

Northeast Ohio Behavioral Health, Ltd.

Annual Report
Fiscal Year 2006

Those Whom We Served in FY06 (versus FY05)

New Clients:	FY05	FY06
□ Summit County:	495	526
□ Stark County:	877	717
□ Network:		203
□ Other:		3

Diagnostic Assessment Units

One UPI # - No County Separation

Budgeted

Actual

%

2460.0

2565.0

4%

Individual Counseling Units

Budgeted

Actual

%

30884.0

34073.0

10%

Group Treatment Units

Budgeted

Actual

%

6040.0

4086.0

-32%

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

Reports and sessions billed:

830.70 Units

Special Services: **Sexual Abuse Assessments** – Units of Service

Reports and sessions billed:

794.10 Units

Special Services: **Divorce/Custody Evaluations**

Reports and sessions billed:

158.0 Units

Special Services: **Parent Coordination** – Units of Service

263.0 Units

Special Services: **Sexual Offender Evaluations**

(Stark County Office only)

Reports and sessions billed:

114.80 Units

Special Services: **Court Appearances and Consultation**

754.90 Units

Objectives Achieved in FY 2005

Objectives Achieved: CQI

- CQI Projects related to Best Practices
 - Expansion of CQI review: **855** charts
(FY05: 657)
 - Mean Compliance: **97.57%**
(FY05: 95.17%)
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Objectives Achieved: Outcomes

- ❑ ISP Review revision to cue for 6-month administration of Outcomes
 - ❑ Full integration of SOQIC form for Child Diagnostic Assessment
 - ❑ Improved Chart Order compliance
 - ❑ New Safety Inspection format
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Objectives Achieved: Parent Coordination Services

- Presentations to Summit County DR Court re: Parent Coordination
 - Revision of Agreement Documents
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Objectives Achieved: Client Satisfaction

- Revision of Youth Client Satisfaction
 - Procedural changes re:
administration of Client Satisfaction
Data
-

Client Satisfaction in FY 06

The Following Categories were rated as
"Very Satisfied:"

	<u>Summit</u>	<u>Stark</u>
Individual Tx:	76%	74%
Wait for Appt:	80%	79%
Couns. Attitude:	88%	98%
Couns. Skills:	100%	88%

FY 06 Client Satisfaction – cont.

Question: “Would you refer someone to NEOBH?”

	<u>Summit</u>	<u>Stark</u>
Yes, definitely:	71%	79%
Yes, I think so:	21%	13%

FY 05 Client Satisfaction– cont.

General Satisfaction Ratings

	<u>Summit</u>	<u>Stark</u>
Very Satisfied:	60%	67%
Mostly Satisfied:	32%	22%

Objectives Achieved: Children's Network

- ❑ Full staffing of all available time slots
 - ❑ Establishment of Learning Collaborative re: Trauma Treatment
 - ❑ Involvement in the Traumatized Child Task Force (R. Tener: Steering Committee)
 - ❑ Services in the Stark County Attention Center
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Objectives Achieved: Chart Storage and Office Utilization

- ❑ Clear plan re: chart storage, filing and record retention issues
 - ❑ Purchase of scanner and dedicated PC
 - ❑ Revision of software
 - ❑ Policies and procedures: office utilization, scheduling
-

Objectives Achieved: Staff Training

- ❑ Delivery and revision of Orientation Programming for new clinical staff
 - ❑ Delivery and completion of Training Modules for mandatory training topics
 - ❑ Completion and Use of Staff Training Survey
 - ❑ Agency Sponsored CEU trainings in community (suicide workshops)
-

Objectives Achieved: Managed Care and Medicaid Contracting

- ❑ Successful streamlining of Medicaid contract to one UPI Number/one contract/one budget
 - ❑ Establishment of Consultation contract with Stark County MHB
 - ❑ Successful Medical Necessity Audits in Stark and Summit County
 - ❑ AultCare Panel Membership
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COA Accreditation:

- Achieved May, 2006 – May 2010
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Comments and Questions
