



Creating solutions, One person at a time

Cabarrus Davidson Rowan Stanly Union

2010

Demographic, Utilization, and Network Capacity Study

**Compiled and Produced by the Network Operations
Department**



2010 Demographic, Utilization and Network Capacity Study Executive Summary

The 2010 Demographic, Utilization and Network Capacity Study is based on 2009 Calendar Year data. The Study includes an analysis of PBH eligible/consumer demographic characteristics by age, gender, race, prevalence of mental illness, developmental disabilities, and substance abuse, Medicaid eligibility, and number of uninsured. New to this years study is comparison to 2008 Calendar Year data and 2005 Calendar Year data for the racial and ethnic demographics for Cabarrus, Davidson, Rowan, Stanly, and Union Counties. This data looks at the overall racial and ethnic makeup of our catchment area as well as the number and percent of consumers served by PBH through our Provider Network by both race and ethnicity.

The Study analyzes utilization patterns by service, service category (Basic, Augmented, or Enhanced), and disability specific utilization patterns. These patterns are also analyzed by funding source (Medicaid or State Funds). In previous studies PBH was only able to report unmet needs for consumers with Developmental Disorders. The 2010 includes unmet needs for Mental Health, Developmentally Disabled, and Substance Abuse consumers; however, it is believed that the unmet Mental Health and Substance Abuse need is significantly underreported.

The Study analyzes Provider capacity in terms of agency availability, individual practitioner availability, and actual utilization. During Calendar Year 2009 PBH had a total of 287 fully contracted providers. This includes 3 Comprehensive Community Providers, 120 Agencies (most of who provide multiple services and serve multiple populations), 41 Licensed Independent Practitioner Groups, 111 stand alone License Independent Practitioners, 8 Hospital Inpatient Psychiatric programs, 3 Hospital Outpatient Psychiatric programs, and 1 LME (Mecklenberg LME for Social Setting Detox). The largest growth in the PBH Network is the Licensed Independent Practitioner Groups and stand alone License Independent Practitioners. During CY 2009 PBH's Provider Network provided 7,290,379 paid units of service to 20,921 consumers.

Unlike previous Studies, the CY 2009 Study analyzes the “Actual Utilization to Capacity” and “Projected Capacity” for Innovations, Medicaid, and State Funds separately. This will allow PBH to target areas in need of attention that may not be apparent in an analysis that looks at all funding sources combined.

PBH has experienced cuts in State funding in both Fiscal Year 2008-2009 and Fiscal Year 2009-2010. These decreases in State funding have had a negative effect on services for uninsured consumers and on our capacity for service development during the past two (2) years. Most of the new initiatives planned for this fiscal year are limited to consumers that have Medicaid coverage or with funds from future savings from decreased use of state hospitals (based on use of community alternatives identified below). It should also be noted that significant changes have



been made to the Medicaid Waiver that will begin to take effect July 1, 2010. This change in the Waiver includes adjustments to the service array and service definitions.

A review of 2008 and 2009 Studies and well as PBH's Local Business Plan 2007-2010 indicates that PBH has met 4 of the 8 goals/priorities set forth in those documents. For FY 2010/2011 PBH will continue the following goals/priorities as permitted by funding;

1. The development of a substance abuse continuum of care for both children and adults.
2. Increased access to psychiatric care through development of a primary care co-location model.
3. Reduce the DD waiting list.
4. Increased access to higher levels of residential care for identified children.

In addition PBH has established the following new goals and priorities for FY 2010/2011:

1. Implement changes for the Innovations Waiver.
2. Increase penetration into Specialty Medicaid Population Groups, as identified in the Medicaid Waiver.
3. Evaluate the need for/utilization of Substance Abuse Intensive Outpatient Programs.
4. Evaluate the need for an additional Day Program in Davidson County for DD consumers.
5. Maximize the utilization of both the Union and Cabarrus Crisis Recovery Centers.
6. Decrease the use of Hospital Emergency Departments for the delivery of behavioral healthcare services.

The Network Development Plan has been incorporated into the PBH budget and Plan of Work for 2010-2011. Responsible PBH Departments or Cross Functional Teams are incorporated into the plan as well as accountability at the Senior and Executive management levels. Progress will be monitored through regular reports at the Executive and Board levels of the agency.



Creating solutions, *One person at a time*

2010 Demographic, Utilization and Network Capacity Study

This Capacity Study utilizes 2009 Calendar Year data from multiple sources including PBH’s CI Database, the United States Census Bureau, SAMHSA Office of Applied Studies, NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH), NC Division of Medical Assistance (DMA), North Carolina’s 2009 State Medical Facilities Plan, Cecil G. Sheps Center for Health Services Research, County GIS, and Wikipedia.

The PBH Catchment Area consists of five (5) counties, Cabarrus, Davidson, Rowan, Stanly, and Union, and covers approximately 2,500 square miles. The five counties are primarily rural with some moderate to large urban areas. The following table shows the distance from north to south and east to west for each county at their widest points. Please note the average distance from north to south is 25.82 miles and from east to west is 27.28 miles.

County	Square Miles	Miles North to South	Miles East to West
Cabarrus	365	21.3	26.7
Davidson	567	34.8	23.2
Rowan	524	23.2	32.3
Stanly	404	23.6	24.5
Union	640	26.2	29.7
total	2500		
average	500	25.82	27.28

The total population for the PBH catchment area for calendar year 2009 was estimated to be 730,042 with 202,439 (28%) between the age of 0 and 18 years and 527,603 (72%) 19 years of age or older. The following chart shows the break down of population by county.

