Albuquerque Metropolitan Central Intake
Preliminary Review of Clients with Multiple Requests for Serviced

Prepared for:
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From March 1996 through May 2007, 33,452 individuals have requested services at the Albuquerque Metropolitan Central Intake (AMCI). With funding from the the City of Albuquerque's Department of Family and Community Services Division of Behavioral Health (DBH), AMCI staff assess clients to determine if they need drug or alcohol treatment. A referral to a treatment provider in the community is made for clients who are determined to need treatment and meet income eligibility requirements. DBH pays for the cost of treatment up to a predetermined amount depending on the level of care needed.

Since its inception, AMCI developed a case management system that stores a number of different data elements on all clients. Client information includes education, ethnicity, gender, and referral source. When an individual makes their initial request for services, AMCI staff gather some information and schedule an assessment. At this time the individual is assigned a client number. When a client comes in for his/her assessment, all of the information from the Addiction Severity Index (ASI), the assessment instrument used by AMCI, is entered in the case management system. If a client is referred to a provider, all the services that the provider bills AMCI for are also stored in the case management system.

The purpose of this analysis is twofold:

1. To analyze clients who have requested services more than once.
2. To compare information for clients who have requested services more than once to clients who have requested services once.

Analyzing data on clients with multiple requests for services is challenging. While the analysis below describes the characteristics of clients with multiple requests, it cannot explain what happens with clients individually. For example in aggregate we can say what percentage of clients with multiple requests for services are male and what are the most common DSM4 diagnoses at each assessment, but we cannot say for a particular client how their individual diagnoses change across assessments or if their use increases or decreases. The strength of this analysis is that it allows us to create a composite description of clients who have been to AMCI multiple times and compare and contrast them to clients who have been only once.

We will start out by describing the number of requests for services, the number of assessments, and the number of vouchers that clients with multiple requests for services have and discuss the length of time that elapses between requests. Then we will look at demographic variables. Finally we will look at the percent of the voucher expended and length of time of time in treatment. Where appropriate we will compare and contract clients with multiple requests for services with clients that only have a single request for services.

Clients with Multiple Requests for Services

Of the 33,452 clients who requested services from AMCI, 7,141 (21.3%) clients made more than one request. It is important to note that clients with multiple requests constitute approximate 41% of all requests for services.

Procedurally, a request for services is a distinct event. Each request is assigned a case number that is tied to the client's number. At the time of the request, some information is collected from the client and an appointment is scheduled for the client to come in for an assessment. If a client misses an appointment, he/she is or can be rescheduled on the same request for service. If however a period of time goes by (currently there is not a standard as to the number of days) and a client comes in to reschedule an appointment after missing their scheduled assessment, the outcome of the original request is recorded as a no show and a new request for services is opened. For this analysis and

report, we assume that the procedure described above is followed (meaning each case number reflects a request for services and there is a period of time between the cases).

The majority of clients with multiple requests for services (67.7%) have two requests for services. Approximately 21% have three requests for services. Another 7% have four requests and only 4% have five or more requests. One client had nine requests for services. Table 1 contains the number of requests for services.

Table 1. Count of Requests for Services for Clients with Multiple Requests for Services

Number of Requests	Number of Clients	Percent of Clients
Two	4832	67.7
Three	1496	20.9
Four	511	7.2
Five	188	2.6
Six	78	1.1
Seven	28	.4
Eight	7	.1
Nine	1	.0
Total	7141	100.0

Every request for services does not result in a completed assessment. Four percent of clients who have requested services more than once are never assessed. Reasons for not being assessed include not showing up and dropping out during the assessment. Almost 27% have been assessed once, while 50% have been assessed twice. Approximately 19% have been assessed three times or more. Table 2 contains the number of assessments.

Table 2. Count of Completed Assessments for Clients with Multiple Requests for Services

Number of Assessment	Number of Clients	Percent of Clients
None	291	4.1
One	1919	26.9
Two	3559	49.8
Three	945	13.2
Four	304	4.3
Five	83	1.2
Six	30	.4
Seven	8	.1
Eight	2	.0
Total	7141	100.0

The average number of requests for services is 2.5. The average number of completed assessments is 1.9. The percentage of clients who do not show up for their assessment generally goes down as their number of requests for services increases. On the first request, the percentage of clients who did not show up was 11.9%; on the third request the percentage was 6.1%. For clients with a single request for services 9.6% did not show up. Table 3 lists the percentage of clients who do not show by case number. Case numbers five through nine were not computed because of the small number of clients.

Table 3. Percentage of No Shows by Case Number

Case Number	Percent of Clients
One	11.9
Two	10.0
Three	7.5
Four	6.1

There is a large amount of variation in the number of days that pass between each request for service. In approximately two percent of the request for services the number of days between requests was less than 14 days. Based on existing procedures at AMCI a new request for services probably should not have been opened due to the short period of time in between requests. If the client did not show up for the assessment or came back for some reason it should have been handled in the current request for services. These cases were not excluded because they did not significantly impact the calculations. The client with the greatest time between requests had just over 11 years from his/her first request to the second request.

The average (mean) number of days between the first and the second request is 866 days. Since there was considerable variation in the number of days between requests, we also use the median to report the number of days between requests. The median statistic is useful because it represents the middle score in the data: half the scores are greater than the median and half are less than the median. In situations where there is a large dispersion (standard deviation) in data, the median is a more accurate measure. The median number of days between the first and second request was 636 days.

The average and median number of days between the second and subsequent requests is less than the number of days between the first and the second. The average number of days from the second to the third is 643 and the median is 476. Table 4 contains the average and median number of days between requests for services.

Table 4. Number of Days Between Requests for Services

	1st to 2nd Request	2nd to 3rd Request	3rd to 4th Request	4th to 5th Request	5th to 6th Request
Mean	865.6	642.7	556.1	474.9	372.3
Median	636.5	476.0	419.0	397.0	323.0
Minimum	1	1	1	1	8
Maximum	4040	3187	2835	2129	1744

Large variations also exist in the numbers of days that elapse from a client's first request for services and their most recent request for services. The average number of days from first request to most recent request is 1164 days (a little over three years) and the median is 935 days. Looking at the number of requests for services by the number of years from first request to most recent request, generally as the number of years goes up so does the number of requests for services. For example of clients who have 5 requests, 55% are over six years from their first to the most recent request compared to only 1% who are between one and two years from their first to most recent request. It is interesting to note that 8% of clients with two requests have over six years from their first request to their most recent. This reflects that some clients go long periods of time without requesting services again. Table 5 reports the number of clients by number of years from first to last request with the number of requests.

