Division of Mental Health and Substance Abuse Services

Mental Health & AODA Services
Topics

- Background Information
- Logging In
- Navigating PPS
- Searching for Consumers
- Basic Registration Tasks
- Mental Health Service Reporting
  - Completing Consumer Profiles
  - Documenting SPCs
  - Consumer Status Reports
- AODA Service Reporting
  - Completing Consumer Profiles
  - Documenting SPCs
- Using the Workload Management Tool
  - How to Enter Units
- Closing Episodes
- Running Additional Reports
Background
Background

- New Mental Health and AODA modules reside in PPS
- Designed to replace the HSRS modules
- Collect data on consumers, services, and outcomes
Background

Who should be recorded in PPS?

- All consumers served in the public mental health or AODA system
- Typically all consumers the Department of Community Programs or Human Services Department is responsible for
- County-provided services and county-contracted services
- Consumers served with your inpatient hospitals, outpatient counseling services, medications only, case management only, etc.
- Adult and children, regardless of whether your county has separate child and adult mental health agencies
Background

What if a consumer is sent out of county for services to Mendota Mental Health Institute or a residential treatment center?

- Report them in PPS, your county is still the responsible entity for their overall care.

- Consumers must have received services such as therapeutic services or an assessment.

- Reporting should not include consumers who were referred to your agency, but never received services.
How should consumers receiving both Mental Health and Substance Abuse services be reported?

- Report them in both the Mental Health and AODA modules.
- Some information overlaps, but it is important to capture the details related to each area.
Background

- How will the data entered in PPS be used?

  - Some data in PPS and the former HSRS are based on Mental Health Block Grant federal reporting requirements.
    - Reported annually in exchange for MHBG funds contracted out to counties and mental health training and advocacy agencies.

  - The DMHSAS uses the date to report to the DHS Secretary, Governor, legislature, and community to inform policy-making decisions.

  - In 2012, the data is being used to inform a state MH/AODA needs assessment to determine future needs.

  - Counties use the information for quality improvement.
Logging On
Logging In

- Go to https://pps.wisconsin.gov
- Click on PPS - Production
Logging In

- Enter your **WAMS ID** and **Password**
- Click Login

Forgot your password? Is your account locked?
Request a Wisconsin User ID and Password.
Navigating PPS
Navigating PPS - PPS Home Page

- Displays the 10 most recently viewed individuals
  - If this is the first time you have logged into the system, no individuals will be displayed on this page.
Navigating PPS – Navigation Menu & Access

- The system’s Navigation Menu is located on the left of the page.
- Items listed with this icon are not available.
- Items listed with this icon are available.
- Items with this icon indicate that more menus are available for that particular heading.

The Navigation Menu will also display an arrow and highlight the menu you are currently viewing.
Navigating PPS – Cancel & Reset

- Clicking the **Cancel** checkbox and selecting a different link from the navigation menu will cancel any changes and navigate off the page.
- Clicking **Reset** changes the data back to the last save and keeps you on the same page.
Navigating PPS – Help

- If you have questions you can always click the Help button for more details.
Navigating PPS - Help

- Help Text appears in a different window.
- When finished click "X" to close the window. PPS will remain open.
Searching for Consumers
Searching for Consumers

- The PPS Search function will check all of PPS for an existing consumer.
- The Workload Management tool will only search for consumers with existing episodes.
Searching for Consumers

- Click **Search** from the Navigation Menu
Searching for Consumers – Registered

- Enter the consumer’s **First Name**, **Last Name**, and **Birth Date**
- Click **Go**

**Search Criteria**

***AUTHORIZED USERS ONLY***

**WARNING:** This computer system is for authorized users and uses only. You should only access the information that is needed to complete your task. You should also be aware that regardless if individuals are listed in the system, this doesn’t necessarily mean they have received services. Your actions on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized personnel. You may not re-disclose any information you have accessed unless needed to complete your task or allowed by law. Any improper use or unauthorized access of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system, you consent to these terms and conditions.