July 2009 Estimates Total Population							
County	Child	% of total County Pop	Adult	% of total County Pop	Total	% of total Pop	*Med-Age
CABARRUS	49,940	29%	122,283	71%	172,223	23.59%	37
DAVIDSON	40,602	26%	117,980	74%	158,582	21.72%	40
ROWAN	36,434	26%	104,364	74%	140,798	19.29%	39
STANLY	15,414	26%	44,380	74%	59,794	8.19%	40
UNION	60,049	30%	138,596	70%	198,645	27.21%	35
PBH	202,439	28%	527,603	72%	730,042	100%	38



Population Make-up by Race and Ethnicity:

A demographic analysis of the population by race, based on 2009 Census estimates for the counties in the PBH catchment area, indicates that Whites make up 77.07% (562,669), Blacks 12.68% (95,573) and Hispanics at 7.71% (56,255) of the population. All other combined races make up less than 2.54% (18,545) of the population. Although each population group increased from CY 2008 to CY 2009, some population groups grew faster representing increases in the percent of population. This can be seen in the slight decreases in the White (.03%) and Black (.01%) populations over CY 2008. Corresponding to these decreases were slight increases in the Hispanic (.02%), and Other Combined Races (.01%) population over CY 2008. Note that there is less than a two percent (2%) difference between the two dominant minority populations Hispanic/Latino and Black for Union County, and only a little over three percent (3%) difference in Davidson County

2009 Race and Ethnic Demographics

Race or Ethnicity	Cabarrus County, % of Population by Race	Davidson County, % of Population by Race	Rowan County, % of Population by Race	Stanly County, % of Population by Race	Union County, % of Population by Race	PBH Catchment Area, % of Population by Race
White alone	73.32%	82.56%	75.94%	82.22%	75.20%	77.07%
Black or African American alone	14.80%	9.27%	15.46%	11.61%	11.92%	12.68%
American Indian and Alaska Native alone	0.32%	0.32%	0.30%	0.24%	0.32%	0.31%
Asian alone	1.57%	1.02%	0.87%	1.76%	1.46%	1.30%
Native Hawaiian and Other Pacific Islander alone	0.01%	0.00%	0.01%	0.02%	0.02%	0.01%
Two or more races	1.06%	0.84%	0.83%	0.75%	0.97%	0.92%
Hispanic or Latino:	8.93%	5.98%	6.59%	3.39%	10.11%	7.71%

The shift in population is even more apparent when compared to CY 2005 Census Estimates. A demographic analysis of the population by race, based on 2005 Census estimates for the counties in the PBH catchment area, indicates that Whites made up 79.77% (562,542), Blacks 11.87% (83,732) and Hispanics at 6.14% (43,311) of the population. All other combined races make up less than 2.21% (15,585) of the population. Although each population group increased from CY 2005 to CY 2009, some population groups grew faster representing increases in the percent of population. This can be seen in the decrease in the White population (2.7%) over CY 2005. Corresponding to these decreases were slight increases in the Black (.81%), Hispanic (1.57%), and Other Combined Races (.33%) population over CY 2008. (see chart on next page)



2009 Compared to 2005 Race and Ethnic Demographics

2009 = black

2005 = red

Race or Ethnicity	Cabarrus County, % of Population by Race	Davidson County, % of Population by Race	Rowan County, % of Population by Race	Stanly County, % of Population by Race	Union County, % of Population by Race	PBH Catchment Area, % of Population by Race
White alone	73.32% 76.99%	82.56% 84.09%	75.94% 77.76%	82.22% 83.44%	75.20% 78.72%	77.07% 79.77%
Black or African American alone	14.80% 13.49%	9.27% 8.88%	15.46% 14.95%	11.61% 11.21%	11.92% 10.90%	12.68% 11.87%
American Indian and Alaska Native alone	0.32% 0.40%	0.32% 0.44%	0.30% 0.39%	0.24% 0.25%	0.32% 0.45%	0.31% 0.40%
Asian alone	1.57% 1.25%	1.02% 0.98%	0.87% 0.87%	1.76% 1.61%	1.46% 1.01%	1.30% 1.08%
Native Hawaiian and Other Pacific Islander alone	0.01% 0.02%	0.00% 0.01%	0.01% 0.01%	0.02% 0.00%	0.02% 0.07%	0.01% 0.03%
Two or more races	1.06% 0.77%	0.84% 0.66%	0.83% 0.65%	0.75% 0.49%	0.97% 0.76%	0.92% 0.70%
Hispanic or Latino:	8.93% 7.08%	5.98% 4.94%	6.59% 5.37%	3.39% 2.99%	10.11% 8.10%	7.71% 6.14%



Population Breakdown of Number of Consumers Served by Race vs. Total Number of Consumers Served:

When we look at the number of consumers served by race compared to all consumers served, we find that Whites make up 75.34% (15,067), Blacks 18.79% (3,758), Hispanics are at 1.36% (272) and all other races make up 4.49% (896) served. From CY 2008 to CY 2009 there was no change in percent of white consumers served through PBH (75.34%) although the overall number increased by 644. The percent of Black consumers decreased by .17% from CY 2008 although the overall number increased by 142. The percent of Hispanic consumers increased by .31% from CY 2008 although the overall number decreased by 52. All other racial/ethnic groups experienced a total increase in consumers served by .47% and an overall increase of 127.

