

## Community Needs Assessment Data 07-08

### 1. Number of Consumers Served:

By Age:		<u>Distinct # of Consumers</u>
		<u>FY 07-08</u>
Child	Age 0-13	2,402
Adolescent	Age 13-18	2,536
Adult	Age 18-65	15,564
Senior	Age 65+	<u>1,101</u>
		<u><b>21,603</b></u>

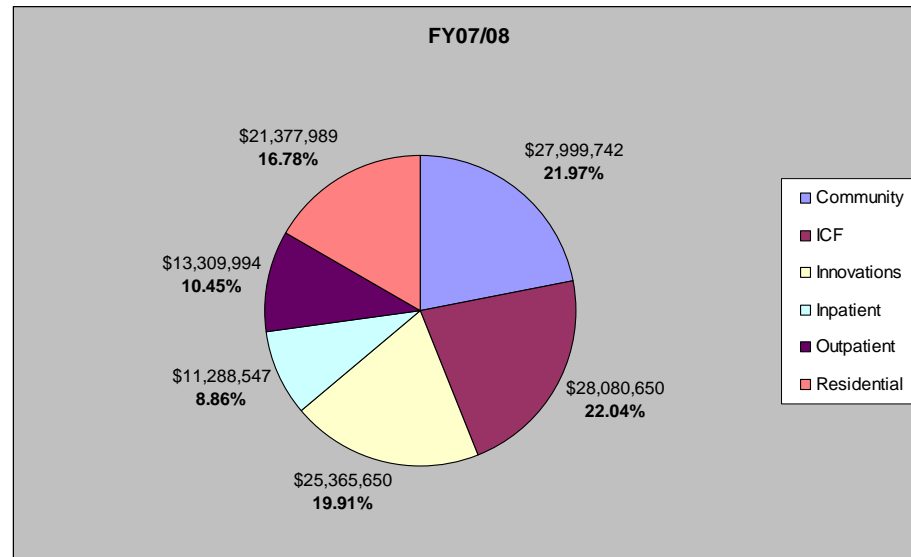
### 2. Penetration Rates

		<u>FY 07/08</u>
PBH Medicaid Rate	10.2%	
PBH All Funding Rate	7.6%	
State Medicaid Rate	9.1%	

#### 2a. Penetration Rate by Race:

White	113,016	65.8%	15,298	75.8%	535,702	2.9%
Black	41,105	23.9%	3,820	18.9%	84,430	4.5%
Hispanic	1,127	0.7%	321	1.6%	47,352	0.7%
Asian	1,889	1.1%	64	0.3%	8,153	0.8%
American Indian	444	0.3%	67	0.3%	2,121	3.2%
Other	<u>14,272</u>	<u>8.3%</u>	<u>616</u>	<u>3.1%</u>	<u>5,757</u>	<u>10.7%</u>
<b>Total</b>	<u><b>171,853</b></u>	<u><b>100.0%</b></u>	<u><b>20,186</b></u>	<u><b>100.0%</b></u>	<u><b>683,515</b></u>	<u><b>3.0%</b></u>

3. Cost of Service by Category:



4. Call Center Data

A review of call center data from 7/1/06 to 6/30/07 revealed that the average speed to answer a call was 0:00:05 or 5 seconds (two rings), with an average handling time per call at 0:05:17 or 5 minutes 17 seconds, and 97.4 percent of the calls answered.

A review of call center data from 7/1/07 to 6/30/08 revealed that the average speed to answer a call was: 0:00.10 or 10 seconds (three rings), with an average handling time per call at 0:02:59 or 2 minutes and 59 seconds, and 98.7% of the calls answered.

5. **Timeliness of Appointment**

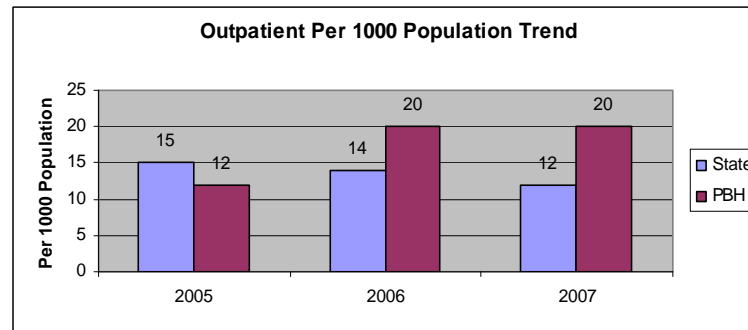
<b>06/07</b>	<b><u>Requested</u></b>	<b><u>Scheduled</u></b>	<b><u>%</u></b>	<b><u>Goal</u></b>
Emergent Appointments within 1 hour	494	441	89.3	95%
Urgent Appointments within 48 hours	7	7	100.0	95%
Routine Appointments within 7 days	69	43	62.3	95%

