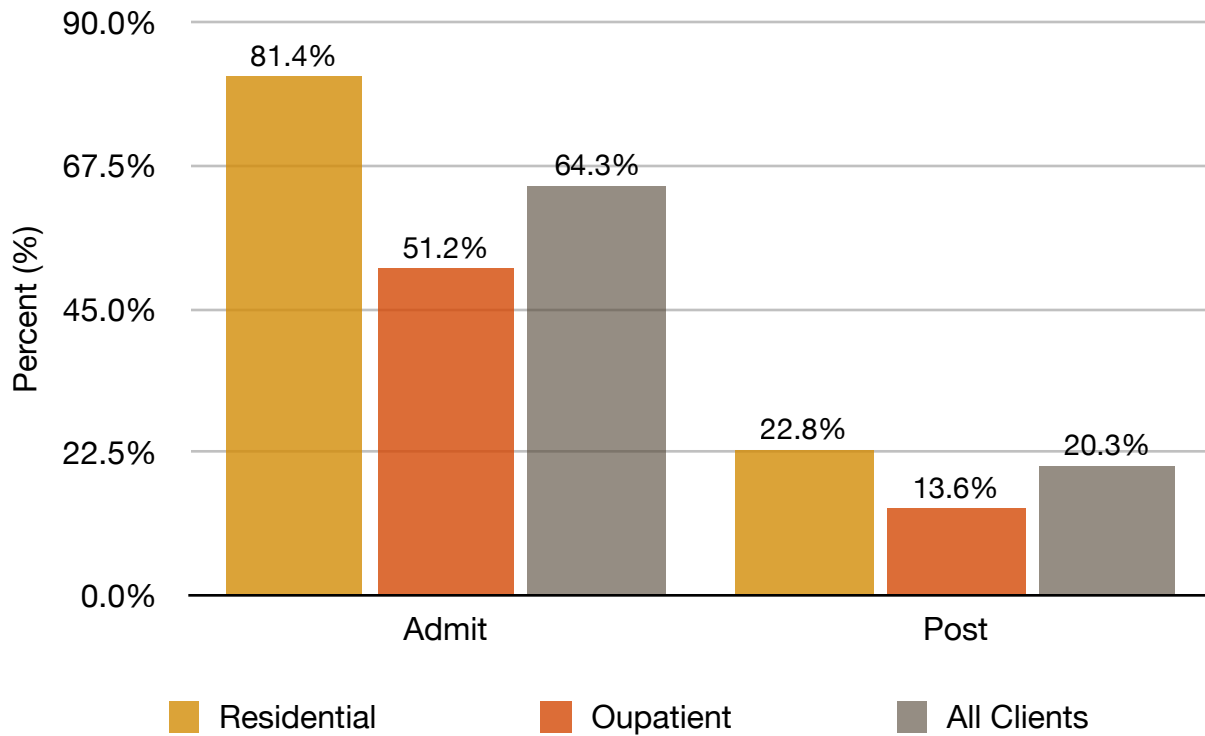


Figure 15. Percentage That Have Used in Last 30 Days



Time Until Treatment

The following table shows the average number of days clients waited until they received treatment. About 86% of all clients waited less than a day, while about 6% waited 30 days or more.