2009 Consumers Served by Race/Ethnicity

Race or Ethnicity	Cabarrus County, % of Population Served by Race/Ethnicity	Davidson County, % of Population Served by Race/Ethnicity	Rowan County, % of Population Served by Race/Ethnicity	Stanly County, % of Population Served by Race/Ethnicity	Union County, % of Population Served by Race/Ethnicity	PBH Catchment Area, % of Population Served by Race/Ethnicity
White alone	72.44%	82.26%	72.92%	81.91%	68.12%	75.34%
Black or African American alone	20.80%	12.77%	21.30%	14.17%	24.54%	18.79%
American Indian and Alaska Native alone	0.36%	0.42%	0.36%	0.18%	0.40%	0.36%
Asian, Pacific Islander	0.52%	0.22%	0.27%	0.44%	0.37%	0.36%
Hispanic or Latino	1.70%	0.93%	1.41%	0.59%	2.02%	1.36%
Other	4.18%	3.40%	3.74%	2.71%	4.55%	3.77%

In an analysis of the number of consumers served by race compared to all consumers served in CY 2005 we find that Whites made up 73.39% (12,014), Blacks 19.91% (3,259), Hispanics are at 1.18% (193) and all other races make up 5.49% (900) served. From CY 2005 to CY 2009 there was a 1.95% percent increase in the number of white consumer served through PBH and the overall number increased by 3,053. The percent of Black consumers decreased by 1.12% from CY 2005 although the overall number increased by 499. The percent of Hispanic consumers increased by .18% from CY 2005 and the overall number increased by 79. All other racial/ethnic groups experienced a total increase in consumers served by 1% although the overall number decreased by 5. (see charts on next page)



2009 Compared to 2005 Number of Consumers Served by Race/Ethnicity

2009 = black

2005 = red

Race or Ethnicity	Cabarrus County, North Carolina - Number Served	Davidson County, North Carolina - Number Served	Rowan County, North Carolina - Number Served	Stanly County, North Carolina - Number Served	Union County, North Carolina - Number Served	PBH Catchment Area - Number Served
Total:	4,996 3,891	4,533 3,902	4,461 3,960	2,731 2,147	3,272 2,466	19,993 16,366
White alone	3,619 2,760	3,729 3,162	3,253 2,810	2,237 1,671	2,229 1,611	15,067 12,014
Black or African American alone	1,039 825	579 509	950 913	387 364	803 648	3,758 3,259
American Indian and Alaska Native alone	18 14	19 17	16 10	5 7	13 15	71 63
Asian, Pacific Islander	26 41	10 12	12 12	12 16	12 3	72 84
Hispanic or Latino	85 42	42 48	63 48	16 15	66 40	272 193
Other	209 209	154 154	167 167	74 74	149 149	753 753

2009 Compared to 2005 Percent of Consumers Served by Race/Ethnicity

2009 = black

2005 = red

Race or Ethnicity	Cabarrus County, % of Population Served by Race/Ethnicity	Davidson County, % of Population Served by Race/Ethnicity	Rowan County, % of Population Served by Race/Ethnicity	Stanly County, % of Population Served by Race/Ethnicity	Union County, % of Population Served by Race/Ethnicity	PBH Catchment Area, % of Population Served by Race/Ethnicity
Total:	100% 100%	100% 100%	100% 100%	100% 100%	100% 100%	100% 100%
White alone	72.44% 70.93%	82.26% 81.04%	72.92% 70.96%	81.91% 77.83%	68.12% 65.33%	75.36% 73.41%
Black or African American alone	20.80% 21.20%	12.77% 13.04%	21.30% 23.06%	14.17% 16.95%	24.54% 26.28%	18.80% 19.91%
American Indian and Alaska Native alone	0.36% 0.36%	0.42% 0.44%	0.36% 0.25%	0.18% 0.33%	0.40% 0.61%	0.36% 0.38%
Asian, Pacific Islander	0.52% 1.05%	0.22% 0.31%	0.27% 0.30%	0.44% 0.75%	0.37% 0.12%	0.36% 0.51%
Hispanic or Latino	1.70% 1.08%	0.93% 1.23%	1.41% 1.21%	0.59% 0.70%	2.02% 1.62%	1.36% 1.18%
Other	4.18% 5.37%	3.40% 3.95%	3.74% 4.22%	2.71% 3.45%	4.55% 6.04%	3.77% 4.60%



PBH continuously seeks racially and ethnically diverse providers to serve its consumers. PBH Contracts require providers to implement cultural competency plans and become culturally competent providers.

Analysis of Male vs. Female Population by County:

An analysis of the same census data indicates that males make up 49.36 % and females make up 51.64% of the general population.

Sex and Age	Cabarrus County % of Population by Sex	Davidson County % of Population by Sex	Rowan County % of Population by Sex	Stanly County % of Population by Sex	Union County % of Population by Sex	PBH Catchment Area, % of Population by Sex
Male:	49.19%	49.01%	49.26%	49.51%	49.80%	49.36%
Female:	50.81%	50.99%	50.74%	50.49%	50.20%	50.64%



The most recent published Medicaid Eligibility data from NC DMA at the time of this study was for 2008. The following table shows the break down for Medicaid Eligibility by county and age group for the PBH catchment area. Approximately 96,582 or 13.86% of the population of our catchment area are or were eligible for Medicaid between 2008 and 2009.