**Demographics Information**

- **First Name:** June
- **Last Name:** Wilson
- **Birth Date:** 3/24/1954

**Identification Number**

- **SSN:**

[Go button]
Searching for Consumers - Registered

- If you are missing any of the 3 criteria you will receive a warning

The following events have occurred:

GL001: Please enter data in 'Birth Date' field.

WARNING: This computer system is for authorized users and uses only. You should only access the information that is needed to complete your task. You should also be aware that regardless if individuals are listed in the system, this doesn't necessarily mean they have received services. Your actions on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized personnel. You may not re-disclose any information you have accessed unless needed to complete your task or allowed by law. Any improper use or unauthorized access of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system, you consent to these terms and conditions.

Demographics Information (Full or partial First Name, full or partial Last Name and Birth Date are required)

- First Name: june
- Last Name: wilson
- Birth Date: [MM/DD/YYYY]

County Of Responsibility: [Dropdown]

Identification Number

- SSN: [Field]
Searching for Consumers - Registered

- If the consumer is registered in PPS, the Individual Summary page will display.

- If the consumer had an Episode, that information would display in the Episode Reporting Information section.
Searching for Consumers – Not Registered

- Enter the consumer’s **First Name, Last Name, and Birth Date**
- Click **Go**

**Search Criteria**

***AUTHORIZED USERS ONLY***

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**Demographics Information (Full or partial First Name, full or partial Last Name and Birth Date are required)**

- **First Name:** Amanda
- **Last Name:** Smith
- **Birth Date:** 12/09/1975

**Identification Number**

- **SSN:**
Searching for Consumers – Not Registered

- If the consumer is **not registered** the system will indicate “No data found”
Basic Registration
Basic Registration

- Click **Basic Registration** from the Navigation Menu
Basic Registration

- Complete required (*) fields
- Include SSN if possible
- Click Next
Basic Registration

- System will perform duplicate checking
- If no duplicates are found a new record will be created

The following events have occurred:

PP018: Participant has been created.
Basic Registration – Existing Record

- When registering a consumer, if a possible match exits, the system will display that record as an available choice.
- You can select the match or create a new record.

![Individual Clearance List](image)
Basic Registration

- Click **Basic Registration** from the Navigation Menu

---

**Individual Clearance List**

The following events have occurred:

- **PP017**: A New Individual will be established in MCI. Please confirm your selection.

<table>
<thead>
<tr>
<th>Individual as entered</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name: Amanda</td>
</tr>
<tr>
<td>Middle Name: M</td>
</tr>
<tr>
<td>Last Name: Smith</td>
</tr>
<tr>
<td>Gender: Female</td>
</tr>
<tr>
<td>SSN:</td>
</tr>
<tr>
<td>Birth Date: 12/09/1975</td>
</tr>
</tbody>
</table>

**Individual matches found**

- 92 407-15-XXXX AMANDA SMITH 12/09/1975 Female Yes
- Create new individual using entered individual's basic information

---

[Previous] [Next]
Mental Health Service Reporting
Completing the Consumer Profile for Mental Health
Completing the Consumer Profile – Creating an Episode

- Select the appropriate **Episode Type**
- Click **Add**
Completing the Consumer Profile

- The Consumer Profile contains fields similar to what is collected today.
Completing the Consumer Profile

- Worker and County Information
  - Captures Local Worker ID, Local Family ID, and Local Client ID

![Mental Health Consumer Profile](image)
Completing the Consumer Profile

- Referral Information
  - At minimum complete required fields
  - If left blank, Episode Start Date will take on the date of the SPC (same way it does in HSRS)
  - First Contact Date is new and is used to document when initial contact is made through the referral process
Completing the Consumer Profile

- **Primary Residence**
  - Enter the consumer’s primary residence
  - If a consumer lives in a facility, record the name of the facility in the first address box and street in the second
  - If homeless, enter the reporting county’s address

![Image of primary residence input fields](image-url)
Completing the Consumer Profile

- Race and Ethnicity
  - Required
  - You can record multiple racial backgrounds
Completing the Consumer Profile

- Characteristic Information
  - Can include 3 characteristics
  - Can include 3 presenting problems
Completing the Consumer Profile