<b>07/08</b>	<b><u>Requested</u></b>	<b><u>Scheduled</u></b>	<b><u>%</u></b>	<b><u>Goal</u></b>
Emergent Appointments within 1 hour	1124	1049	93%	95%
Urgent Appointments within 48 hours	107	94	84%	95%
Routine Appointments within 7 days	595	584	98%	95%

6. **Provision of Outpatient Services – Daymark - Gerald**

This data indicates that since 2006 that PBH has provided more outpatient services than the State average for outpatient service provision.



The data from 2007 indicates that PBH provided more outpatient services than the State average for outpatient service provision

Chart

7. Crisis Services Continuum

<b>Advanced Access 07/08</b>	<b>Number</b>
Emergent	1024
Non-Threshold Clinical need	34
Routine	2006
Urgent	964
<b>Total Services</b>	<b>4028</b>

<b>Mobile Crisis 3/1/07 to Present</b>	<b>Number</b>
<b>Disposition</b>	<b>Number</b>
Alternate Natural Support	32
ARCA	8
Crisis Recovery Center (CRC)	66
Crisis/Respite	16
ER Referral	7
ER Referral Psych	5
FBC	11
High Point Behavioral Health	3
Lifeworks (Rowan Regional)	2
Mecklenburg Substance Abuse	1
Old Vineyard	11
Other	362
Other Non-PBH Contracted Inp	4
Psych. Hospital	134
Referral to Medical/Emergenc	9
Remain at Placement	221
Remain at Placement/In Commu	149
SA Detoxification	55
Stanly Regional Medical Cent	10
State Hospital – Broughton	4
<b>Total Services</b>	<b>1110</b>

**Crisis Recovery Center  
2007-2008**

	Cabarrus	Davidson	Rowan	Stanly	Union
No of Clients	439	218	109	62	184
Female MH	82	60	18	8	50
Male MH	102	54	32	9	33
Female SA	74	37	20	13	28
Male SA	181	67	39	32	73

**Funding Source**

Medicaid	51	29	21	9	18
Medicare	5	5	4	4	1
Private	5	8	8	2	10
Indigent	378	176	76	47	155

