

PERFORMANCE MEASUREMENT, MANAGEMENT AND PERFORMANCE IMPROVEMENT ANNUAL EVALUATION REPORT

Cycle Dates: 1/1/2025 – 12/31/2025

Mission of Midwest ADP: “It is the Mission of the Midwest ADP to provide comprehensive therapeutic substance abuse education and services to individuals in an effort to foster healthy coping skills that will improve their quality of life. We are committed to excellence of service and to the highest ethical standards in providing care to our consumers.”

Programs/Services seeking accreditation:	SATOP CIP/SATOP SROP Intensive Outpatient Treatment, Outpatient Treatment
Personnel responsible for collecting data related to these objectives:	QA Coordinator

Service Delivery Performance Indicators:

Objective	Type	Indicator	Time of Measure	Data Source	Goal (Target or Benchmark)
1. Effective Clinical or Support Services	Effectiveness	% of consumers that feel clinical/services are effective	Semi-annually	Question 8 on the Consumer Satisfaction Survey	80% Overall Satisfaction Score on this question
2. Improvement of social and relationship skills	Effectiveness	% of consumers that respond yes	Semi-annually	Question 10 on Consumer Satisfaction Survey.	80% Yes responses

Objective	Type	Indicator	Time of Measure	Data Source	Goal (Target or Benchmark)
3. Self-report of continued progress in 14-day follow-up	Effectiveness	% of consumers that respond yes	Annually	Question in follow up survey (14-day)	80%
4. Retain personnel and limit turnover	Efficiency	% of personnel turnover annually	Annually	Human Resources Records	Less than 20% personnel turnover
5. Staff being efficient in dealing with consumers needs	Efficiency	% of consumers that feel their needs were dealt with efficiently	Semi-Annually	Question 6 on the Consumer Satisfaction Survey	80% Satisfaction score on this question
6. Consumers being satisfied with access to services	Access	% of consumers that are satisfied with access to services	Semi-Annually	Question 4 on the Consumer Satisfaction Survey	80% Satisfaction score on this question
7. Timely appointment for assessment after formal request	Access	Average time between formal request and assessment appointment	Annually	Difference between date of formal request and assessment appointment	Assessment scheduled within 7 days of formal request
8. Consumers rate quality of clinical or support services	Satisfaction	% of consumers satisfied with overall services	Semi-annually	Question 7 on Consumer Satisfaction Survey	80% Overall Satisfaction Score on this question
9. Quality of Professional and Courteous Services	Satisfaction	% of consumers satisfied with Professional and Courteous Service	Semi-Annual	Question 1 on the Consumer Satisfaction Survey	80% Overall Satisfaction Score on this question
10. Consumers overall satisfaction with services	Satisfaction	% of Consumers satisfied with overall services	Semi-Annual	Question 11 on the Consumer Satisfaction Survey	80% Overall Satisfaction Score on this question

Service Delivery Performance Indicator Results (2025 Data)

1. 512/512 (100%) consumers responded “Neutral” or higher on their exit evaluation surveys (Question #8)	6: 509/512 (99.4%) consumers responded “Neutral” or higher on their exit evaluation surveys (Question #4)
2. 512/512 (100%) consumers reported an improvement in their social and relationship skills (Question #10) on their exit surveys;	7: CIMOR state database data indicate average wait time was 47 days, with 418 of 598 admissions (includes treatment court clients) waiting greater than 7 days (42.1%). It is noted that several of the consumers waiting greater than 7 days were in the DWI Treatment court and needed to complete a term of incarceration, up to 6 months, prior to beginning their program.
3. 78 of 512 consumers completed a 14-day follow-up survey; of those 78, 74 (95%) reported they continued making progress towards their goals after discharge from treatment.	8: 512/512 (100%) consumers responded “Neutral” or higher on their exit evaluation surveys (Question #7)
4. One employee was terminated in 2025; one resigned to take another position. Considering 41 full- and part-time staff; retention rate was 95.1% (BF #3).	9: 511/512 (99.8%) consumers responded “Neutral” or higher on their exit evaluation surveys (Question #1)
5: 512/512 (100%) consumers responded “Neutral” or higher on their exit evaluation surveys (Question #6).	10. 512/512 (100%) consumers responded “Neutral” or higher on their exit evaluation surveys. (Question #11)

Areas Needing Performance Improvement

It was noted in the past two reports that utilization rates in the Treatment Court programs could be increased. The profitability of the Treatment Court program reached a tipping point in late 2024 such that it was in the best interest of the organization to either renegotiate reimbursement rates from the hiring contractor, or let the contract expire at the end of term (July 2025). Attempts at negotiating a reimbursement rate increase were unsuccessful, and Midwest ADP worked with the hiring contractor and external stakeholders to execute an effective and efficient transition of services on August 1st, 2025.

We continue to have consumer demand to hire additional SATOP CIP/SROP counseling staff, and have expanded our horizons to recruit regionally. As we continue to offer services remotely it is not necessary to have staff in our offices and we are able to recruit counselors from a larger geographical area. This will also help with other outcomes including increased revenue and shorter waiting periods. This effort has been somewhat successful and we could continue to look to expand our staff in order to increase our capability. Another means of increasing capability is restructuring our outpatient education group topics such that CIP and SROP clients can be more efficiently combined while maintaining appropriate group sizes.