2008 Medicaid Eligibles for PBH Catchment Area								
County	0 to 5	6 to 11	12 to 20	21+ (non-ABD)	21+ ABD	Total Medicaid Eligibles	Total Pop July 2007	Medicaid Eligibles as % of Population
CABARRUS	6,719	3,576	3,501	3,485	3,850	21,131	164,384	13%
DAVIDSON	6,671	3,908	4,374	5,157	5,258	25,368	156,400	16%
ROWAN	5,893	3,400	3,771	4,427	5,065	22,556	134,486	17%
STANLY	2,224	1,281	1,670	1,786	2,202	9,163	59,158	15%
UNION	6,274	3,092	3,054	2,865	3,079	18,364	182,344	10%
PBH	27,781	15,257	16,370	17,720	19,454	96,582	696,772	14%

The 2009 estimates by the Federal Center for Mental Health Services for the prevalence of Mental Health (MH), Developmental Disabilities (DD), and Substance Abuse in North Carolina are as follows:

Populations		SFY 2010 Prevalence Estimates for NC	2009 Estimated Total Population for PBH Counties	Estimated # of Consumers by Age & Disability Group	2008 Number of Medicaid Eligibles for PBH Catchment Area	Estimated # of Medicaid (Piedmont Cardinal Plan) Consumers by Age & Disability Group
Adult	MH	5.50%	544,307	29,937	37,174	2,045
	DD	0.79%	544,307	4,300	37,174	294
	SA	8.18%	544,307	44,542	37,174	3,042
	SA (18-25)	18.87%	60,775	11,468	4,151	340
	SA (26+)	6.84%	483,532	33,074	33,023	2,702
Child	MH	12.00%	185,735	22,288	59,408	7,129
	DD	3.21%	185,735	5,962	59,408	1,907
	SA	7.83%	185,735	14,543	59,408	4,652
Totals		n/a	730,042	121,572	96,582	19,068



The prevalence estimates have been applied to both the Adult and Child general population of our catchment area as well as the Adult and Child Medicaid population of our catchment area. It is estimated that 121,572 persons or 16.65% of the population within the PBH catchment area have an MH, DD, or SA problem. Of the 121,572 persons with a MH, DD, or SA problem, approximately 19,068 or 15.69% have Medicaid (PBH Cardinal Plan). Of the 121,572 persons with a MH, DD, or SA problem, approximately 102,504 or 84.3% are covered by private insurance or qualify for State Funded services.

Of these 121,572 people, the U.S. Census Bureau estimates 20,638 or 16.98% are uninsured. Please note that this is the estimated total number of uninsured persons with a MH, DD, or SA problem.

Populations		SFY 2010 Prevalence Estimates for NC	Estimated # of Consumers by Age & Disability Group	Estimated # of Medicaid (Piedmont Cardinal Plan) Consumers by Age & Disability Group	Estimated # of Non-Medicaid (Third party or Stated funded) Consumers by Age & Disability Group	Estimated # of Uninsured Consumers by Age & Disability Group
Adult	MH	5.50%	29,937	2,045	27,892	5,741
	DD	0.79%	4,300	294	4,006	825
	SA	8.18%	44,542	3,042	41,500	8,542
	SA (18-25)	18.87%	11,468	340	4,634	954
	SA (26+)	6.84%	33,074	2,702	36,866	7,588
Child	MH	12.00%	22,288	7,129	15,159	2,880
	DD	3.21%	5,962	1,907	4,055	770
	SA	7.83%	14,543	4,652	9,891	1,879
Totals		n/a	121,572	19,068	102,504	20,638



DMH sets the performance standard for LMEs annually. The performance standards for PBH during State Fiscal Year (SFY) 10 were as follows:

Populations		SFY 2010 Prevalence Estimates for NC	DHHS SFY 2010 Performance Standard (target % of Prevalence to be served)	DHHS SFY 2010 Performance Standard (number of total population to have been served)
Adult	MH	5.50%	42.00%	12,573
	DD	0.79%	38.00%	1,634
	SA	8.18%	8.00%	3,563
	SA (18-25)	18.87%	8.00%	917
	SA (26+)	6.84%	8.00%	2,646
Child	MH	12.00%	47.00%	10,475
	DD	3.21%	20.00%	1,192
	SA	7.83%	7.00%	1,018
Totals		n/a	n/a	30,457

The following chart shows PBH performance against the target. For Adult SA Services, PBH exceeded the State’s target. For Adult MH and DD Services PBH did not meet the target. For Child MH, DD, and SA Services PBH did not meet the State’s target. For the Child DD population this may in part be due to the prevalence criteria including the age range 0 to 3 and a more inclusive diagnostic range (Except for Innovations Waiver Services, children ages 0 to 3 are not covered by State Plan Medicaid, under the PBH Managed Care Waiver, or state funded services). The only service available from PBH for children with development disabilities (other than Innovations Waiver Services) is state funded Respite Care; the number of people that can receive respite care is limited by the availability of funding. The amount of state funds per capita varies widely across LMEs and significantly impacts PBH ability to extend care to people with no insurance and no Medicaid. This variance in available funds is not factored into the penetration targets for each LME by DMH. The last per capita ranking available (published September 30, 2005) ranged from \$21.80 per capita to \$48.18 per capita by LME. At that time, PBH had a per capita allocation of \$41.20, and was 15 out of 30 in per capita funding. There is no entitlement to state funded services. Additionally, the target established by DMH is based on the total population of the PBH catchment area which includes insured and under-insured consumers who would not be enrolled with PBH due to not meeting the eligibility criteria for Medicaid and/or State Funded Services.