- MH Diagnosis Information
  - Primary Diagnosis must be a mental health diagnosis
  - Four additional fields for recording mental health and substance abuse diagnosis
  - The last column is for diagnosed physical or medical conditions

```markdown
<table>
<thead>
<tr>
<th>Primary MH Diagnosis Code - Axis I or II:</th>
<th>300.4 - Dysthmic Disorder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health/Substance Abuse Diagnosis - Axis I or Axis II:</td>
<td></td>
</tr>
<tr>
<td>1. 304.20 - Cocaine Dependence, Unspecified</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
<tr>
<td>General Medical Conditions - Axis III:</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td></td>
</tr>
</tbody>
</table>
```
Completing the Consumer Profile

- Review for completeness
- Click **Next**
Consumer Status Reports for Mental Health
Consumer Status Report

Service and Status Summary
- Record service utilization data
- Record consumer outcome data
Consumer Status Report

- Monitors the consumer’s progress over time
- Collected at enrollment, every 6 months while receiving services, and at discharge.

![Consumer Status Report Form](image)

- **Report Information**
  - **Report Date:** 01/17/2012
  - **Employment Status:** 1 - Competitive
  - **Legal/Commitment Status:** 1 - Voluntary
  - **BRC Target Population:** L - Ongoing, low intensity services
  - **Residential Arrangement:** 2 - Private residence or household
  - **Psychological and Environmental Stressors:**
    - 1 - None
    - 2 - On Probation
    - 3 - Arrest(s)
  - **Suicide Risk:** 1 - No risk factors
  - **Health Status:** 9 - Unknown

- **Daily Activities**
  - **Daily Activity 1:** 5 - Volunteer or planned formal activities
  - **Daily Activity 2:**
  - **Daily Activity 3:**
### Consumer Status Report

- **Report Information**
  - At minimum complete the required fields
  - Report date should be the date that accurately describes the consumer’s situation
    - Enrollment (near or on), every 6 months, or at Discharge

<table>
<thead>
<tr>
<th>Report Information</th>
<th>BRC Target Population:</th>
<th>Residential Arrangement:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Date:</td>
<td>06/04/2012</td>
<td>2 - Private residence or household</td>
</tr>
<tr>
<td>Employment Status:</td>
<td>1 - Competitive</td>
<td></td>
</tr>
<tr>
<td>Legal/Commitment Status:</td>
<td>1 - Voluntary</td>
<td></td>
</tr>
<tr>
<td>Please select up to four interactions client has had with criminal justice system in the last six months:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Psychological and Environmental Stressors:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Status:</td>
<td>9 - Unknown</td>
<td></td>
</tr>
<tr>
<td>Suicide Risk:</td>
<td>1 - No risk factors</td>
<td></td>
</tr>
</tbody>
</table>
## Consumer Status Report

- **Daily Activities**
  - Document the consumer’s education and social involvement

<table>
<thead>
<tr>
<th>Daily Activities</th>
<th>Daily Activity 1:</th>
<th>Daily Activity 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily Activity 1:</td>
<td>5 - Volunteer or planned formal activities</td>
<td></td>
</tr>
<tr>
<td>Daily Activity 2:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily Activity 3:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Consumer Status Report

- Review for completeness
- Click **Return**

---

### Consumer Status Report

**Report Information**

- **Report Date:** 06/04/2012
- **Employment Status:** 1 - Competitive
- **Legal/Commitment Status:** 1 - Voluntary
- **BRC Target Population:** L - Ongoing, low intensity servs.
- **Residential Arrangement:** 2 - Private residence or household
- **Please select up to four interactions client has had with criminal justice system in the last six months:**
  - 1 - None
  - 2 - On Probation
  - 3 - Arrest(s)
  - 4 - Jailed/Imprisoned
- **Psychological and Environmental Stressors:**
  - 3 - Moderate
- **Health Status:** 9 - Unknown
- **Suicide Risk:**
  - 1 - No risk factors

