

**Incentives and Alerts to Improve Performance in Washington State:  
Quarterly Performance Measures**

updated 12/8/2014

**Modality**

- [Outpatient/Intensive Outpatient](#)
- [Detoxification](#)
- [Residential/Inpatient](#)

**Outpatient/Intensive Outpatient**

County Location	TARGET #	Agency Name	Engagement Rate				
			Baseline <sup>2</sup> (Jul '12-Jun '13)	Quarter 1 <sup>3</sup> (Oct-Dec 2013)	Quarter 2 <sup>4</sup> (Jan-Mar 2014)	Quarter 3 <sup>5</sup> (Apr-Jun 2014)	Quarter 4 <sup>6</sup> (Jul-Sep 2014)
King	87800	Community Psychiatric Clinic - City Center Branch	100%	--- <sup>1</sup>	83%	--- <sup>1</sup>	78%
Spokane	12000	Community Detox Services of Spokane	99%	100%	85%	97%	--- <sup>1</sup>
King	153800	Center for Human Services - Northshore Adult Program	97%	--- <sup>1</sup>	100%	--- <sup>1</sup>	100%
Columbia	1400	Blue Mountain Counseling of Columbia County	96%	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>	71%
Kitsap	27300	Agape	95%	95%	100%	92%	84%
Snohomish	133600	Evergreen Manor - Lynnwood Outpatient	95%	91%	98%	90%	95%
King	3800	Consejo Counseling and Referral - Seattle	95%	77%	96%	--- <sup>1</sup>	91%
Snohomish	10803	Evergreen Manor Outpatient Services - Main Campus	94%	94%	96%	93%	95%
King	15900	Center For Human Services - Shoreline	93%	--- <sup>1</sup>	94%	100%	96%
Snohomish	85700	Catholic Community Services - Recovery Center - Marysville	93%	91%	86%	76%	86%
Clark	128700	Cowlitz Tribal Treatment Program - Vancouver	92%	--- <sup>1</sup>	91%	--- <sup>1</sup>	80%
Kitsap	6700	Kitsap Recovery Center	92%	100%	80%	100%	42%
Pierce	114000	Pioneer Adult Counseling - Tacoma	90%	90%	90%	82%	91%
Skagit	79300	Sea Mar Behavioral Health - Mount Vernon	90%	77%	87%	--- <sup>1</sup>	77%
King	115200	Seattle Counseling Service for Sexual Minorities	90%	96%	79%	72%	73%
Yakima	14101	Merit Resource Services - Toppenish Branch	89%	--- <sup>1</sup>	97%	96%	66%
Clallam	109800	Trillium Treatment Center	89%	--- <sup>1</sup>	92%	--- <sup>1</sup>	79%
Cowlitz	120600	Cowlitz Tribal Treatment Program - Main Branch	89%	--- <sup>1</sup>	87%	--- <sup>1</sup>	83%