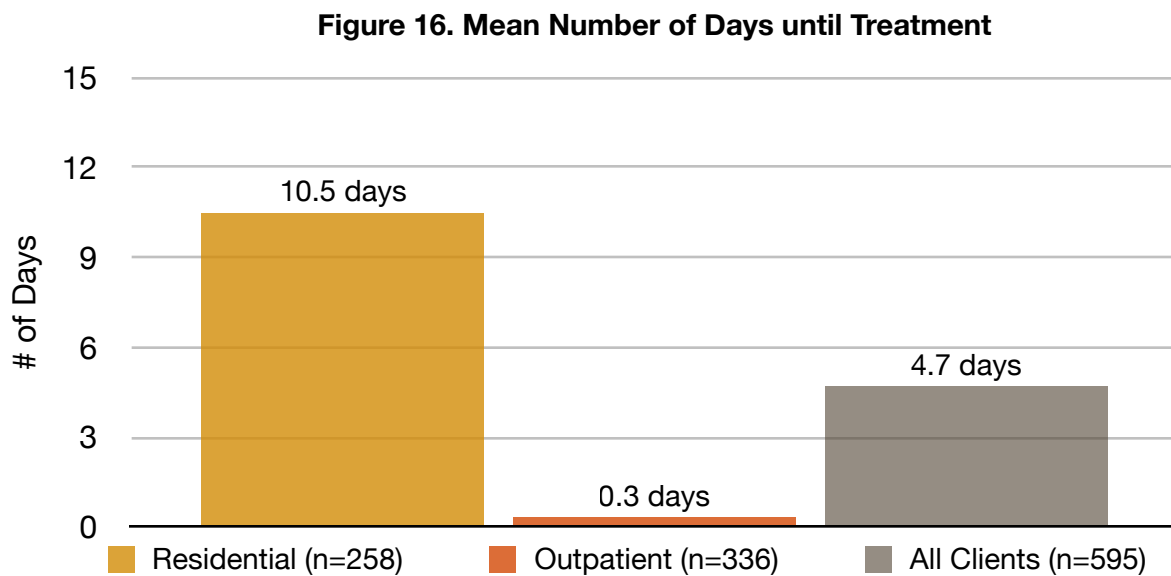


Table 9. Time Until Treatment by Facility

Facility Name	Number of Clients	Average Wait Time (days)
A Woman's Place Residential Facility	97	11.7
Banning Day Treatment Facility	18	0
Banning Outpatient Facility	48	0.1
Haskell Residential Facility	14	0
La Vista Residential Facility	36	17.2
Murrietta Outpatient Facility	62	0
Riverside Day Treatment Facility	27	1.7
Riverside Outpatient Facility	119	0.3
San Jacinto Outpatient Facility	62	0
University Residential Facility	1	0
Woodcrest Residential Facility	111	8.6
TOTAL	595	4.7

Summary

The data relating to clients' substance use indicate the following:

- ▶ Residential clients were over three times more likely than outpatient clients to indicate that their primary drug of choice was heroin, with 25% of residential clients identifying heroin as their primary drug of choice, compared to 8% among outpatient clients (see **Table 7**).
- ▶ Residential clients are more frequent users. Eighty-four percent (81%) of clients entering one of MFI's residential facilities had used in the last 30 days, compared to 51% for outpatient clients (see **Table 8**).
- ▶ Clients from MFI's residential facilities experienced a dramatic decline in recency of use, with the percentage using in the last 30 days falling from 81% at admission to just 23% by post-assessment. (see **Table 8**). Outpatient clients also demonstrated a sharp decline in recency of use — from 51% having used within the last 30 days at admission to just 14% at the time of the post-assessment (see **Figure 15**).
- ▶ The average number of days of use in the last 30 days also declined dramatically from admission to post — from 10.9 days to 3.3 days, respectively — just above MFI's goal of 3 days or fewer (see **Figure 14**).
- ▶ The average wait time until treatment — that is, from admission to treatment — for all clients was just under 5 days, a slightly better improvement over the first qua About 85% of clients waited less than a day, however.
- ▶ In general, clients admitted to one of MFI's residential facilities waited nearly 11 days before they received treatment, considerably longer than it took outpatient clients waited for treatment (see **Figure 16**).

Physical Health

Several items on the assessment asked clients about their physical health. A summary of responses to these items are shown in the tables and figures below.

The tables below summarize the percentage of clients that responded in the affirmative that they (1) had been to an emergency room, (2) had an overnight stay in the hospital, and (3) had medical problems in the last 30 days.²

Table 10. ALL CLIENTS: Health Characteristics of Clients (%Yes)

Health Characteristics	Admission	Post	Change
ER Visit	11.6%	6.3%	-5.3%
Overnight Stay in Hospital	3.8%	1.3%	-2.5%
Medical Problems in Last 30 Days	12.1%	8.9%	-3.2%

Table 11. RESIDENTIAL: Health Characteristics of Clients (%Yes)

Health Characteristics	Admission	Post	Change
ER Visit	15.1%	7.1%	-8.0%
Overnight Stay in Hospital	4.4%	1.8%	-2.6%
Medical Problems in Last 30 Days	13.5%	10.5%	-3.0%

Table 12. OUTPATIENT: Health Characteristics of Clients (%Yes)

Health Characteristics	Admission	Post	Change
ER Visit	8.7%	3.7%	-5.0%
Overnight Stay in Hospital	2.9%	0%	-2.9%
Medical Problems in Last 30 Days	10.8%	4.6%	-6.2%

² All of these items asked clients to indicate the number of days they had done each of these things within the last 30 days. These responses were recoded and transformed into a binary variable — a “yes” if they had indicated a day or more; a “no” if they had indicated zero days.

Summary

Data relating to clients' physical health indicate the following:

- ▶ The percentage of MFI clients with physical health problems declined from admission to post-assessment, regardless of whether the client had been admitted to one of MFI's outpatient or residential facilities.
- ▶ While the overall percentage of clients with ER visits was greater than MFI's goal of 6% (see **Table 10**), this goal was met for MFI's outpatient clients only 4% of whom had an ER visit within the last 30 days (**Table 12**).
- ▶ The largest decrease observed from admission to post was for emergency room visits among residential clients (i.e., -8.0%) (see **Table 11** and **Table 12**).