### Daily Activities

- **Daily Activity 1:** 5 - Volunteer or planned formal activities
- **Daily Activity 2:**
- **Daily Activity 3:**
Consumer Status Report

- For modifications click the 🕵️ icon
- Click 🔄 Add to create a new status report

<table>
<thead>
<tr>
<th>Service and Status Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Services</strong></td>
</tr>
<tr>
<td>SPC Provider WPI/NPI Units SPC Date From SPC Date To View</td>
</tr>
<tr>
<td>No data found.</td>
</tr>
<tr>
<td><strong>Status Report</strong></td>
</tr>
<tr>
<td>Report Date</td>
</tr>
<tr>
<td>06/04/2012</td>
</tr>
</tbody>
</table>
Documenting SPCs for Mental Health
Documenting SPCs

- Click **Add** to create an SPC

### Service and Status Summary

<table>
<thead>
<tr>
<th>Report Date</th>
<th>Employment Status</th>
<th>Criminal Justice System</th>
<th>Daily Activity</th>
<th>Suicide Risk</th>
<th>Residential Arrangement</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/04/2012</td>
<td>Competitive</td>
<td>Arrest</td>
<td>&quot;Volunteer or planned formal activities&quot;</td>
<td>No risk factors</td>
<td>Private residence or household</td>
</tr>
</tbody>
</table>
Documenting SPCs

- **Service Details**
  - At minimum include the Provider, SPC, Unit of Measurement, and SPC Start Date

![Mental Health Services Form]

- **Service Details**
  - Provider, SPC, Unit, SPC Start Date, Quantity, SPC End Date, SPC End Reason, Service Worker ID
Documenting SPCs

- Enter the Provider’s WPI or NPI
- If WPI and NPI are not provided, click the icon to search
  - Enter search criteria such as first name and last name
  - Click Search
Documenting SPCs

- System will return all possible matches
- Click the blue hyperlink to select the provider
Documenting SPCs

- Select the appropriate SPC
Documenting SPCs

- Select the appropriate Unit or Basis of Measurement
- Document an SPC Start Date
Documenting SPCs - Duplication

- Click **Add** to create additional SPCs
- Click **Duplicate** to create a copy of an existing SPC
  - Use this if the majority of fields will remain unchanged
  - Or to document multiple months of units
Documenting SPCs - Duplication

- System notifies you of the duplicate
- Make changes as needed
- Click **Return**
Documenting SPCs

- Click the icon to edit an SPC
  - This includes modification to data such as updating units
  - Or deleting an SPC
Documenting SPCs

- Review for the information to ensure you have the correct SPC
- Click **Delete**
- Click **Yes** when asked if you want to delete the service
Documenting SPCs

Before:

Service and Status Summary

<table>
<thead>
<tr>
<th>Services</th>
<th>Provider WPI/NPI</th>
<th>Units</th>
<th>SPC Date From</th>
<th>SPC Date To</th>
</tr>
</thead>
<tbody>
<tr>
<td>507.10-Medication management</td>
<td>31021200</td>
<td>1 Hours</td>
<td>06/04/2012</td>
<td>06/04/2012</td>
</tr>
<tr>
<td>507-Counseling/therapeutic resources</td>
<td>31021200</td>
<td>0 Hours</td>
<td>06/04/2012</td>
<td></td>
</tr>
</tbody>
</table>

Status Report

<table>
<thead>
<tr>
<th>Report Date</th>
<th>Employment Status</th>
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<th>Daily Activity</th>
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<th>Residential Arrangement</th>
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<td>&quot;Volunteer or planned formal activities&quot;</td>
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After:

Service and Status Summary

<table>
<thead>
<tr>
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<th>SPC Date From</th>
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Status Report

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<td>Private residence or household</td>
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</tbody>
</table>
AODA Service Reporting
Completing the Consumer Profile for AODA
Completing the Consumer Profile

- Select AODA as the Episode Type
- Click Add
Completing the Consumer Profile

- Fields should look familiar
- Required fields denoted with a **red** asterisk
Completing the Consumer Profile

- Worker and County Information
  - Indicate if this is a Brief Service and if there is a Co-Dependent
Completing the Consumer Profile