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Skamania	10600	Skamania County Community Health	89%	--- <sup>1</sup>	80%	87%	--- <sup>1</sup>
Pacific	134300	Willapa Counseling Center - Long Beach	88%	--- <sup>1</sup>	92%	90%	--- <sup>1</sup>
Yakima	107800	Merit Resource Services - Yakima	88%	83%	92%	93%	71%
Snohomish	139100	Sea Mar Behavioral Health - Lynnwood	88%	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>	94%
Snohomish	34400	Catholic Community Services - Recovery Center - Everett	87%	95%	95%	96%	91%
King	96500	Pioneer Counseling Services - Seattle	87%	92%	88%	89%	81%
Spokane	19702	New Horizon Counseling Services	87%	80%	82%	87%	80%
Yakima	13900	Triumph Treatment Services	86%	92%	90%	82%	795
Yakima	14100	Merit Resource Services - Sunnyside	86%	81%	89%	88%	71%
Yakima	14000	Sundown M Ranch	86%	--- <sup>1</sup>	88%	--- <sup>1</sup>	80%
Jefferson	81000	Safe Harbor Recovery Center, Inc. FPC	86%	97%	85%	94%	88%
Cowlitz	102200	Drug Abuse Prevention Center (Drug Court)	86%	--- <sup>1</sup>	--- <sup>1</sup>	85%	--- <sup>1</sup>
Lewis	155800	Community Allied Behavioral Health, Inc.	86%	75%	76%	88%	75%
Clark	900	Lifeline Connections	85%	79%	87%	80%	86%
Clallam	86000	Olympic Personal Growth Center	85%	76%	85%	89%	78%
Pacific	134400	Willapa Counseling Center - Raymond	85%	--- <sup>1</sup>	83%	--- <sup>1</sup>	96%
Thurston	20100	BHR Recovery Services - Tumwater	84%	83%	--- <sup>1</sup>	89%	--- <sup>1</sup>
King	4300	Intercept Associates	84%	81%	86%	88%	86%
Mason	101500	Northwest Resources II, Inc. - Shelton	84%	91%	85%	96%	92%
Mason	73000	BHR Recovery Services - Shelton	84%	71%	82%	--- <sup>1</sup>	--- <sup>1</sup>
Cowlitz	15101	Drug Abuse Prevention Center (Longview Inpatient & OP)	83%	82%	80%	93%	82%
King	87700	Community Psychiatric Clinic - Bridgeway	83%	76%	--- <sup>1</sup>	84%	80%
Kitsap	6600	West Sound Treatment Center - Fuller Wise Bldg	83%	76%	71%	86%	71%
King	141600	New Traditions	82%	88%	88%	71%	--- <sup>1</sup>
Kitsap	18400	Kitsap Mental Health Services	82%	--- <sup>1</sup>	78%	--- <sup>1</sup>	60%
Pierce	127100	Sea Mar Behavioral Health - Puyallup	81%	100%	100%	--- <sup>1</sup>	79%

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Spokane	98700	Partners with Families and Children: Spokane	81%	--- <sup>1</sup>	93%	--- <sup>1</sup>	100%
Pierce	152800	Good Samaritan Behavioral Health Chemical Dependency Program	81%	80%	89%	90%	73%
Pierce	19100	Pierce County Alliance	81%	85%	84%	82%	85%
Clallam	22600	Klallam Counseling Services	81%	84%	83%	70%	74%
Thurston	110200	Sea Mar Behavioral Health - Olympia	81%	61%	79%	--- <sup>1</sup>	79%
King	150900	Therapeutic Health Services - Kent Annex	81%	--- <sup>1</sup>	76%	--- <sup>1</sup>	76%
Snohomish	52101	Sea Mar Behavioral Health - Everett	81%	--- <sup>1</sup>	70%	--- <sup>1</sup>	86%
Spokane	20000	STEPS - Youth Family Adult (YFA) Connections	80%	84%	92%	81%	79%
Thurston	61600	Northwest Resources II, Inc. - Olympia	80%	88%	90%	88%	88%
Clallam	155000	Reflections Counseling Services Group	80%	--- <sup>1</sup>	88%	93%	90%
King	5900	Recovery Centers of King County - Kent Branch	80%	74%	79%	88%	77%
Cowlitz	119300	Awakenings, Inc.	80%	80%	78%	87%	71%
Kitsap	88800	Port Gamble S'Klallam Recovery Center	80%	--- <sup>1</sup>	71%	45%	69%
Spokane	107700	ADEPT Assessment Center - Spokane	80%	--- <sup>1</sup>	67%	75%	86%
Grays Harbor	137000	Sea Mar Behavioral Health - Aberdeen	79%	76%	86%	80%	94%
Pierce	18900	The Center (Metropolitan Development Council)	79%	65%	75%	80%	84%
Stevens	12501	Northeast Washington Alliance Counseling Services - Chewelah	79%	--- <sup>1</sup>	--- <sup>1</sup>	77%	--- <sup>1</sup>
Spokane	136500	ADEPT Assessment Center - Deer Park	78%	77%	92%	89%	88%
King	3500	Recovery Centers of King County - Main Facility	78%	83%	90%	75%	61%
King	100100	Asian Counseling and Referral Service (ACRS)	78%	86%	90%	90%	96%
Snohomish	104600	Sea Mar Behavioral Health - Monroe	78%	59%	--- <sup>1</sup>	77%	78%
Kitsap	47501	Cascade Recovery Center - Silverdale	78%	84%	85%	86%	76%
Walla Walla	107400	Serenity Point Counseling Services, LLC	78%	86%	84%	87%	90%
Adams	100	Adams County Community Counseling Services	78%	63%	68%	68%	--- <sup>1</sup>

