

SENIOR SERVICES

a. The Contractor shall provide substance abuse services to individuals who are age fifty-five (55) and older. Such services shall include public information presentations and visits to home, hospitals, Senior centers, nursing homes, and Senior housing complexes. Services shall include detoxification and treatment services as indicated. Services shall be developed with the full participation of the service recipients.

b. The Contractor shall provide services which meet the required utilization rate for this service. The minimum acceptable utilization rate for Senior Services is 90% of the number of services proposed per the approved funding application. Such information shall be verified by the Department.

c. The Contractor shall implement the programs and services described herein to result in the following outcomes on behalf of individuals served. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the Department through data reported by the Contractor to the Department’s information systems, in observations through site visits and/or in any other required reports. The Department’s outcome indicators for the Contractor’s funded services are as follows:

PERFORMANCE OUTCOME MEASURES

SENIOR SERVICES

OUTCOMES	MEASURES
1. Contractor will meet reporting requirements in a timely manner.	Department required data will be submitted to the Department’s data collection system no later than the 15 th day of each month.
2. Contractor will meet the expected utilization rate or annual projection of individuals to be served.	A utilization rate of at least 90% will be achieved.
3. Contractor will meet the expected services or contacts volume for this level of care.	At least 90% of projected services or contacts will be achieved.
4. Individuals will report satisfaction with their services.	At least 80% of respondents to the Department’s consumer satisfaction survey will rate services positively in each of the domains of access to services, quality of services, outcomes, participation in treatment planning, respect, recovery and general satisfaction with services.
5. Individuals will be effectively engaged in Outpatient treatment.	At least 75% of individuals served will have at least two (2) services within thirty (30) days of admission to the program.
6. Individuals will improve or maintain their overall functioning.	At least 75% of individuals served annually will maintain or increase their level of functioning as measured by the Global Assessment of Functioning Scale (GAF), or Modified Global Assessment of Functioning Scale (MGAF).

7. Individuals will improve or maintain their living situation.	At least 60% of individuals served annually will improve or maintain their living situation.
8. Individuals will improve or maintain their social supports.	At least 60% of individuals served annually will have increased or maintained the number of social supports.
9. Individuals will reduce or eliminate substance use.	At least 65% of individuals served annually will have reduced or eliminated substance use.
10. Individuals will successfully complete treatment.	At least 55% of individuals discharged will have substantially completed the objectives identified on their recovery plans.