Percent of Target Served – CY 2009

Populations		Actual Served	Target	+/- Actual to Target	% to Actual Target
Adult	*AO	407	0	407	
	MH	11,416	12,573	(1,157)	90.79%
	DD	1,223	1,634	(411)	74.85%
	SA	4,386	3,563	823	123.09%
Child	*AO	194	0	194	
	MH	5,200	10,475	(5,275)	49.64%
	DD	449	1,192	(743)	37.65%
	SA	333	1,018	(685)	32.71%
Total		23,608.00	30,456.75	(6,848.75)	77.51%

*AO = Consumer who received “Assessment and/or Outreach”



Compared to CY 2008 PBH has increased penetration in all Adult disability areas and has increased penetration in Child MH and DD, however, has experienced a slight decrease in the penetration of Child SA. Although the number of consumer seen has increased, PBH's percentage of consumers seen to actual target has decreased. It should be noted that the target was increased per the State Performance Contract.

Percent of Target Served – CY 2008

Populations		Actual Served	Target	+/- Actual to Target	% to Actual Target
Adult	MH	10,996	11,003	(7)	99.94%
	DD	1,182	1,525	(343)	77.51%
	SA	4,251	3,581	670	118.72%
Child	MH	5,305	8,335	(3,030)	63.65%
	DD	426	1,115	(689)	38.21%
	SA	345	1,031	(686)	33.45%
Total		22,505.00	26,590.12	(4,085.12)	84.64%

The NCDMHDDSAS Performance Contract for Fiscal Year 2005 did not include specified targets for the percent of person to be seen by disability group. Since this target was not available for comparison, the following analysis compares the percent of the estimated prevalence served during CY 2009 with that of CY 2005 (see CY 2009 and CY 2005 charts below).

Percent of Estimated Prevalence Served – CY 2009

Populations		Actual Served	Estimated Prevalence	+/- Actual to Estimated Prevalence	% Persons seen based on Estimated Prevalence
Adult	AO	407	0	407	0.00%
	MH	11,435	29,937	(18,502)	38.20%
	DD	1,223	4,300	(3,077)	28.44%
	SA	4,389	44,542	(40,153)	9.85%
sub-total		15,312	78,779	(61,325)	19.44%
Child	AO	194	0	194	0.00%
	MH	5,198	22,288	(17,090)	23.32%
	DD	446	5,962	(5,516)	7.48%
	SA	333	14,543	(14,210)	2.29%
sub-total		5,754	42,793	(36,622)	13.45%
Total		20,923.00	121,572.13	(97,947.13)	17.21%



Percent of Estimated Prevalence Served – CY 2005

Populations		Actual Served	Estimated Prevalence	+/- Actual to Estimated Prevalence	% Persons seen based on Estimated Prevalence
Adult	AO	2,077	0	2,077	0.00%
	MH	6,888	26,632	(19,744)	25.86%
	DD	1,022	3,896	(2,874)	26.23%
	SA	2,118	41,272	(39,154)	5.13%
sub-total		10,538	71,801	(59,696)	14.68%
Child	AO	815	0	815	0.00%
	MH	3,272	20,240	(16,968)	16.17%
	DD	319	5,414	(5,095)	5.89%
	SA	402	13,594	(13,192)	2.96%
sub-total		4,150	39,248	(34,440)	10.57%
Total		14,630.00	111,048.89	(94,135.89)	13.17%

From CY 2005 to CY 2009 the percent of estimated prevalence served increased by 12.34% for Adults with Mental Health diagnosis. During the same time frame the estimated prevalence of Adults with Developmental Disorder served increased by 2.21%. The estimated prevalence of Adults with Substance Abuse Disorders served increased by 4.72%.

From CY 2005 to CY 2009 the percent of estimated prevalence served increased by 7.15% for Children with Mental Health diagnosis. During the same time frame the estimated prevalence of Children with Developmental Disorder served increased by 1.59%. The estimated prevalence of Children with Substance Abuse Disorders served decreased by .67%.

Please note that the actual number of persons served between CY 2005 and CY 2009 increased in every age and diagnostic group. The increase in the number served did not keep pace with the estimated increase in prevalence for each age and diagnostic group.

The following chart is a break down of the number of consumers served by Funding Category and Benefit Plan. Please note that this is an unduplicated count with in each discrete category; however, a consumer may have been served under one or more benefit plan. The Total by Benefit Plan and Grand Total are unduplicated counts of consumers served. Due to serving consumers who fall in to multiple diagnostic groups, The Total by Dx Group is a duplicated count. The Grand Total by Dx Group is an unduplicated count.

Medicaid Funded Consumers					
Benefit Plan		Basic	Basic Augmented	Enhanced	Total by Dx Group
Age Group	Dx Group				
Adult	*AO	68	16	57	140
	MH	2,437	1,868	2,675	6,011
	DD	17	15	877	904
	SA	223	762	622	1,478
Child	*AO	74	18	40	131
	MH	2,129	1,432	1,566	4,556
	DD	29	41	350	410
	SA	61	37	80	169
Total by Benefit Plan		4,889	3,936	5,403	12,529
State Funded Consumers					
Benefit Plan		Basic	Basic Augmented	Enhanced	Total by Dx Group
Age Group	Dx Group				
Adult	*AO	58	12	203	272
	MH	2,398	1,686	3,716	6,716
	DD	5	5	894	901
	SA	703	785	2,028	3,270
Child	*AO	19	4	47	70
	MH	379	105	638	1,061
	DD	6	2	258	261
	SA	85	25	82	185
Total by Benefit Plan		3,491	2,398	6,817	11,326
Grand Total		8,135	6,036	9,896	20,908

*AO = Consumer who received "Assessment and/or Outreach"