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Benton	25202	Lourdes Counseling Center	77%	80%	85%	96%	--- <sup>1</sup>
Benton	131700	First Step Community Counseling Services, LLC	77%	73%	74%	77%	81%
Klickitat	115900	Dependency Health Services - White Salmon	77%	--- <sup>1</sup>	73%	--- <sup>1</sup>	75%
King	106400	Sound Mental Health-Auburn	77%	64%	62%	58%	68%
Kittitas	7100	Alcohol Drug Dependency Service - Ellensburg ADDS	76%	96%	91%	86%	78%
Thurston	15300	St. Peter Chemical Dependency Center	76%	77%	84%	75%	79%
Yakima	83200	Merit Resource Services - Wapato Branch	76%	81%	75%	89%	77%
King	91100	Valley Cities Counseling & Consultation - Auburn	75%	--- <sup>1</sup>	84%	--- <sup>1</sup>	--- <sup>1</sup>
Pierce	18903	The Center South (Lakewood)	75%	67%	83%	67%	93%
Skagit	114600	Phoenix Recovery Services, LLC - Mount Vernon	75%	77%	71%	71%	79%
Lewis	146900	Fresh Start LLC (Onalaska)	75%	--- <sup>1</sup>	70%	92%	85%
King	98800	Harborview Medical Center Addictions Program	74%	79%	80%	--- <sup>1</sup>	93%
King	87600	Community Psychiatric Clinic - Belltown	74%	--- <sup>1</sup>	--- <sup>1</sup>	74%	--- <sup>1</sup>
Asotin	14600	Quality Behavioral Health - Clarkston	74%	76%	78%	42%	65%
Spokane	141400	STEPPS YFA at Family Service Spokane (OFF-SITE)	74%	--- <sup>1</sup>	67%	--- <sup>1</sup>	71%
Franklin	158000	Dependency Health Services - Pasco	74%	67%	17%	41%	--- <sup>1</sup>
Snohomish	81300	Stillaguamish Tribe of Indians	73%	--- <sup>1</sup>	75%	--- <sup>1</sup>	50%
King	5700	Seattle Indian Health Board	72%	58%	100%	100%	100%
King	22900	Muckleshoot Behavioral Health Program	72%	78%	82%	83%	76%
Spokane	12101	SPARC Outpatient Services	72%	80%	76%	69%	71%
Clark	56001	Community Services Northwest - Vancouver	72%	75%	69%	74%	77%
Snohomish	111200	Therapeutic Health Services - Everett Branch	72%	--- <sup>1</sup>	68%	65%	--- <sup>1</sup>
Wahkiakum	1502	Wahkiakum Chemical Dependency Services	71%	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>
Clark	116400	ChangePoint, Inc.	71%	95%	100%	90%	88%
Skagit	123800	Swinomish Wellness Program	71%	--- <sup>1</sup>	77%	--- <sup>1</sup>	67%
Grant	2200	Grant County Prevention and Recovery Center (PARC)	71%	90%	77%	91%	88%