Table 5. Number of Years between First and Most Recent Request for Services by Number of Requests for Services

Number of years between first and most recent request		Number Of Requests					Total
		Two	Three	Four	Five	Six or More	
One year and less	Count	1325	80	8	0	0	1413
	%	27.5%	5.4%	1.6%	.0%	.0%	19.8%
One - two years	Count	1248	234	16	2	0	1500
	%	25.9%	15.7%	3.1%	1.1%	.0%	21.1%
Two - three years	Count	749	257	50	8	3	1067
	%	15.6%	17.2%	9.8%	4.3%	2.6%	15.0%
Three - four years	Count	483	244	72	18	3	820
	%	10.0%	16.3%	14.1%	9.6%	2.6%	11.5%
Four - five years	Count	369	209	82	19	9	688
	%	7.7%	14.0%	16.0%	10.1%	7.9%	9.7%
Fve - six years	Count	244	157	76	37	20	534
	%	5.1%	10.5%	14.9%	19.7%	17.5%	7.5%
Over six years	Count	395	313	207	104	79	1098
	%	8.2%	21.0%	40.5%	55.3%	69.3%	15.4%
Total	Count	4813	1494	511	188	114	7120
		100%	100%	100%	100%	100%	

When looking at the number of assessments compared with the number of years between first and most recent request, as the number of years between the first and most requests goes up so does the number of assessments. Table 6 lists the number of clients by number of years from first to last request with the number of assessments.

Table 6. Number of Years between First and Most Recent Request for Services by Number of Assessments

Number of years between first and most recent request		Number of Assessments							Total
		None	One	Two	Three	Four	Five	Six or More	
One year and less	Count	91	653	659	10	0	0	0	1413
	%	31.5%	34.3%	18.5%	1.1%	.0%	.0%	.0%	19.8%
One - two years	Count	50	382	958	107	3	0	0	1500
	%	17.3%	20.1%	26.9%	11.3%	1.0%	.0%	.0%	21.1%
Two - three years	Count	44	258	597	143	23	2	0	1067
	%	15.2%	13.6%	16.8%	15.1%	7.6%	2.4%	.0%	15.0%
Three - four years	Count	40	191	387	157	42	1	2	820
	%	13.8%	10.0%	10.9%	16.6%	13.8%	1.2%	5.0%	11.5%
Four - five years	Count	24	158	312	141	45	4	4	688
	%	8.3%	8.3%	8.8%	14.9%	14.8%	4.8%	10.0%	9.7%
Five - six years	Count	17	83	243	113	51	23	4	534
	%	5.9%	4.4%	6.8%	12.0%	16.8%	27.7%	10.0%	7.5%
Over six years	Count	23	177	401	274	140	53	30	1098
	%	8.0%	9.3%	11.3%	29.0%	46.1%	63.9%	75.0%	15.4%
	Count	289	1902	3557	945	304	83	40	7120
Total		100%	100%	100%	100%	100%	100%	100%	

Only clients that have a DSM4 diagnosis and meet income eligibility criteria receive a treatment voucher. Considering only clients that were assessed, 20% never received a voucher. The percentage of clients that received a voucher generally increased as the amount of time between their first and most recent request for services increased. Of clients with four or more vouchers 54% are over six years from first to most recent request. Table 7 lists the number of clients by number of years from first to last request with the number of vouchers.

Table 7. Number of Years between First and Most Recent Request for Services by Number of Vouchers

Number of years between first and most recent request		Number of Vouchers					Total
		None	One	Two	Three	Four or more	
One year and less	Count	403	855	53	11	0	1322
	%	29.1%	27.7%	3.0%	2.5%	.0%	19.4%
One - two years	Count	255	661	514	15	5	1450
	%	18.4%	21.4%	29.2%	3.5%	3.0%	21.2%
Two - three years	Count	182	442	340	54	5	1023
	%	13.1%	14.3%	19.3%	12.5%	3.0%	15.0%
Three - four years	Count	134	323	234	71	18	780
	%	9.7%	10.5%	13.3%	16.4%	10.8%	11.4%
Four - five years	Count	132	243	199	72	18	664
	%	9.5%	7.9%	11.3%	16.7%	10.8%	9.7%
Five - six years	Count	70	193	157	66	31	517
	%	5.0%	6.3%	8.9%	15.3%	18.6%	7.6%
Over six years	Count	211	369	262	143	90	1075
	%	15.2%	12.0%	14.9%	33.1%	53.9%	15.7%
	Count	1387	3086	1759	432	167	6831
Total		100%	100%	100%	100%	100%	

Demographics

The following information is based on information collected from clients with multiple requests for services at their initial request. The average age at time of first request for services is 32; the median age is 31. Clients with a single request for services were similar in age with an average of 33 and a median age of 32. Table 8 lists age at first request for services.

Table 8. Age at First Request for Services

Age Categories	Frequency	Percent
18 and under	205	2.9
19-24	1673	23.8
25-34	2358	33.6
35-44	1909	27.2
45-54	721	10.3
55 and over	154	2.2
Total	7020	100.0

The majority of clients with multiple requests for services are male (71.6%). This is similar to clients with a single request for services (72.8%). Ethnicity has been stored in two different fields in the client system. For the purposes of this report, we pulled ethnicity from where it was historically stored. Consequently we do not have ethnicity data for clients who had their first request after the new codes were implemented. The majority of clients with multiple requests are Hispanic (61.9%). Table 9 lists clients' ethnicity.

Table 9. Ethnicity

Ethnicity	Frequency	Percent
White/Anglo	1433	24.2
Black	283	4.8
American Indian	437	7.4
Asian or Pacific Islander	15	.3
Hispanic	3676	61.9
Other	89	1.5
Total	5933	100.0

The majority of clients were not married at the time of their first request for services (54.0%); however 35.2% reported living with sexual partner or with sexual partner and children. Almost 36% reported living with family members – children alone, parents or other family. Nearly 6% reported having no stable arrangement. These percentages were virtually the same for clients with a single request for services with the exception of being married and no stable living arrangement. Clients with a single request for services were more likely to be married (18.9% to 16.1%) and were less likely to have no stable living arrangement (3.2% compared to 5.6%). Table 10 lists martial status and Table 11 lists living arrangements for clients with multiple requests for services.