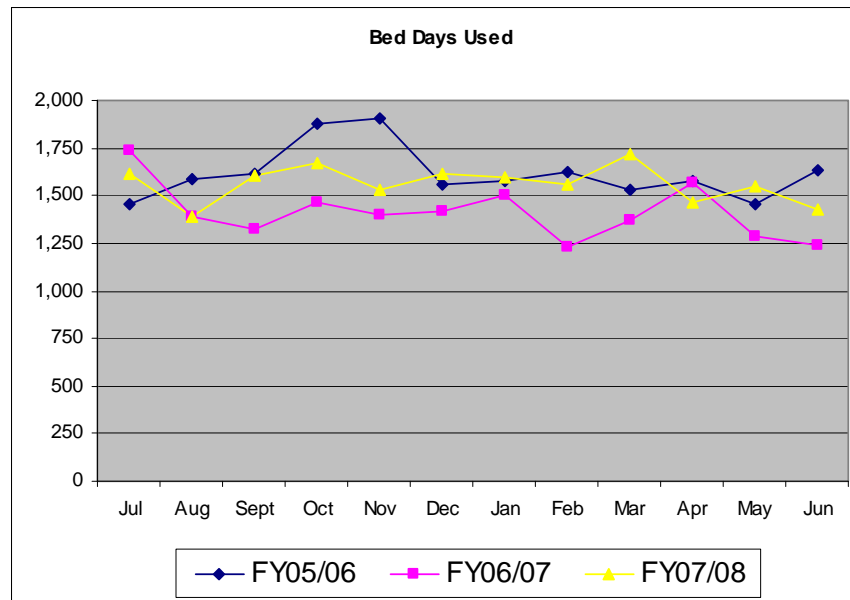
**Voluntary/Involuntary**

Voluntary	362	138	94	57	119
Involuntary	77	80	15	5	65

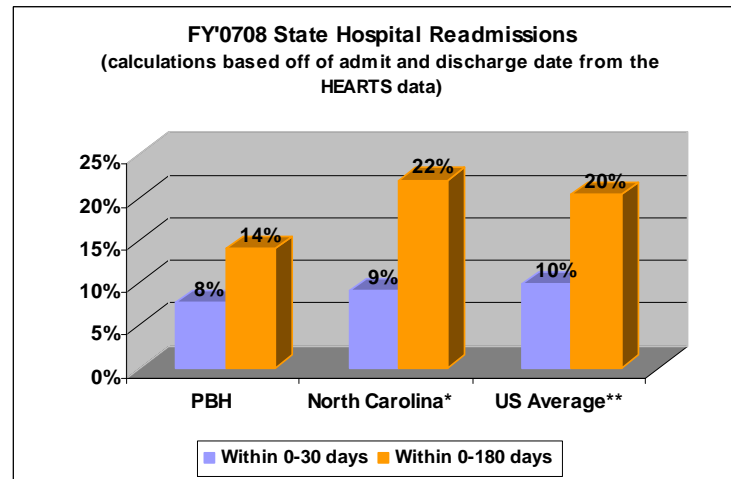
**8. State Hospital Bed Day Utilization**

**State Facilities (State Funding)  
Bed Days Used  
FY05/06, FY06/07 and FY07/08**

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>FY05/06</b>	1,453	1,585	1,619	1,875	1,908	1,562	1,574	1,623	1,531	1,577	1,455	1,632	<b>19,394</b>
<b>FY06/07</b>	1,738	1,392	1,322	1,467	1,403	1,415	1,505	1,234	1,371	1,569	1,283	1,243	<b>16,942</b>
<b>FY07/08</b>	1,619	1,385	1,605	1,668	1,532	1,611	1,595	1,556	1,714	1,461	1,545	1,428	<b>18,719</b>



## 9. State Hospital Readmission Measures



10. Child Residential Services

<b>FY'0607 Child Residential Utilization*</b>												
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
911 Psych Resid Tx Facility	7	6	6	7	12	14	18	19	19	18	25	26
H0019 BH - Long Term Resid Lvl III(1-4 Beds)	105	114	103	104	102	105	103	106	109	102	101	104
H0019 BH - Long Term Resid Lvl IV(5+ Beds)	7	8	7	6	5	5	4	3	3	2	2	2
H2020 Therapeutic Behavioral Services	3	2	1	1	1	1		1	1	1	2	2
S5145 Foster Care Therap Child	61	64	68	66	71	75	75	72	73	73	73	80

\*represents a distinct count of children receiving the defined Residential Services per month

<b>FY'0708 Child Residential Utilization*</b>												
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
911 Psych Resid Tx Facility	25	24	26	25	24	27	28	28	31	32	31	31
H0019 BH - Long Term Resid Lvl III(1-4 Beds)	94	94	84	83	80	82	73	72	72	70	66	66
H0019 BH - Long Term Resid Lvl IV(5+ Beds)	2	2	2	2	1	1	1	1	1	1	1	1
H2020 Therapeutic Behavioral Services	2	1	1	1	1	1	1	1		1	1	2
S5145 Foster Care Therap Child	75	81	74	69	75	70	70	75	67	63	63	75

11. Provider Capacity

Service Category: sub category:	# of Providers by Fiscal Year		07/08
	05/06	06/07	
Outpatient Total:	82	119	159
Agency	28	32	59
LIP Group	18	19	25
LIP	36	68	72
Hospital Based Practices	1	3	3
Inpatient Total for Medicaid:	29	33	39
State Facilities	4	4	2
Contracted	4	7	7
Out-of-Network	21	22	30
Inpatient Total for State Funds:	17	10	9
State Facilities	4	4	3
Contracted	4	5	5
Out-of-Network	9	1	1
Residential Providers	70	78	84
Provider sites	223	267	305
Community Services Providers	52	54	67
B3 Service Providers	N/A	N/A	50
Innovations Waiver Services Providers	49	52	60
ICF Providers	21	20	19
State Facilities	4	4	6
Providers Sites	73	69	78