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Kitsap	118600	Cascadia Addiction - Bountiful Life Treatment Center, LLC	71%	--- <sup>1</sup>	58%	--- <sup>1</sup>	74%
Benton	105200	Somerset Counseling Center	70%	83%	84%	87%	88%
Cowlitz	53500	A First Place	70%	68%	81%	84%	67%
Pierce	18904	The Center East (Sumner)	70%	64%	80%	61%	69%
King	118300	Sound Mental Health-Bellevue	69%	74%	73%	85%	67%
Benton	155200	Nueva Esperanza Community Counseling Services	69%	--- <sup>1</sup>	--- <sup>1</sup>	70%	--- <sup>1</sup>
Franklin	110300	Nueva Esperanza Counseling Center	69%	73%	39%	76%	73%
Klickitat	115800	Dependency Health Services - Goldendale	69%	65%	--- <sup>1</sup>	52%	--- <sup>1</sup>
Whatcom	52100	Sea Mar Behavioral Health - Bellingham	68%	74%	81%	75%	72%
King	4000	Therapeutic Health Services - Eastside Branch	68%	--- <sup>1</sup>	76%	61%	--- <sup>1</sup>
Clark	89400	Columbia River Mental Health	67%	70%	74%	72%	68%
King	105900	Sound Mental Health-Capitol Hill	67%	68%	71%	--- <sup>1</sup>	63%
Spokane	26800	Northeast Washington Treatment Alternatives	67%	60%	61%	75%	67%
Stevens	12500	Northeast Washington Alliance Counseling Services - Colville	67%	43%	33%	--- <sup>1</sup>	61%
Pend Oreille	8100	Pend Oreille County Counseling Services	66%	--- <sup>1</sup>	93%	--- <sup>1</sup>	--- <sup>1</sup>
Okanogan	7800	Okanogan Behavioral Healthcare, Inc.	66%	54%	79%	77%	60%
Stevens	9900	Spokane Tribe of Indians Substance Abuse Program	66%	--- <sup>1</sup>	68%	--- <sup>1</sup>	64%
Clallam	800	West End Outreach Services - Forks	66%	--- <sup>1</sup>	64%	--- <sup>1</sup>	43%
Whatcom	78600	Catholic Community Services - Recovery Center - Bellingham	66%	59%	61%	66%	67%
King	121300	Sea Mar Renacer Male Youth and Adult Treatment Center	65%	--- <sup>1</sup>	--- <sup>1</sup>	75%	--- <sup>1</sup>
Thurston	28100	Nisqually Tribal Substance Abuse & Prevention Program	65%	63%	--- <sup>1</sup>	48%	--- <sup>1</sup>
Ferry	126600	Colville Tribal Alcohol/Drug Program - Inchelium	65%	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>	32%
Lincoln	7600	Lincoln County Alcohol & Drug Center	64%	100%	88%	86%	--- <sup>1</sup>
King	106200	Sound Mental Health-Service Center Tukwila	64%	64%	69%	62%	60%

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King	15800	Therapeutic Health Services - Summit Branch	64%	65%	58%	54%	60%
Yakima	49000	Dependency Health Services - Yakima Outpatient	63%	69%	76%	53%	63%
King	113500	Raging River Recovery Center	63%	--- <sup>1</sup>	55%	--- <sup>1</sup>	--- <sup>1</sup>
Chelan	600	Center For Alcohol And Drug Treatment (The)	62%	60%	62%	44%	44%
Pacific	112300	Shoalwater Bay Indian Tribe	60%	--- <sup>1</sup>	--- <sup>1</sup>	58%	--- <sup>1</sup>
Snohomish	88900	Tulalip Tribal Behavioral Health Services (Youth)	59%	62%	74%	--- <sup>1</sup>	43%
Pierce	8900	Puyallup Tribal Treatment Center	59%	65%	53%	58%	51%
King	15801	Therapeutic Health Services - Shoreline	58%	43%	53%	--- <sup>1</sup>	64%
Pierce	89900	Sea Mar Behavioral Health - Tacoma	56%	31%	64%	--- <sup>1</sup>	56%
Mason	48500	Skokomish H.O.P.E. Alcohol & Drug Program	56%	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>	59%
King	97900	Downtown Emergency Service Center (Seattle)	52%	62%	70%	53%	63%
Grays Harbor	9600	Chehalis Tribal Behavioral Health	46%	0%	50%	--- <sup>1</sup>	--- <sup>1</sup>
Grays Harbor	4500	Quinalt Indian Nation	45%	20%	53%	55%	--- <sup>1</sup>
Whatcom	22700	Lummi Counseling Services	45%	38%	37%	52%	39%
Okanogan	126700	Colville Tribal Alcohol/Drug Program - Omak	44%	--- <sup>1</sup>	59%	--- <sup>1</sup>	55%
San Juan	124600	Compass Health - San Juan (Friday Harbor)	44%	--- <sup>1</sup>	--- <sup>1</sup>	61%	--- <sup>1</sup>
Kitsap	110900	Suquamish Tribe Wellness Program	43%	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>	50%
Snohomish	24000	Tulalip Tribal Behavioral Health Services (Adult)	41%	44%	47%	46%	47%
Lewis	54000	Eugenia Center	40%	47%	59%	67%	52%
Okanogan	7900	Colville Tribal Alcohol/Drug Program - Nespelem	39%	--- <sup>1</sup>	47%	15%	37%
Whatcom	113600	Westcoast Counseling and Treatment Center	37%	48%	53%	62%	--- <sup>1</sup>
Clallam	22800	Makah Chemical Dependency Program	37%	37%	25%	--- <sup>1</sup>	68%
Whatcom	23000	Nooksack Tribe's Genesis II	33%	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>
Whitman	13800	Palouse River Counseling Center	29%	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>	--- <sup>1</sup>
King	75300	Navos	26%	67%	59%	61%	67%