Table 10. Marital Status

Marital Status	Frequency	Percent
Married	879	16.1
Remarried	8	.1
Widowed	88	1.6
Separated	326	6.0
Divorced	1205	22.1
Never Married	2939	54.0
Total	5445	100.0

Table 11. Usual Living Situation during Past Three Years

Living Situation in past three years	Frequency	Percent
With sexual partner and children	1261	23.2
With sexual partner alone	655	12.0
With children alone	283	5.2
With parents	791	14.5
With family	873	16.1
With friends	310	5.7
Alone	742	13.6
Controlled environment	221	4.1
No stable arrangement	303	5.6
Total	5439	100.0

The majority of clients with multiple requests reported working full-time as their usual employment pattern over the last three years (50.8%). Approximately 20% reported being unemployed. Clients with a single request for services were more likely to be working full-time (59.9%) and less likely to be unemployed (12.3%). Table 12 lists employment pattern at first request for services.

Table 12. Employment Pattern during Past Three Years

Employment Pattern	Frequency	Percent
Full time (35+ hours/week)	2769	50.8
Part time (regular hours)	445	8.2
Part time (irregular hours)	546	10.0
Student	170	3.1
Service (Military)	4	.1
Retired	182	3.3
Unemployed	891	16.3
Controlled Environment	169	3.1
Disabled	59	1.1
Unemployed, looking for work	103	1.9
Unemployed, volunteer work	2	.0
Unemployed, not looking for work	101	1.9
Other	9	.2
Total	5450	100.0

The average number of months clients with multiple requests for services reported staying in the same job was 49 months. Seven percent of clients reported their longest job was less than one month. Fifty-four percent of clients reported they had not been paid for work in the past 30 days. Clients with a single request for services had an average of 60 months for their longest job, the median was 36 months. Clients with a single request for services were less likely to report that they had not been paid for work in the past 30 days (44% compared to 54%).

When asked the length of time lived at the same address clients varied widely. The average was 4.6 years; however the median was 12 months. Some clients reported living at the same address their entire life which creates outliers that affect the average. Twelve percent of clients had lived at their current address for less than one month. The average and the median were the same for clients with a single request for services; however they were less likely to have lived at their current address for less than one month (8.3% compared to 12%).

The average number of years of education completed was 11.5, while the median was 12. Thirty-three percent had less than 11 years of education. Almost 50% had 12 years of education and 17% had 13 or more years of education. Clients with a single request for services were less likely to have less than 11 years of education (27.1% compared to 33%) and more likely to have 13 or more years of education (25.4% compared to 17%).

Thirty percent of client reported having some technical education with an average of 17.1 months and a median of 12 months. Clients with a single request for services had similar technical education background.

Criminal History

Nearly 73% of clients with multiple requests for services report being arrested at least one time. Specific charges where broken down into the following categories: probation/parole violations, drug charges, DWI, major driving violations, property, violent and other. Forty-nine percent of clients had been arrested for DWI and 34% had been arrested on violent charges.

Clients with a single request for services were more likely to have been arrested (86.6%); however they were more likely to have been arrested for DWI (63.2% compared to 48.7%). Additionally, the average number of charge types is larger for clients with multiple requests for services (2.83 compared to 1.97 for clients with a single request for services) indicating that clients who have more than one request for services have arrests in more charge categories. This suggests that clients with multiple requests for services have more extensive criminal backgrounds. Table 13 lists arrests by charge type.

Table 13. Clients with Arrests by Charge Type

Charge type	Frequency Clients Single Requests	Percent Yes Clients Single Requests	Frequency Clients Multiple Requests	Percent Yes Clients Multiple Requests
Probation/Parole Violation	2465	12.8	1776	25.9
Drug Charges	3203	16.7	1573	23.0
DWI	12149	63.2	3334	48.7
Major Driving Violations	2339	12.2	1099	16.0
Property	3281	17.1	1846	26.9
Violent	5696	29.6	2347	34.3
Other	4702	24.5	2096	30.6

At the first assessment, 22% of clients reported being in jail/prison during the past 30 days. For clients with multiple requests for services who reported being in jail/prison the average number of days in the past 30 was 16 and the median was 15. A smaller percentage of clients with a single request for services reported being in jail/prison during the past 30 days (19%), but the average and median number of days spent in jail/prison was higher (17 and 20 days respectively).

Referral Source

The criminal justice system was the most frequent referral sources for clients' first request for services. Forty- four percent of clients were referred by the criminal justice system,18% were referred from a substance abuse treatment program, and 9% were referred from the Bernalillo County Metropolitan Detention Center. The most common referral source for clients with a single request for services was also the criminal justice system (52.5%), followed by a substance abuse treatment program (11.7%), and the Bernalillo County Metropolitan Detention Center (9.3%). Table 14 lists the referral sources for clients' first request for services.

Table 14. Referral Source First Request for Services

Referral Source	Frequency	Percent
Criminal Justice	2990	43.6
Family/Friend	543	7.9
Primary Care	176	2.6
Homeless Program	226	3.3
Mental Health Care	84	1.2
Self	326	4.8
Social Services Organization	243	3.5
Substance Abuse Treatment Program	1269	18.5
BCMDC	602	8.8
Other	402	5.9
Total	6861	100.0

On subsequent requests for services, clients are more likely to report Bernalillo County Metropolitan Detention Center or self as the referral source. Table 15 – 17 list the referral sources for the second thru the fourth request for services.

Table 15. Referral Source Second Request for Services

Referral Source	Frequency	Percent
Criminal Justice	2339	34.7
Family/Friend	307	4.6
Primary Care	148	2.2
Homeless Program	161	2.4
Mental Health Care	51	.8
Self	920	13.7
Social Services Organization	195	2.9
Substance Abuse Treatment Program	1038	15.4
BCMDC	1157	17.2
Other	421	6.2
Total	6737	100.0

Table 16. Referral Source Third Request for Services

Referral Source	Frequency	Percent
Criminal Justice	528	24.3
Family/Friend	92	4.2
Primary Care	59	2.7
Homeless Program	56	2.6
Mental Health Care	22	1.0
Self	456	20.9
Social Services Organization	51	2.3
Substance Abuse Treatment Program	363	16.7
BCMDC	383	17.6
Other	167	7.7
Total	2177	100.0

Table 17. Referral Source Fourth Request for Services

Referral Source	Frequency	Percent
Criminal Justice	121	15.8
Family/Friend	33	4.3
Primary Care	23	3.0
Homeless Program	16	2.1
Mental Health Care	13	1.7
Self	213	27.8
Social Services Organization	22	2.9
Substance Abuse Treatment Program	129	16.8
BCMDC	129	16.8
Other	68	8.9
Total	767	100.0

Diagnosis and Treatment Level

The most common diagnosis at first assessment is alcohol dependence (29.8%), followed by alcohol abuse (20.1%) and opioid dependence (16.8%). Clients with a single request for services were more likely to have no diagnosis (18.4% compared to 7.7%) and less likely to be opioid dependent (6.9% compared to 16.8%). The most common diagnoses for clients with a single request for services were alcohol dependence (26.5%) and alcohol abuse (24.9%). Table 18 lists the DSM4 diagnosis at first assessment.