12. DD Waiting List

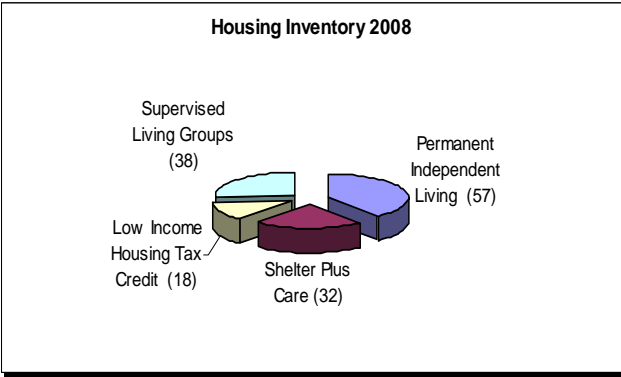
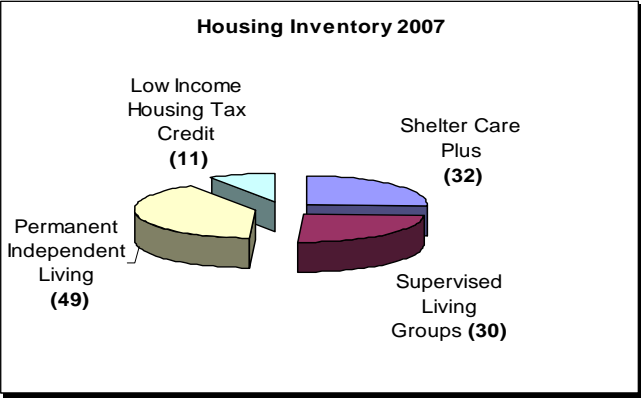
Registry of Unmet Needs 06/07

Month/Year	Innovations	Residential	SE	ADVP
<b>Nov-06</b>	317	156	42	130
Jan-07	422	238	9	166
Feb-07	331	198	9	119
Mar-07	341	202	17	124
Apr-07	366	202	17	139
May-07	368	200	17	139
<b>Jun-07</b>	364	203	17	135

Registry of Unmet Needs 07/08

Month/Year	Innovations	Residential	SE*	ADVP
<b>Jul-07</b>	370	203	17	127
<b>Aug-07</b>	376	209	13	115
<b>Sep-07</b>	378	211	0	116
<b>Oct-07</b>	383	206	0	106
<b>Nov-07</b>	422	226	0	114
<b>Dec-07</b>	427	223	0	111
<b>Jan-08</b>	424	230	0	113
<b>Feb-08</b>	433	225	0	116
<b>Mar-08</b>	437	221	0	113
<b>Apr-08</b>	435	217	0	110
<b>May-08</b>	302	166	0	65
<b>Jun-08</b>	426	167	0	58

**13. Affordable Housing – Vanessa**



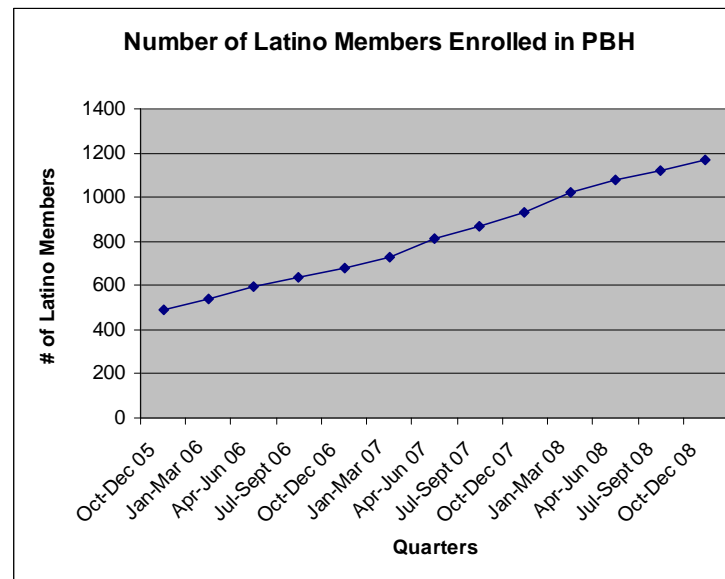
#### 14. Best Based Practices – Ask Bob Werstlein

In 2007 PBH offered the following evidence based practice services through its Provider Network:

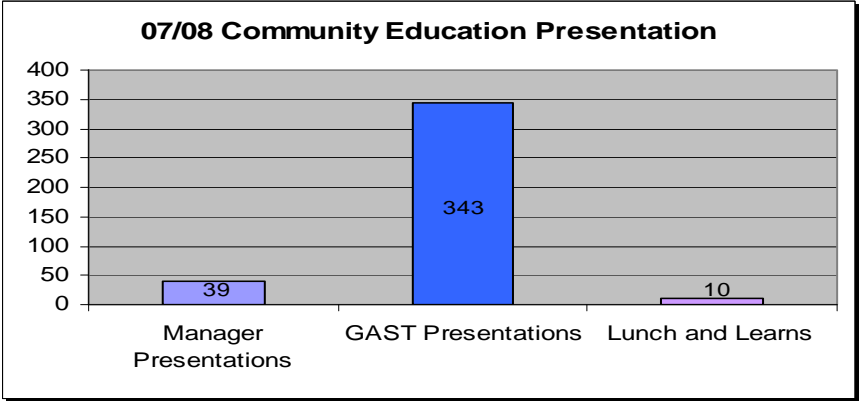
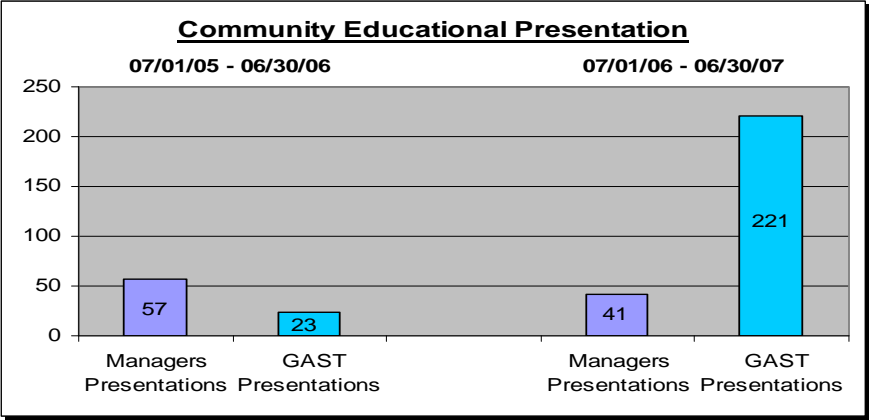
- ACT Team
- Multi-Systemic Therapy
- Intensive In-Home
- Self-Direction (DD)
- Peer Supports (MH-SA)
- Supported Employment (MH/DD/SA)
- Substance Abuse Intensive Outpatient Treatment