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Yakima	14200	Yakama Indian Nation Comprehensive Alcoholism Program	13%	9%	15%	20%	16%

**Notes:**

<sup>1</sup> Agency had fewer than 20 new clients in this quarter. Engagement information on these clients is carried forward to the next quarter. Rates are calculated when an agency has accrued at least 20 clients in a quarter, or across quarters.

<sup>2</sup> Data updated on Sept 19, 2013

<sup>3</sup> Data updated on March 17, 2014

<sup>4</sup> Data updated on May 19, 2014

<sup>5</sup> Data updated on September 22, 2014

<sup>6</sup> Data updated on November 17, 2014

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**Detoxification**

County Location	TARGET #	Agency Name	Continuity of Care Rate				
			Baseline <sup>1,4</sup> (Jul '12-Jun '13)	Quarter 1 <sup>2,4</sup> (Oct-Dec 2013)	Quarter 2 <sup>3,4</sup> (Jan-Mar 2014)	Quarter 3 <sup>5</sup> (Apr-Jun 2014)	Quarter 4 <sup>6</sup> (Jul-Sep 2014)
Spokane	12000	Community Detox Services of Spokane	38%	45%	40%	39%	37%
Snohomish	89100	Evergreen Manor Detox	38%	36%	34%	35%	35%
King	83100	Recovery Centers of King County - Seattle Detox/Inpatient Center	37%	41%	42%	38%	36%
Skagit	153000	Skagit County Crisis Center	36%	33%	36%	28%	24%
Kitsap	6700	Kitsap Recovery Center	35%	39%	29%	32%	33%
Pierce	18902	Tacoma Detoxification Center	30%	29%	31%	30%	31%
Chelan	600	Center For Alcohol And Drug Treatment (The)	30%	29%	26%	23%	22%
Whatcom	119600	Whatcom Community Detox	29%	30%	27%	22%	25%
Clark	900	Lifeline Connections	25%	31%	27%	32%	32%
Yakima	49001	Dependency Health Services - Yakima Detoxification	14%	18%	18%	20%	19%
Franklin	114800	Benton-Franklin Counties Detox Center	13%	19%	19%	23%	22%

**Notes:**

<sup>1</sup> Data updated on Sept 19, 2013

<sup>2</sup> Data updated on Feb 19, 2014

<sup>3</sup> Data updated on May 12, 2014

<sup>4</sup> These continuity of care rates reflect an updated definition of which services count toward continuity of care. For most agencies, this change in definition resulted in higher continuity of care rates than what we had previously posted online.