Table 18. DSM4 Diagnosis at First Assessment

DSM4 Diagnosis	Frequency	Percent
Opioid Withdrawal	7	.1
Alcohol Intoxication	1	.0
Alcohol Dependence	1417	29.8
Opioid Dependence	798	16.8
Sedative, Hypnotic or Anxiolytic Dependence	6	.1
Cocaine Dependence	362	7.6
Cannabis Dependence	172	3.6
Amphetamine Dependence	184	3.9
Inhalant Dependence	2	.0
Polysubstance Dependence	160	3.4
Other Substance Dependence	1	.0
Alcohol Abuse	953	20.1
Nicotine Dependence	1	.0
Cannabis Abuse	57	1.2
Sedative, Hypnotic or Anxiolytic Abuse	1	.0
Opioid Abuse	14	.3
Cocaine Abuse	53	1.1
Amphetamine Abuse	38	.8
Other Substance Abuse	3	.1
(Deferred)	155	3.3
(No Diagnosis)	367	7.7
Total	4752	100.0

Twenty-nine percent of clients with multiple requests for services had a secondary DSM4 diagnosis at their first assessment. The most common secondary diagnosis was cannabis dependence (21.1%) followed by cocaine dependence (14.1%), cannabis abuse (13.4%), and alcohol dependence (12.8%). Twenty-seven percent of clients with a single request for services had a secondary DSM4 diagnosis. The most common secondary diagnosis for clients with a single request for services was cannabis dependence (21.3%) followed by cannabis abuse (15.3%), cocaine dependence (12.5%), and alcohol dependence (10.6%). Table 19 lists secondary DSM4 diagnosis at first assessment for clients with multiple requests for services.

Table 19. DSM4 Secondary Diagnosis at First Assessment

DSM4 Secondary Diagnosis	Frequency	Percent
Opioid Withdrawal	5	.3
Alcohol Intoxication	1	.1
Alcohol Dependence	207	12.8
Opioid Dependence	59	3.7
Sedative, Hypnotic or Anxiolytic Dependence	6	.4
Cocaine Dependence	228	14.1
Cannabis Dependence	341	21.1
Amphetamine Dependence	51	3.2
Inhalant Dependence	5	.3
Polysubstance Dependence	15	.9
Alcohol Abuse	174	10.8
Nicotine Dependence	55	3.4
Cannabis Abuse	216	13.4
Sedative, Hypnotic or Anxiolytic Abuse	9	.6
Opioid Abuse	17	1.1
Cocaine Abuse	146	9.0
Amphetamine Abuse	22	1.4
(Deferred)	56	3.5
Total	1615	100.0

The common treatment level at first assessment for clients with multiple requests for services is outpatient (60.8%) followed by intensive outpatient (17.7%). Nine percent of clients had opioid maintenance therapy and 8% had early intervention.

Clients with a single request for services were more likely to get outpatient treatment (64.8%) followed by intensive outpatient (12.5%). Fewer clients had opioid maintenance (3.9% compared to 9%) and more had early intervention (13.6% compared to 8%). Table 20 lists the treatment level at first assessment.

Table 20. Treatment Level at First Assessment

Treatment Level	Frequency	Percent
Undetermined	75	1.7
Early Intervention	368	8.2
Outpatient	2736	60.8
Intensive Outpatient	799	17.7
Partial Hospitalization	3	.1
Residential	96	2.1
Clinically Managed Med.-Intensity Residential	1	.0
Medically Monitored High-Intensity Residential	1	.0
Medically Managed Intensive Inpatient	17	.4
Opioid Maintenance Therapy	405	9.0
Recovery Support Only	2	.0
Total	4503	100.0

The most common diagnosis at second assessment is alcohol dependence (39.2%) followed by opioid dependence (20.6%). Table 21 lists the DSM4 diagnosis at second assessment.

Table 21. DSM4 Diagnosis at Second Assessment

DSM4 Diagnosis	Frequency	Percent
Opioid Withdrawal	14	.3
Alcohol Intoxication	1	.0
Alcohol Dependence	1989	39.2
Opioid Dependence	1043	20.6
Sedative, Hypnotic or Anxiolytic Dependence	3	.1
Cocaine Dependence	411	8.1
Cannabis Dependence	193	3.8
Amphetamine Dependence	189	3.7
Inhalant Dependence	2	.0
Polysubstance Dependence	109	2.1
Other Substance Dependence	1	.0
Alcohol Abuse	753	14.8
Nicotine Dependence	2	.0
Cannabis Abuse	40	.8
Sedative, Hypnotic or Anxiolytic Abuse	1	.0
Opioid Abuse	21	.4
Cocaine Abuse	48	.9
Amphetamine Abuse	20	.4
(Deferred)	95	1.9
(No Diagnosis)	136	2.7
Total	5071	100.0

Forty-seven percent of clients with multiple requests for services had a secondary DSM4 diagnosis at their second assessment. The most common secondary diagnosis was cannabis dependence (18.7%) followed by cocaine dependence (17.5%), and alcohol dependence (14.9%). Table 22 lists secondary DSM4 diagnosis at second assessment.

Table22. DSM4 Secondary Diagnosis at Second Assessment

DSM4 Secondary Diagnosis	Frequency	Percent
Opioid Withdrawal	11	.4
Alcohol Intoxication	2	.1
Alcohol Dependence	379	14.9
Opioid Dependence	99	3.9
Sedative, Hypnotic or Anxiolytic Dependence	13	.5
Cocaine Dependence	445	17.5
Cannabis Dependence	477	18.7
Amphetamine Dependence	98	3.8
Hallucinogen Dependence	2	.1
Inhalant Dependence	3	.1
Polysubstance Dependence	45	1.8
Other Substance Dependence	1	.0
Alcohol Abuse	198	7.8
Nicotine Dependence	78	3.1
Cannabis Abuse	292	11.5
Sedative, Hypnotic or Anxiolytic Abuse	4	.2
Opioid Abuse	17	.7
Cocaine Abuse	233	9.1
Amphetamine Abuse	40	1.6
Other Substance Abuse	2	.1
(Deferred)	109	4.3
(No Diagnosis)	1	.0
Total	2550	100.0

The most common diagnosis at third assessment is alcohol dependence (39.8%). The second most diagnosis is opioid dependence (30.6%). Table 23 lists the DSM4 diagnosis at third assessment.