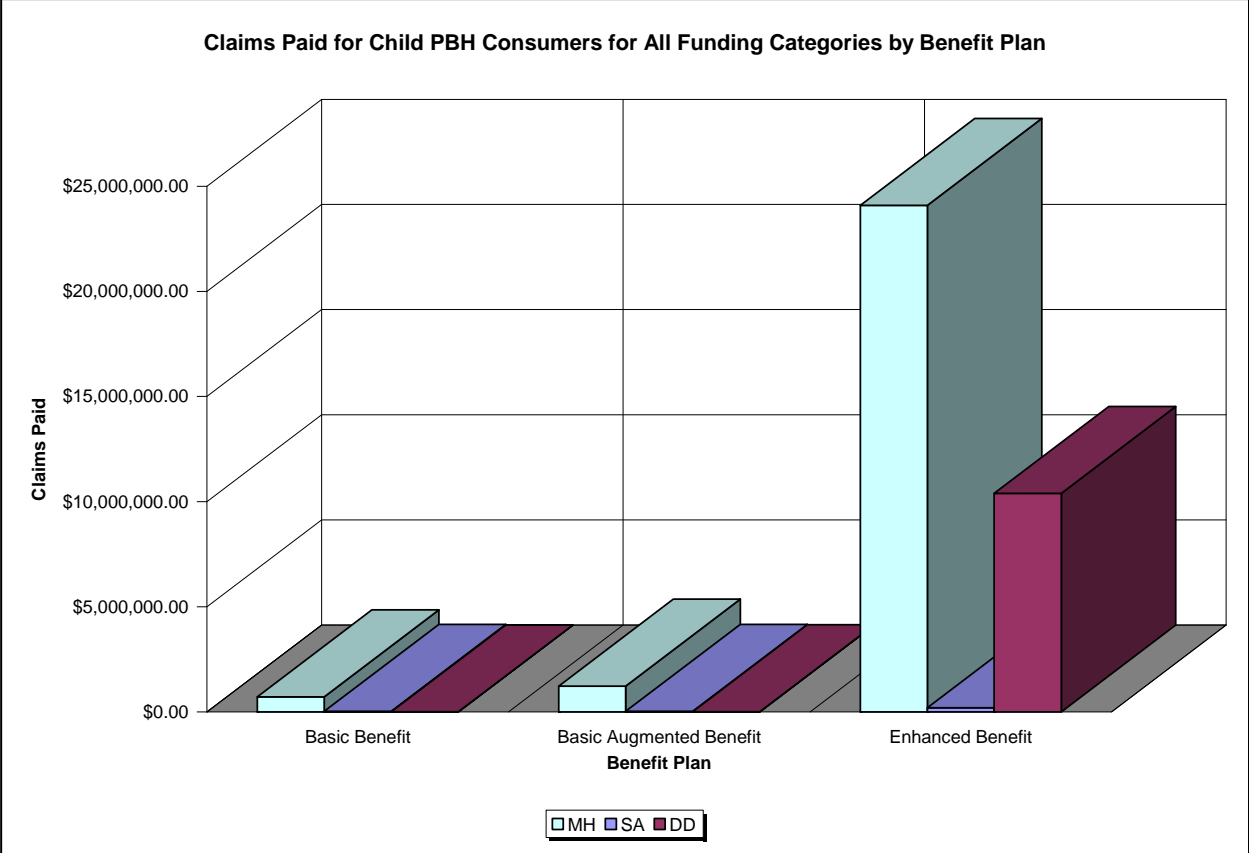
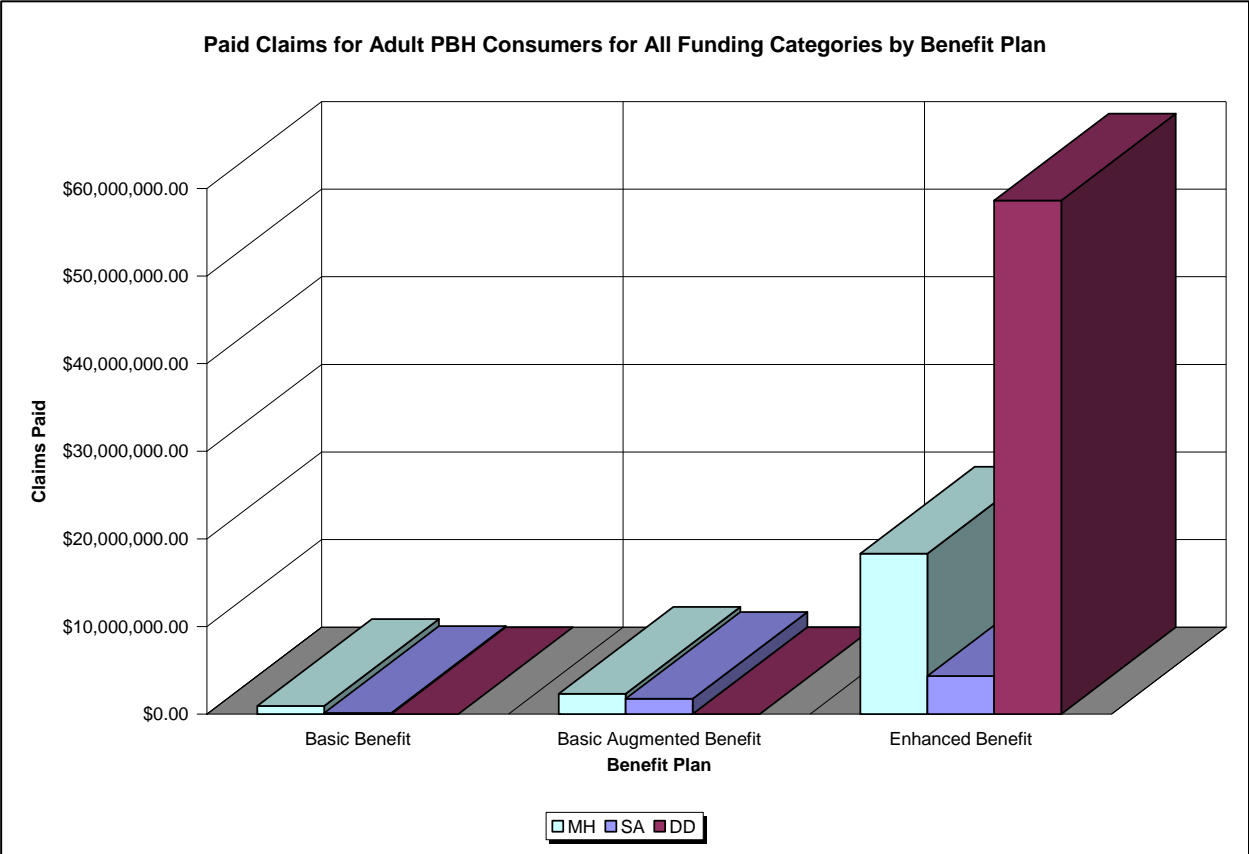