<sup>5</sup> Data updated on September 22, 2014

<sup>6</sup> Data updated on November 17, 2014



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**Residential/Inpatient**

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			Baseline <sup>2,5</sup> (Jul '12-Jun '13)	Quarter 1 <sup>3,5</sup> (Oct-Dec 2013)	Quarter 2 <sup>4,5</sup> (Jan-Mar 2014)	Quarter 3 <sup>6</sup> (Apr-Jun 2014)	Quarter 4 <sup>7</sup> (Jul-Sep 2014)
Grays Harbor	74000	Northwest Indian Treatment Center - Elma	76%	51%	71%	63%	75%
Spokane	12100	SPARC -- Spokane Addiction Recovery Centers	69%	--- <sup>1</sup>	57%	--- <sup>1</sup>	56%
Chelan	600	Center For Alcohol And Drug Treatment (The)	68%	48%	52%	50%	69%
Snohomish	10801	Evergreen Residential Services -Unit 2 (Bldg C)	60%	50%	71%	65%	--- <sup>1</sup>
Spokane	83800	Sun Ray Court (Adult Male Branch)	58%	59%	48%	56%	57%
Yakima	114900	Triumph Treatment Services - Casita	58%	--- <sup>1</sup>	35%	--- <sup>1</sup>	50%
Yakima	14000	Sundown M Ranch	54%	62%	46%	57%	51%
Spokane	134200	American Behavioral Health Systems, Inc. (Mission)	52%	52%	47%	50%	43%
Yakima	13901	Triumph Treatment Services - James Oldham Treatment Ctr.	52%	58%	47%	38%	36%
Kitsap	7000	Olalla Guest Lodge	52%	34%	36%	29%	20%
Spokane	12102	SPARC Intensive Inpatient Services (Christoph House/Delaney)	50%	41%	48%	53%	38%
Spokane	19701	Isabella House	47%	36%	--- <sup>1</sup>	59%	55%
King	5701	Thunderbird Treatment Center	47%	41%	41%	41%	32%
Yakima	152200	Triumph Treatment Services - Beth's Place	46%	--- <sup>1</sup>	52%	--- <sup>1</sup>	50%
Kitsap	6700	Kitsap Recovery Center	46%	47%	47%	55%	51%
Spokane	158600	ABHS Specialty Services I, LLC	46%	44%	39%	39%	20%
Cowlitz	15100	Drug Abuse Prevention Center (Castle Rock)	45%	49%	51%	43%	39%
Pierce	103700	Prosperity Wellness Center	45%	52%	39%	34%	44%
Clark	900	Lifeline Connections	44%	40%	42%	41%	46%
Snohomish	10802	Evergreen Manor Residential Services-Unit 1 (Bldg B)	43%	--- <sup>1</sup>	61%	--- <sup>1</sup>	67%

Only agencies with 25 or more admissions during July 1, 2012 – June 30, 2013 are included.

**Incentives and Alerts to Improve Performance in Washington State:  
Quarterly Performance Measures**

updated 12/8/2014

County Location	TARGET #	Agency Name	Continuity of Care Rate				
			Baseline <sup>2,5</sup> (Jul '12-Jun '13)	Quarter 1 <sup>3,5</sup> (Oct-Dec 2013)	Quarter 2 <sup>4,5</sup> (Jan-Mar 2014)	Quarter 3 <sup>6</sup> (Apr-Jun 2014)	Quarter 4 <sup>7</sup> (Jul-Sep 2014)
Cowlitz	15101	Drug Abuse Prevention Center (Longview Inpatient & OP)	43%	--- <sup>1</sup>	54%	--- <sup>1</sup>	40%
Yakima	13902	Triumph Treatment Services - Riel House	43%	--- <sup>1</sup>	44%	--- <sup>1</sup>	43%
King	83100	Recovery Centers of King County - Seattle Detox/Inpatient Ctr.	43%	47%	43%	46%	44%
Pierce	52102	Sea Mar Residential Alcohol/Drug Treatment – Tacoma	39%	28%	36%	35%	29%
Lewis	158400	ABHS Specialty Services II, LLC	37%	47%	58%	47%	52%
King	17200	Seadrunar - Forest Park	37%	40%	54%	57%	57%
Skagit	5002	Pioneer Center North	37%	32%	30%	36%	32%
Thurston	15300	St. Peter Chemical Dependency Center	37%	45%	25%	--- <sup>1</sup>	--- <sup>1</sup>
King	4406	Perinatal Treatment Services -- Seattle	35%	--- <sup>1</sup>	--- <sup>1</sup>	38%	--- <sup>1</sup>
Spokane	111600	Pioneer Center East - Spokane	33%	41%	29%	37%	35%
King	157500	Sea Mar Renacer Adult Treatment Center (for TARGET Reporting)	32%	29%	39%	37%	22%
King	16400	Genesis House	21%	32%	32%	81%	
King	128100	Bi-County Co-Occurring Residential Treatment Center	20%	42%	38%	13%	--- <sup>1</sup>

**Note:**

<sup>1</sup> Agency had fewer than 20 new clients in this quarter. Continuity of Care information on these clients is carried forward to the next quarter. Rates are calculated when an agency has accrued at least 20 clients in a quarter, or across quarters.

<sup>2</sup> Data updated on Sept 19, 2013

<sup>3</sup> Data updated on Feb 19, 2014

<sup>4</sup> Data updated on May 12, 2014

<sup>5</sup> These continuity of care rates reflect an updated definition of which services count toward continuity of care. For most agencies, this change in definition resulted in higher continuity of care rates than what we had previously posted online.

<sup>6</sup> Data updated on September 22, 2014

<sup>7</sup> Data updated on November 17, 2014