Table 23. DSM4 Diagnosis at Third Assessment

DSM4 Diagnosis	Frequency	Percent
Opioid Withdrawal	4	.2
Alcohol Intoxication	1	.1
Alcohol Dependence	686	39.8
Opioid Dependence	527	30.6
Cocaine Dependence	141	8.2
Cannabis Dependence	52	3.0
Amphetamine Dependence	67	3.9
Polysubstance Dependence	28	1.6
Other Substance Dependence	1	.1
Alcohol Abuse	143	8.3
Cannabis Abuse	6	.3
Opioid Abuse	4	.2
Cocaine Abuse	15	.9
Amphetamine Abuse	6	.3
(Deferred)	21	1.2
(No Diagnosis)	22	1.3
Total	1724	100.0

Fifty-five percent of clients with multiple requests for services had a secondary DSM4 diagnosis at their third assessment. The most common secondary diagnosis was alcohol dependence (18.5%) followed by cocaine dependence (18.1%), and cannabis dependence (17.4%). Table 24 lists secondary DSM4 diagnosis at third assessment.

Table 24. DSM4 Secondary Diagnosis at Third Assessment

DSM4 Secondary Diagnosis	Frequency	Percent
Opioid Withdrawal	4	.4
Alcohol Intoxication	1	.1
Alcohol Dependence	184	18.5
Opioid Dependence	50	5.0
Sedative, Hypnotic or Anxiolytic Dependence	5	.5
Cocaine Dependence	180	18.1
Cannabis Dependence	173	17.4
Amphetamine Dependence	36	3.6
Polysubstance Dependence	17	1.7
Other Substance Dependence	1	.1
Alcohol Abuse	76	7.6
Nicotine Dependence	28	2.8
Cannabis Abuse	86	8.6
Sedative, Hypnotic or Anxiolytic Abuse	2	.2
Opioid Abuse	8	.8
Cocaine Abuse	69	6.9
Amphetamine Abuse	19	1.9
Other Substance Abuse	3	.3
(Deferred)	52	5.2
Total	995	100.0

The most common diagnosis at fourth assessment is opioid dependence (42.6%). The second most diagnosis is alcohol dependence (36.8%). Table 25 lists the DSM4 diagnosis at fourth assessment.

Table 25. DSM4 Diagnosis at Fourth Assessment

DSM4 Diagnosis	Frequency	Percent
Alcohol Intoxication	1	.2
Alcohol Dependence	220	36.8
Opioid Dependence	255	42.6
Cocaine Dependence	46	7.7
Cannabis Dependence	9	1.5
Amphetamine Dependence	16	2.7
Polysubstance Dependence	9	1.5
Alcohol Abuse	27	4.5
Cannabis Abuse	2	.3
Cocaine Abuse	6	1.0
(Deferred)	3	.5
(No Diagnosis)	4	.7
Total	598	100.0

Fifty-seven percent of clients with multiple requests for services had a secondary DSM4 diagnosis at their fourth assessment. The most common secondary diagnosis was alcohol dependence (22.1%) followed by cocaine dependence (19.0%), and cannabis dependence (15.7%). Table 26 lists secondary DSM4 diagnosis at fourth assessment.

Table 26. DSM4 Secondary Diagnosis at Fourth Assessment

DSM4 Secondary Diagnosis	Frequency	Percent
Opioid Withdrawal	2	.6
Alcohol Dependence	79	22.1
Opioid Dependence	14	3.9
Sedative, Hypnotic or Anxiolytic Dependence	3	.8
Cocaine Dependence	68	19.0
Cannabis Dependence	56	15.7
Amphetamine Dependence	14	3.9
Inhalant Dependence	1	.3
Polysubstance Dependence	8	2.2
Other Substance Dependence	1	.3
Alcohol Abuse	21	5.9
Nicotine Dependence	11	3.1
Cannabis Abuse	21	5.9
Sedative, Hypnotic or Anxiolytic Abuse	1	.3
Cocaine Abuse	27	7.6
Amphetamine Abuse	2	.6
(Deferred)	28	7.8
Total	357	100.0

The most common diagnosis at fifth assessment is opioid dependence (54.5%). The second most diagnosis is alcohol dependence (31.7%). Table 27 lists the DSM4 diagnosis at fifth assessment.

Table 27. DSM4 Diagnosis at Fifth Assessment

DSM4 Diagnosis	Frequency	Percent
Opioid Withdrawal	1	.4
Alcohol Dependence	71	31.7
Opioid Dependence	122	54.5
Cocaine Dependence	19	8.5
Amphetamine Dependence	5	2.2
Polysubstance Dependence	1	.4
Alcohol Abuse	2	.9
Amphetamine Abuse	1	.4
(Deferred)	2	.9
Total	224	100.0

Sixty percent of clients with multiple requests for services had a secondary DSM4 diagnosis at their fourth assessment. The most common secondary diagnosis was alcohol dependence (27.1%) followed by cocaine dependence (22.0%), and cannabis dependence (12.1%). Table 28 lists secondary DSM4 diagnosis at fifth assessment.

Table 28. DSM4 Secondary Diagnosis at Fifth Assessment

DSM4 Secondary Diagnosis	Frequency	Percent
Opioid Withdrawal	1	.7
Alcohol Dependence	39	27.7
Opioid Dependence	9	6.4
Sedative, Hypnotic or Anxiolytic Dependence	3	2.1
Cocaine Dependence	31	22.0
Cannabis Dependence	17	12.1
Amphetamine Dependence	4	2.8
Polysubstance Dependence	1	.7
Alcohol Abuse	8	5.7
Nicotine Dependence	3	2.1
Cannabis Abuse	7	5.0
Cocaine Abuse	7	5.0
Amphetamine Abuse	1	.7
Other Substance Abuse	1	.7
(Deferred)	9	6.4
Total	141	100.0

Comparison of Diagnoses at Subsequent Assessments

The analysis below compares DSM4 diagnoses across assessments. The purpose of this analysis is to see what percentage of the time a client is diagnosed with the same DSM4 diagnosis in subsequent assessments. The analysis looks at the previous diagnosis and compares it to the current diagnosis.