#### 15. Cultural and Linguistic Capacity

Latino Enrollment in the PBH System

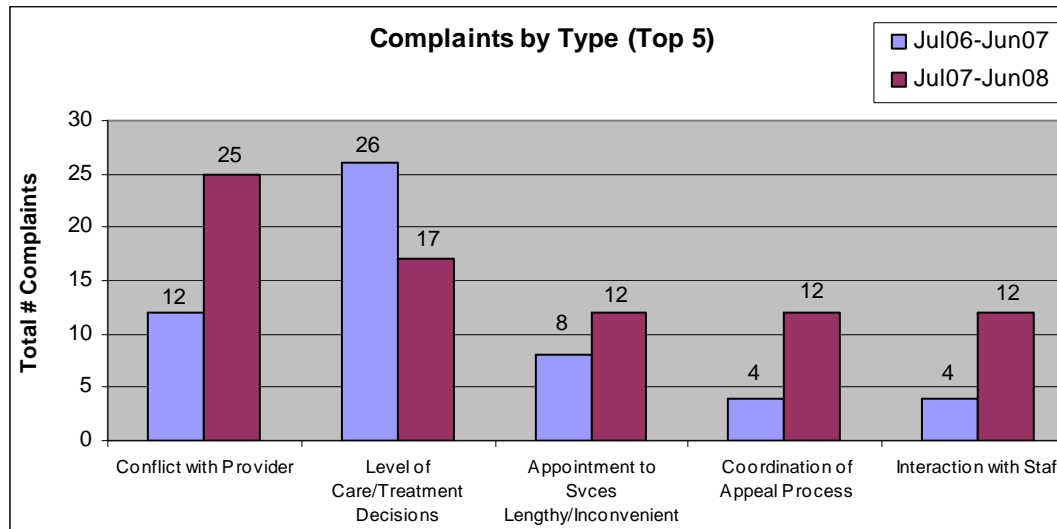


16. Community Education – Shelby - Vanessa Graph



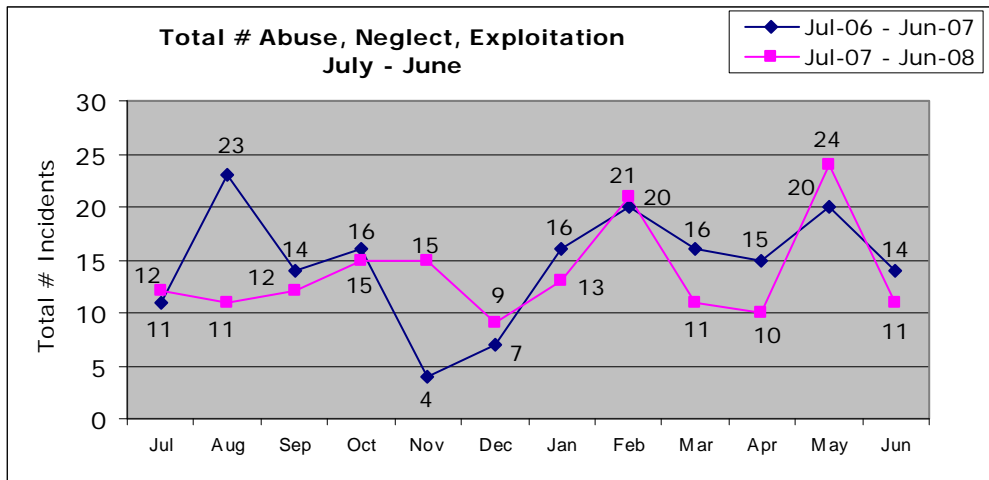
17. Quality Assurance

*Total # Complaints by Type represents all complaints broken down by the top 5 complaint types for Jul07-Jun08*



Analysis: When comparing the Complaint types this year (July07-June08) with last year (July06-June07), Conflict with Provider showed an increase of 108% with 25 and 12 complaints respectively. The majority of the Conflict with Provider complaints involved community supports issues. Level of Care/Treatment Decisions complaints showed the greatest decrease (34.6%) in complaints dropping from 26 last year to 17 this year.

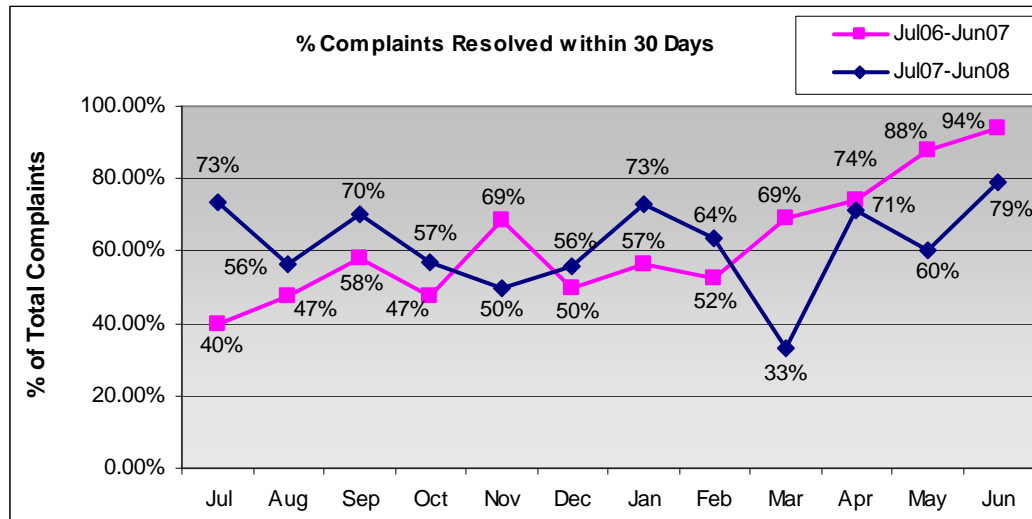
*Total # Abuse/Neglect/Exploitation represents the sum of all incidents for these three categories received*



**Analysis:** The number of incidents reported for Abuse, Neglect, and Exploitation this quarter remained the same as last quarter (45).

The majority of incidents involved CMH consumers (23). Two incidents, involving two consumers, resulted in the four cases of Substantiated Neglect this quarter. The first consumer was found to have taken non-prescribed medication. The second consumer was left unsupervised in the waiting room while the first consumer was receiving care.

*The Percentage of Complaints Resolved Within 30 Days reflects the total number of complaints resolved within 30 days divided by the total number of complaints received*



Analysis: PBH resolved 31 out of the 43 (72%) complaints within 30 days for the current quarter. PBH improved its resolution time from 45 days in March to an average of 25 days in April. Two of the complaints in April required an investigation and resulted in Corrective Action. Three of the complaints that were resolved after 30 days required investigation with only one being partially substantiated. Quality of Service issues comprised 58% (7 of 12) of the