The following chart and graphs are a break down of claims paid for all Funding Categories and Benefit Plans.

All Funding Categories					
Demographics		Level of Eligibility			
		Basic Benefit	Basic Augmented Benefit	Enhanced Benefit	All Benefit Categories
Age	Disability Group	total cost of service units provided	total cost of service units provided	total cost of service units provided	Total Cost by age and disability group
Adult	*AO	\$12,702.76	\$5,125.10	\$245,964.80	\$263,792.66
	MH	\$923,234.14	\$2,334,385.71	\$18,316,488.26	\$21,574,108.10
	SA	\$141,995.39	\$1,743,441.35	\$4,359,975.63	\$6,245,412.37
	DD	\$3,018.04	\$8,454.26	\$58,624,063.87	\$58,635,536.17
Subtotal		\$1,080,950.33	\$4,091,406.42	\$81,546,492.56	\$86,718,849.30
Child	*AO	\$11,306.00	\$3,845.22	\$10,414.82	\$25,566.04
	MH	\$725,290.63	\$1,232,535.95	\$24,093,141.07	\$26,050,967.65
	SA	\$30,171.20	\$30,465.45	\$202,667.30	\$263,303.95
	DD	\$7,300.05	\$15,960.55	\$10,390,736.15	\$10,413,996.75
Subtotal		\$774,067.88	\$1,282,807.17	\$34,696,959.34	\$36,753,834.39
Grand Total		\$1,855,018.21	\$5,374,213.59	\$116,243,451.90	\$123,472,683.70

*AO = Consumer who received "Assessment and/or Outreach"





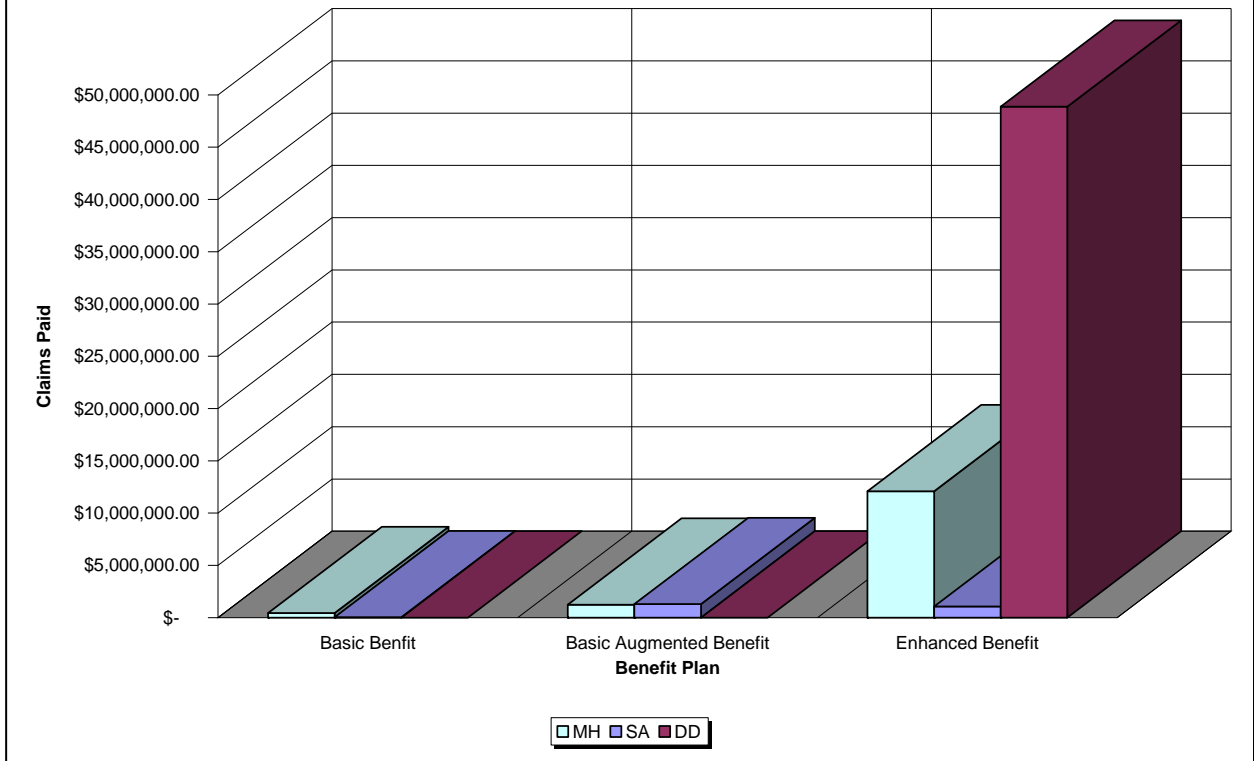
The following chart and graphs are a break down of claims paid for PBH Medicaid and all Benefit Plans.