Clients Diagnosed with Alcohol Dependence

Eighty percent of clients who were diagnosed with alcohol dependence at their initial assessment had the same diagnosis at their second assessment. Alcohol abuse was the second most common diagnosis. Table 29 lists the diagnosis at second assessment for clients initially diagnosed with alcohol dependence.

Table 29. DSM4 Diagnosis at Second Assessment for Clients with Alcohol Dependence at First Assessment

DSM4 Diagnosis at 2nd Assessment	Frequency	Percentage
Alcohol Dependence	833	80.4
Alcohol Abuse	62	6.0
Opioid Dependence	58	5.6
Other	83	8.0

Eighty-one percent of clients who were diagnosed with alcohol dependence at their second assessment had the same diagnosis at their third assessment. Table 30 lists the diagnosis at third assessment for clients diagnosed with alcohol dependence at their second assessment.

Table 30. DSM4 Diagnosis at Third Assessment for Clients with Alcohol Dependence at Second Assessment

DSM4 Diagnosis at 3rd Assessment	Frequency	Percentage
Alcohol Dependence	343	81.3
Opioid Dependence	20	4.7
Cocaine Dependence	20	4.7
Percent Other	39	9.3

Seventy-nine percent of clients who were diagnosed with alcohol dependence at their third assessment had the same diagnosis at their fourth assessment. Table 31 lists the diagnosis at fourth assessment for clients diagnosed with alcohol dependence at their third assessment.

Table 31. DSM4 Diagnosis at Fourth Assessment for Clients with Alcohol Dependence at Third Assessment

DSM4 Diagnosis	Frequency	Percentage
Alcohol Dependence	129	78.7
Opioid Dependence	13	7.9
Cocaine Dependence	9	5.5
Percent Other	13	7.9

Eighty-eight percent of clients diagnosed with opioid dependence at first assessment had the same diagnosis at their second assessment. Table 32 lists the diagnosis at second assessment for clients initially diagnosed with opioid dependence.

Clients Diagnosed with Opioid Dependence

Table 32. DSM4 Diagnosis at Second Assessment for Clients with Opioid Dependence at First Assessment

DSM4 Diagnosis at 2nd Assessment	Frequency	Percentage
Opioid Dependence	518	87.9
Alcohol Dependence	30	5.1
Percent Other	41	7.0

Eighty-nine percent of clients diagnosed with opioid dependence at their second assessment had the same diagnosis at their third assessment. Table 33 lists the diagnosis at third assessment for clients diagnosed with opioid dependence at their second assessment.

**Table 33. DSM4 Diagnosis at Third Assessment for Clients with
Opioid Dependence at Second Assessment**

DSM4 Diagnosis	Frequency	Percentage
Opioid Dependence	322	88.7
Alcohol Dependence	24	6.6
Percent Other	17	4.7

Ninety-five percent of clients diagnosed with opioid dependence at their third assessment had the same diagnosis at their fourth assessment. Table 34 lists the diagnosis at third assessment for clients diagnosed with opioid dependence at their third assessment.

**Table 34. DSM4 Diagnosis at Fourth Assessment for Clients with
Opioid Dependence at Third Assessment**

DSM4 Diagnosis	Frequency	Percentage
Opioid Dependence	168	94.9
Percent Other	9	5.1

Clients with Other Diagnoses

For other diagnoses, only the diagnoses at first and second assessments are compared because of the small number of clients with these types of diagnoses. For clients diagnosed with cocaine dependence at their first assessment, 54.8% had the same diagnosis at their second assessment. Table 35 lists the diagnosis at second assessment for clients initially diagnosed with cocaine dependence.

**Table 35. DSM4 Diagnosis at Second Assessment for Clients with
Cocaine Dependence at First Assessment**

DSM4 Diagnosis	Frequency	Percentage
Cocaine Dependence	144	54.8
Alcohol Dependence	52	19.8
Opioid Dependence	26	9.9
Percent Other	41	15.5

Thirty-eight percent of clients who were diagnosed with cannabis dependence at their initial assessment had the same diagnosis at their second assessment. Table 36 lists the diagnosis at second assessment for clients initially diagnosed with cannabis dependence.

**Table 36. DSM4 Diagnosis at Second Assessment for Clients with
Cannabis Dependence at First Assessment**

DSM4 Diagnosis	Frequency	Percentage
Cannabis Dependence	46	38.0
Alcohol Dependence	31	25.6
Alcohol Abuse	10	8.3
Percent Other	34	28.1

Sixty-four percent of clients who were diagnosed with amphetamine dependence at their initial assessment had the same diagnosis at their second assessment. Table 37 lists the diagnosis at second assessment for clients initially diagnosed with amphetamine dependence.

**Table 37. DSM4 Diagnosis at Second Assessment for Clients with
Amphetamine Dependence at First Assessment**

DSM4 Diagnosis	Frequency	Percentage
Amphetamine Dependence	85	64.4
Alcohol Dependence	18	13.6
Cannabis Dependence	6	4.5
Percent Other	23	17.5

Twenty-five percent of clients who were diagnosed with polysubstance dependence at their initial assessment had the same diagnosis at their second assessment. Table 38 lists the diagnosis at second assessment for clients initially diagnosed with polysubstance dependence.

**Table 38. DSM4 Diagnosis at Second Assessment for Clients with
Polysubstance Dependence at First Assessment**

DSM4 Diagnosis	Frequency	Percentage
Opioid Dependence	39	32.8
Polysubstance Dependence	30	25.5
Alcohol Dependence	23	19.3
Percent Other	27	22.4

Forty-one percent of clients who were diagnosed with alcohol abuse at their initial assessment had the same diagnosis at their second assessment. A higher percentage of clients were diagnosed at alcohol dependent at their second assessment (43.5%). Table 39 lists the diagnosis at second assessment for clients initially diagnosed with alcohol abuse.

**Table 39. DSM4 Diagnosis at Second Assessment for Clients with
Alcohol Abuse at First Assessment**

DSM4 Diagnosis	Frequency	Percentage
Alcohol Dependence	296	43.5
Alcohol Abuse	277	40.7
Percent Other	107	15.8

Clients with No Diagnosis at Assessment

For clients without a diagnosis at first assessment, 33.3% are diagnosed with alcohol abuse at their second assessment. Twenty-eight percent are diagnosed alcohol dependent and 10.8% had no diagnosis. Table 40 lists diagnosis at second assessment for clients with no diagnosis at first assessment.