- Referral Information
  - You can enter the Episode Start Date or the system will default the earliest SPC Start Date
  - First Contact Date is a new field used to capture the initial contact made with a consumer
Completing the Consumer Profile

- **Primary Residence**
  - Enter the consumer’s primary residence
  - If a consumer lives in a facility, record the name of the facility in the first address box and street in the second
  - If homeless, enter the reporting county’s address
Completing the Consumer Profile

- Race and Ethnicity
  - Required
  - You can record multiple racial backgrounds
Completing the Consumer Profile

- Characteristic Information
  - Document up to 3 characteristics
  - At minimum complete all required fields
  - Pregnancy is not required for male consumers
Completing the Consumer Profile

- Substance Use Information
  - You can add a primary, secondary, and tertiary problem
  - Document one substance problem at a time and click **Add**
Completing the Consumer Profile

- Substance Abuse problems appear in the bottom section
  - Click the icon to edit the data
  - Click the icon to delete the data
- Enter Secondary or Tertiary problems if needed
Completing the Consumer Profile

- Review for completeness
- Click Next
Documenting SPCs for AODA
Documenting SPCs

- Service and Status Summary Page
  - Click the Add button to add a new service
Documenting SPCs

- Service Details
  - At minimum include the Provider, SPC, Unit of Measurement, Target Group, and SPC Start Date
Documenting SPCs

- All services entered will display for easy review
- Click **Add** to create additional SPCs
Workload Management
Workload Management

- You can search for groups of consumers
- You can search for a single consumer (existing active or inactive episode)
Workload Management

- Filter Options
  - Agency defaults based upon logged in user
  - Select the appropriate Module Type
    - If Mental Health is selected, choose the appropriate Result Type
Workload Management

- Select appropriate Service Detail criteria
- When finished click **Search**
Workload Management

- Results will display at the bottom
- Click on any of the blue hyperlinks to group or sort consumers
  - For example, click SPC to group consumers by service
Workload Management – Entering Units

- Search for Open SPCs with No Units Reported

Filter Options
- Agency: Milwaukee
- Module Type: Mental Health
- Result Type: Services

Individual Details
- First Name: 
- Last Name: 
- MCI ID: 

Service Details
- SPC: 507 - Counseling/therapeutic resources
- SPC Start Date From: [MM/DD/YYYY]
- SPC Start Date To: [MM/DD/YYYY]
- Open Services Records Only: √
- No Units: √
- Local/Client data: 
- Service Worker ID: 
- Local Worker ID: 
- SPC Review Month From: [MM/DD/YYYY]
- SPC Review Month To: [MM/DD/YYYY]
- Case Review Date From: [MM/DD/YYYY]
- Case Review Date To: [MM/DD/YYYY]

Consumer Status
- Out of Date Consumer Status: 

[Search button]
Workload Management – Entering Units

- Results appear at the bottom
- Click **Go** next to the consumer record you want to update
Workload Management – Entering Units

- Taken directly to the SPC
- Make updates as needed
  - Update Quantity of Units and SPC Delivery Month
- Click **Next** to update the next SPC
- Click **Return** to go back to the Workload Management page and select another consumer to update SPC data for
Want to add multiple months worth of units to a service?
- Click **Duplicate** to create a copy of the service
- Update the **Quantity** and the **SPC Delivery Month**
Workload Management – Multiple Months

- When you duplicate a new service is create and data from the other service is copied forward.
- Continue duplicating as needed
- When finished click **Return**
Closing Episodes and Services
Closing Episodes and Services for Mental Health
Closing Episodes and Services

- Use Workload Management to search for the consumer
  - You can also use the Search function
- Enter criteria
- Click **search**
Closing Episodes and Services

- The consumer has two services associated with this Mental Health episode.
- To close the Episode, select Consumer Profile from the Navigation Column
  - Both services will link to the same Consumer Profile
- Click Go
Closing Episodes and Services

- Enter the **Episode End Date**
- Enter the **Episode End Reason**
- Click **Return**
Closing Episodes and Services

