

Northeast Ohio Behavioral Health, Ltd.

Annual Report
Fiscal Year 2005

Those Whom We Served in FY05

New Clients:

- Summit County: 495
- Stark County: 877

Diagnostic Assessment Units

Summit County:

	<u>Budgeted</u>	<u>Actual</u>	<u>%</u>
MD:	300	276.6	92.2
INS:	325	279.4	86.0

Diagnostic Assessment Units

Stark County:

	<u>Budgeted</u>	<u>Actual</u>	<u>%</u>
MD:	860.0	1044.3	121.4
INS:	310.0	471.9	152.2

Individual Counseling

Summit County:

	<u>Budgeted</u>	<u>Actual</u>	<u>%</u>
MD:	7180.0	6121.8	85.3
INS:	6740.0	5875.6	87.2

Individual Counseling Units

Stark County:

	<u>Budgeted</u>	<u>Actual</u>	<u>%</u>
MD:	12,100	12,598.4	104.1
INS:	6112.0	4289.8	70.2

Group Treatment Units

Summit County

	<u>Budgeted</u>	<u>Actual</u>	<u>%</u>
MD:	864.0	0	0
INS:	304.0	0	0

Stark County

MD:	1520.0	2229.0	146.6
INS:	752.0	1548.0	205.9

Special Services: **Parenting Evaluations** – Units of Service

- Summit County: 108.6
 - Stark County: 471.5
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Special Services: **Sexual Abuse Assessments** – Units of Service

- Summit County: 39.9
 - Stark County: 416.6
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Special Services: **Divorce/Custody Evaluations**

- Summit County: 51
 - Stark County: 15
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Special Services: **Parent Coordination** – Units of Service

- Summit County: 108
 - Stark County: 64
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Special Services: **Sexual Offender Evaluations**

(Stark County Office only)

□ Stark County 238.2

Special Services: **Court Appearances** – Units of Service

- Summit County: 77.3
 - Stark County: 106.5
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Objectives Achieved in FY 2005

Objectives Achieved: CQI

- CQI Projects related to Best Practices
 - Expansion of CQI review: 685 charts
 - Mean Compliance: **95.17%**
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Objectives Achieved: Outcomes

- ❑ Establishment of a Tracking System for Outcomes
 - ❑ Successful transmission in Summit County
 - ❑ Major improvement in Outcomes transmission rates in Stark County (88.2% and 89.1%)
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Objectives Achieved: Parent Coordination Services

- Expansion of Parent Coordination Services and collaboration with Summit County Domestic Relations Court/Family Court Services
 - Involvement in planning for PC program – Summit County DR Court
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Objectives Achieved: Client Satisfaction

- Re-design and consistent collection of Client Satisfaction Survey Data
 - Procedural and Programmatic changes based on Client Satisfaction data (i.e. billing data, Intake staff, Welcome Packet).
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Client Satisfaction in FY 05

The Following Categories were rated as
"Very Satisfied:"

	<u>Summit</u>	<u>Stark</u>
Individual Tx:	74%	76%
Wait for Appt:	76%	80%
Couns. Attitude:	93%	90%
Couns. Skills:	93%	83%

FY 05 Client Satisfaction – cont.

Question: “Would you refer someone to NEOBH?”

	<u>Summit</u>	<u>Stark</u>
Yes, definitely:	68%	52%
Yes, I think so:	33%	43%

FY 05 Client Satisfaction– cont.

General Satisfaction Ratings

	<u>Summit</u>	<u>Stark</u>
Very Satisfied:	57%	57%
Mostly Satisfied:	40%	43%

Objectives Achieved: Community Survey

- Development and Distribution of a Community Survey

	<u>Surveys Distributed</u>	<u>Returned</u>
Summit:	46	12
Stark:	84	30

Objectives Achieved: Children's Network

- ❑ Opening of two clinical offices in the Stark County Children's Network
 - ❑ Completion of hiring/orientation for two clinical positions (Assessment and Counseling)
 - ❑ Involvement in the Traumatized Child Task Force
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Objectives Achieved: Chart Storage and Office Utilization

- Successful management of chart storage, filing and record retention issues
 - Analysis and decision-making regarding office utilization/future space needs
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Objectives Achieved: Staff Training

- ❑ Development of Orientation Programming for new clinical staff
 - ❑ Development of Training Modules for mandatory training topics
 - ❑ Development of Staff Training Survey
 - ❑ Fiscal support for Continuing Education
 - ❑ Two Agency-sponsored CEU trainings
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Objectives Achieved: Managed Care and Medicaid Contracting

- ❑ Successful maintenance of Medicaid contracts in Stark and Summit County
 - ❑ Establishment of Non-Medicaid contract with Stark County MHB
 - ❑ Successful Medical Necessity Audits in Stark and Summit County
 - ❑ Successful Managed Care audits
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Comments and Questions