**Table 40. DSM4 Diagnosis at Second Assessment for Clients
with No Diagnosis at First Assessment**

DSM4 Diagnosis	Frequency	Percentage
Alcohol Abuse	111	33.3
Alcohol Dependence	93	27.9
No Diagnosis	36	10.8
Percent Other	93	28.0

Substance Use at Time of Assessment

This section looks at substances that clients reported using at the time of assessment. The first table looks at the percentage of clients not using a particular substance in the 30 day period prior to their assessment. The presentation across assessments indicates whether or not the percentage of clients that report using a specific substance in the prior 30 day period before their assessment changes across assessments.

With regard to alcohol, the percentage of clients who report not using alcohol decreases across assessments. For clients who were assessed multiple times, the percentage of clients who reported not using alcohol increases from 52.6% to 72.9%. Clients with a single assessment were slightly less likely to be using alcohol at the time of assessment (59.2% compared to 52.6%).

In terms of heroin, clients with a single assessment were less likely to report using at the time of assessment. Ninety-five percent of clients with a single assessment reported not using heroin at the time of assessment compared with 84.5% of clients with multiple assessments.

For clients with multiple requests for services, heroin is the only substance where abstinence at the time of assessment consistently decreases. The percentage of clients that reported not using heroin decreased from 84.5% at the first assessment to 68.4% at the fourth assessment. This indicates that clients who have been assessed multiple times are more likely to have a heroin problem. This is consistent with the DSM4 diagnosis by assessment data discussed earlier.

The percentage of clients reporting not using methadone, cocaine, methamphetamine, and crack remains stable across assessments. Table 41 lists the percentage of clients that reported not using each substance by assessment.

Table 41. Percentage No Use in Past 30 Days by Substance and Assessment

Substance	Single Request for Service	Multiple Requests for Services			
		First Assessment	Second Assessment	Third Assessment	Fourth Assessment
Alcohol	59.2	52.6	68.3	70.9	72.9
Heroin	94.6	84.5	83.8	76.9	68.4
Methadone	97.5	97.9	98.6	97.9	97.0
Cocaine	95.2	92.6	94.4	94.6	95.2
Methamphetamine	98.0	97.6	97.3	97.2	97.3
Crack	93.7	87.3	90.4	88.6	88.0

The average and the median number of days of use were calculated for all clients that reported using a particular substance in the past 30 days. All clients that reported not using a particular substance were excluded in the calculations. Clients with a single request for services had similar mean values at first assessment for all substances with the exception of alcohol which was lower for clients with a single request for services (7.7 compared to 9.6). The median values were also similar, with the exception of methamphetamine which was lower for clients with a single request for services (5 compared to 8.5).

Clients using heroin reported the highest average number of days of use, with an average of 24 days at first assessment. The median value for heroin was 30 indicating that more than half of clients that reported using heroin used it every day. The median value is the same for all assessments.

For clients with multiple requests for services, the mean number of days used goes down across assessment for cocaine, crack, and methamphetamine. For alcohol and heroin the mean number of days increases across assessments. The median use for alcohol and methadone increases across assessments. Tables 42 and 43 list the mean and median use by substance and assessment.

Table 42. Mean Use in Past 30 Days by Substance and Assessment
(Mean calculated only for clients who reported using in the past 30 days)

Substance	Single Request for Service	Multiple Requests for Services			
		First Assessment	Second Assessment	Third Assessment	Fourth Assessment
Alcohol	7.7	9.6	10.1	11.2	11.9
Heroin	23.8	24.1	25.8	26.7	26.9
Methadone	18.1	18.3	22.0	22.8	18.7
Cocaine	7.2	7.8	6.4	5.4	6.5
Methamphetamine	10.4	10.8	10.2	10.4	9.6
Crack	11.8	11.9	10.7	10.0	10.4

Table 43. Median Use in Past 30 Days by Substance and Assessment
(Median calculated only for clients who reported using in the past 30 days)

Substance	Single Request for Service	Multiple Requests for Services			
		First Assessment	Second Assessment	Third Assessment	Fourth Assessment
Alcohol	4.0	5.0	5.0	7.0	7.0
Heroin	30.0	30.0	30.0	30.0	30.0
Methadone	21.0	23.0	30.0	30.0	25.0
Cocaine	3.0	3.0	2.5	2.0	3.0
Methamphetamine	5.0	8.5	4.0	7.0	3.0
Crack	8.0	8.0	6.0	5.0	7.0

Psychological Problems

Clients are asked if they have ever experienced a number of psychological problems that was not a direct result of drug /alcohol use. Clients' responses to the most common problems were compiled for clients with a single request for services as well as for clients with multiple requests for services. Forty-four percent of clients with a single request for services reported having experienced at least one of the psychological problems listed below. At the time of first assessment, 55.9% of clients with multiple requests for services reported having experienced at least one psychological problem.

The most common psychological problem was serious depression followed by serious anxiety or tension. Clients with a single request for services were less likely to report having psychological problems when compared to clients with multiple requests for services at the time of their first assessment. Twenty-five percent of clients with a single request for services reported having experienced serious depression compared to 41.2% of clients with multiple requests for services at the time of their first assessment. Twenty-one percent of with a single request for services reported having experienced serious anxiety or tension compared to 35.8% of clients with multiple requests for services at the time of their first assessment. Ten percent of clients with a single request for services reported having taken prescribed medications for psychological or emotional problems compared to 17.7% of clients with multiple requests for services at the time of their first assessment. Thirteen percent of clients with multiple requests for services have attempted suicide.

Looking at clients with multiple requests for services, the percentage of clients who report experiencing psychological or emotional problems generally goes up for at subsequent assessment. For clients who have had a fourth assessment, over half have experienced serious depression and serious anxiety or tension, while 28.4% have taken prescribed medication for psychological or emotional problems. Table 44 lists the percentage of clients who have experience psychological problems.

Table 44. Percentage of Client who Have Experienced Psychological Problems

	Single Request for Services	Multiple Requests for Services			
		First Assessment	Second Assessment	Third Assessment	Fourth Assessment
Serious depression	24.6	41.2	44.1	50.3	54.0
Serious anxiety or tension	20.9	35.8	35.8	45.2	49.7
Trouble understanding concentration or remembering	11.1	21.0	21.9	25.2	31.6
Trouble controlling violent behavior	8.0	16.0	15.8	16.5	17.9
Serious thoughts of suicide	10.6	20.1	19.1	21.3	25.6
Attempted suicide	7.0	13.0	13.7	16.1	17.6
Taken prescribed medication for psych/emotional problems	10.5	17.7	20.9	23.0	28.4
Serious sleep problems	11.1	18.7	20.4	24.6	27.9

Family History of Alcohol/Drug Use and Psychological Problems

Clients are asked whether or not they have family members with significant drinking, drug use, or psychological problems. Clients' responses were compiled for clients with a single request for services as well as for clients with multiple requests for services. Clients with multiple requests for services reported having higher percentages of clients with alcohol, drug, and psychological problems.