- If you have open services, the system will **NOT** let you close the episode.
- Click **Cancel** at the top of the page, then click **Next**.
Closing Episodes and Services

- Click the icon to update a service
- You will need to close all open services
- You must also document a discharge Consumer Status Report for Mental Health consumers
  - Click the Add button to create a new status report
Closing Episodes and Services

- Enter the Consumer Status Report data
- Review the page
- Click **Return**
Closing Episodes and Services

- Click the icon to update a service
Closing Episodes and Services

- Enter an **SPC End Date**
- Enter an **SPC End Reason**
- Click **Next Service** to update other SPCs
Closing Episodes and Services

If there are no other SPCs to update, click **Return**
Closing Episodes and Services

- Enter Episode End Date
- Enter Episode End Reason
- click **Return**
Closing Episodes and Services for AODA
Closing Episodes and Services

- Enter **SPC End Date**
- Enter **SPC End Reason**
- Complete **Closing Status** section
- Click **Return**
## Closing Episodes and Services

- Select **Consumer Profile**
- Click **Go**

### Search Results

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Client ID</th>
<th>Provider WPI/NPI</th>
<th>SPC</th>
<th>Navigation</th>
<th>View/Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jones</td>
<td>Alexis</td>
<td>100002695</td>
<td></td>
<td>507.00-Outpatient - regular</td>
<td><img src="select.png" alt="Select Consumer Profile" /></td>
<td><img src="go.png" alt="Go" /></td>
</tr>
</tbody>
</table>
Closing Episodes and Services

- Enter **Episode End Date**

![AODA Consumer Profile](image)
Closing Episodes and Services

- Update each problem before closing the episode
- Click the 🔄 icon to update an existing problem.
Closing Episodes and Services

- Document the **Substance Problem at End of Episode**
- Click **Update**
Closing Episodes and Services

- When finished documenting closing details, click **Return**
Reports List
Reports List

- Select **Reports List**
- Click the appropriate blue hyperlinked report
Reports List

- Select or Enter search criteria
  - Red asterisks are required
- Click **Submit**

**Mental Health Services/AODA Services And Outcomes**

- **Report Type:** Service Utilization
- **Agency:** Milwaukee
- **Module Type:** 0002 - AODA
- **Year:** From: 01/02/2012 To: 06/06/2012

**Report Criteria**
- Provider WPI/NPI:
- Gender:
- Zip Code:
- BRC Target Population:
- Primary Drug:
- Impaired Driver:
- Race:

**Outcome Criteria**
- Target Group:
- Age: From: To:
- Diagnosis:
- Substance Problem:
- Codependent/Collateral:
- Ethnicity:

**Services**
- 507.70 - Methadone or narcotic detox
- 703.10 - Medically managed inpatient detox
- 703.20 - Medically monitored residential detox
- 703.50 - Ambulatory detoxification
- 705.10 - Residential intoxication monitoring
- 301 - Court intake studies

**Submit** button
Reports List

- As the report runs, the system will display an In Progress window
Reports List

- Save or Open the file
  - When saving, store in a secure place and apply a standard naming convention
    - Example AODA Service Utilization 2012
Reports List

- **Open** the file to view it
### PPS MH/AODA Service Utilization Report

**Agency:** Milwaukee

**SPC From:** 01/02/2012  **SPC To:** 06/06/2012

#### Admissions, Discharges, Carry-overs and Units by Provider

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Carried Over Prior to 2011</th>
<th>Carried Over From 2011</th>
<th>Admissions 2012</th>
<th>Terminations 2012</th>
<th>Carried Forward 2012</th>
<th>Units of Service 2012</th>
<th>Clients No Units Reported 2012</th>
<th>Clients Units Reported 2012</th>
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<tbody>
<tr>
<td>301 - Court intake studies</td>
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<td>506.20 - Transitional residential</td>
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</tbody>
</table>
Additional Help Contact Information

- System Questions
  - DHS SOS Desk
    - E-mail: DHSSOSHelp@wisconsin.gov
    - Phone: (608) 266-9198