With respect to alcohol, the most common relative that clients reported as having a problem with alcohol was siblings. Sixty-seven percent of clients with multiple requests for services reported having siblings with alcohol problems compared to 42.4% of clients with a single request for services. Over half of clients with multiple requests for services reported that their parents had drinking problems. Twenty-seven percent also reported that their grandparents had a drinking problem.

Sixteen percent of clients with a single request for services reported having a parent with a drug problem. This is 13% lower than the percentage reported for clients with multiple requests for services.

Twenty-six percent of clients with multiple requests for services reported having a parent with a psychological problem. Only 15% of clients with a single request for services reported having a parent with a psychological problem. Table 45 lists the percentage of clients reporting having family member with alcohol, drug, or psychological problems.

**Table 45. Percentage of Clients Reporting Having Family Members
with Alcohol, Drug or Psychological Problems**

Relationship and Problem	Single Request for Services	Multiple Requests for Services
Grandparents		
Alcohol	16.0	27.4
Drug	0.8	1.4
Psychological Problems	1.4	2.4
Parents		
Alcohol	31.3	52.5
Drug	16.4	29.5
Psychological Problems	15.0	26.2
Aunts/Uncles		
Alcohol	22.0	36.2
Drug	18.7	31.9
Psychological Problems	18.2	30.9
Siblings		
Alcohol	42.4	66.9
Drug	15.5	28.4
Psychological Problems	8.0	13.0

Voucher Utilization

Each voucher has a maximum dollar value and clients may or may not spend the whole dollar amount. Each service that is provided to clients has an associated expense. AMCI's information system keeps a running total of these expenses. For clients discharged by their provider a voucher utilization percentage was calculated: the running total of expenses divided by the maximum dollar value of the voucher. Clients were then categorized in the following manner: 0-25%, 26-50%, 51-75%, 76-90%, and 91% or over of voucher used.

Voucher utilization for clients with a single request for services was similar to clients with multiple requests for services at their first assessment. Average voucher utilization was 58.3% for clients with a single request for services and 57.8% for clients with multiple requests for services at their first assessment.

Twenty-six percent of clients with a single request for services utilized over 91% of their voucher which is slightly lower than the percentage for clients with multiple requests for services at their first assessment (27.7%). The percentage of clients who use 91% or more of their voucher goes down across assessments. Table 46 lists voucher utilization.

Table 46. Percentage of Voucher Utilized

	Single Request for Services	Multiple Requests for Services			
		First Assessment	Second Assessment	Third Assessment	Fourth Assessment
0-25% utilized	21.6	23.2	20.8	18.5	19.8
26-50% utilized	21.4	20.1	24.1	25.4	32.3
51-75% utilized	19.2	18.9	17.6	21.0	21.0
76-90% utilized	11.4	10.1	10.9	9.2	9.6
91 & over utilized	26.4	27.7	26.6	25.9	17.4

The length of time in treatment was also calculated by measuring the number of days that elapsed from the first date that a client received a service to the last date that a client received a service. The average and median length of treatment was lower for clients with multiple requests for services at first assessment compared to clients with a single request for services. Fifty percent of clients with a single request for services spent 97 days or less in treatment compared to 117 days for clients with multiple requests for services. The average time in treatment for clients with multiple requests for services increased across assessments, although the percent of the voucher utilized decreased. Table 47 lists mean and median time in treatment.

Table 47. Mean and Median Time in Treatment

	Single Request for Services	Multiple Requests for Services			
		First Assessment	Second Assessment	Third Assessment	Fourth Assessment
Average Time in Treatment	111.31	135.94	138.81	153.70	159.62
Median Time in Treatment	97	117	129	152	154

Conclusion

Clients with multiple requests for services and clients with a single request for services were similar in terms of age, gender, ethnicity, and average percent of voucher utilized. However there were a number of differences between clients with multiple requests for services and clients with a single request for services.

- Clients with multiple requests for services were less likely to be married at the time of their first request (16.1% to 18.9%)
- Were more likely to report no stable living situation as their usual pattern during the past three years (5.6% to 3.2%)
- Were more likely to report being unemployed as their usual employment pattern during the past three years (20.1 to 12.3%)
- Were more likely to report not being paid for work in the past 30 days (54% to 44%)
- Were more likely to have lived at their current address for less than 30 days (12% to 8.3%)
- Were more likely to have less than 11 years of education (33% to 27.1%)
- Were less likely to have been arrested on a DWI charge (48.7% to 63.2%)
- Were more likely to report being in jail/prison in the past 30 days (22% to 19%)
- Were less likely to have no DSM4 diagnosis at the time of first assessment (7.7% to 18.4%)
- Were more likely to have a DSM4 diagnosis of opioid dependence at first assessment (16.8% to 6.9%)
- Were less likely to get early intervention treatment at first assessment (8% to 13.6%)
- Were more likely to have psychological problems at some point in their life (55.9% to 44%)
- Were more likely to have siblings with alcohol problems (66.9% to 42.4%)
- Were more likely to have a parent or parents with alcohol problems (52.5% to 31.3%)
- Were more likely to have a parent or parents with drug problems (29.5 to 16.4%)

This analysis does not provide answers for these differences; however awareness of these differences can inform the way DBH approaches treatment for clients who are likely to have more than one request for services. Another important question that is not answered by this analysis is what happens to clients during the time period between requests for services. Why do clients with a single request for services not return to AMCI? Below are some recommendations that may help DBH better understand and provide treatment for clients.

1. Develop a model that helps to predict at the time of first request for services the probability that a client may return to AMCI. Developing a model would allow AMCI to offer different services to clients who have characteristics that indicate that they are likely to return at the time of their initial request. This may help reduce the likelihood that clients need to return to AMCI.
2. Conduct an outcome study to follow up with clients who are discharged to further explore what happens to clients after treatment. Clients with a single request for services had an average of 1,877 days from their request date to the date that we pulled data for this report. Why do these clients not come back to AMCI? How are these clients different from clients with multiple requests for services? Looking at what happens to clients after they are no longer in treatment may help answer these questions.
3. Conduct further analysis focusing on understanding difference in clients by voucher utilization. This would help understand how clients who use most of their voucher are different than clients
4. Conduct a qualitative analysis of clients with multiple requests for services. This would help understand what happens to individual clients.