Medicaid					
Demographics		Level of Eligibility			
		Basic Benefit	Basic Augmented Benefit	Enhanced Benefit	All Benefit Categories
Age	Disability Group	total cost of service units provided	total cost of service units provided	total cost of service units provided	Total Cost by age and disability group
Adult	*AO	\$ 7,018.11	\$ 3,638.47	\$ 173,942.11	\$ 184,598.69
	MH	\$ 432,981.56	\$ 1,237,192.39	\$12,082,014.25	\$ 13,752,188.20
	SA	\$ 32,514.29	\$ 1,290,773.58	\$ 1,054,535.94	\$ 2,377,823.81
	DD	\$ 2,639.41	\$ 6,627.01	\$48,873,844.14	\$ 48,883,110.56
Subtotal		\$475,153.37	\$2,538,231.45	\$62,184,336.43	\$65,197,721.25
Child	*AO	\$ 9,178.83	\$ 2,922.47	\$ 4,993.94	\$ 17,095.24
	MH	\$ 644,005.81	\$ 1,189,344.34	\$23,451,346.40	\$ 25,284,696.55
	SA	\$ 16,124.85	\$ 18,916.16	\$ 151,982.80	\$ 187,023.81
	DD	\$ 6,637.48	\$ 15,416.54	\$ 9,660,592.37	\$ 9,682,646.39
Subtotal		\$675,946.97	\$1,226,599.51	\$33,268,915.51	\$35,171,461.99
Grand Total		\$1,151,100.34	\$3,764,830.96	\$95,453,251.94	\$100,369,183.24

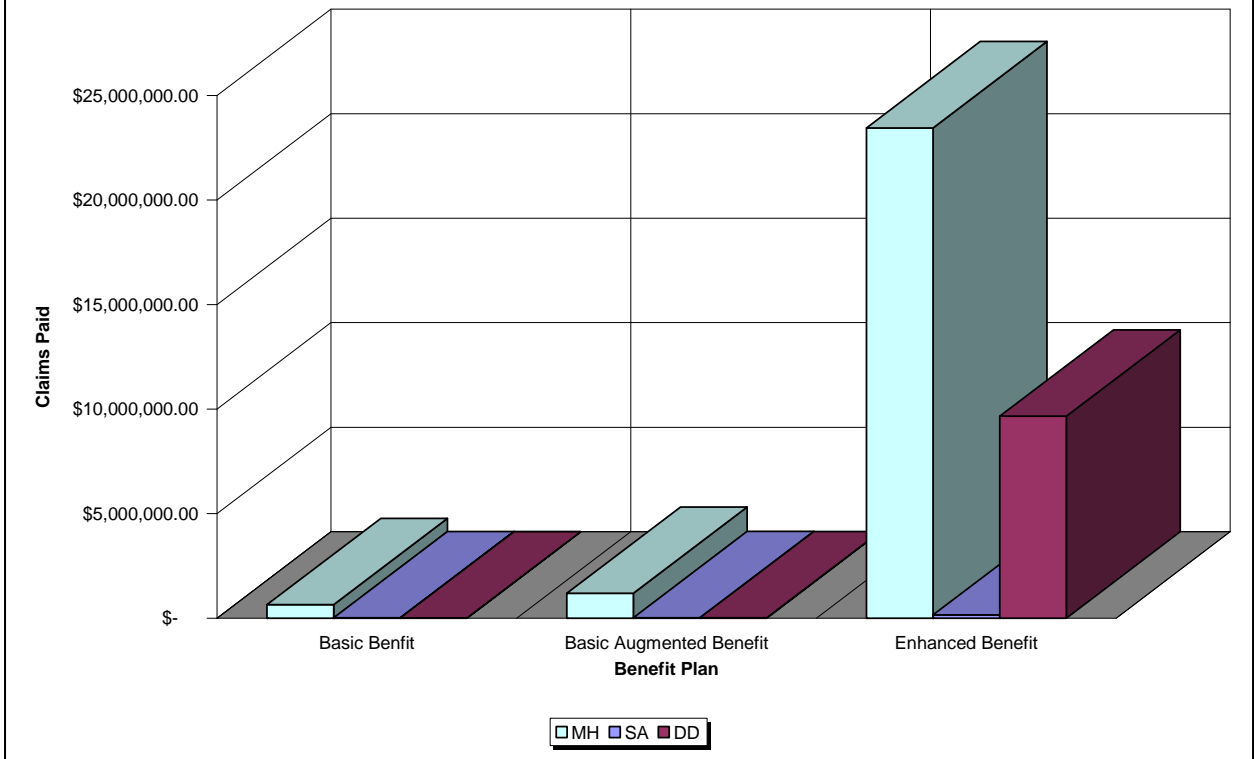
*AO = Consumer who received "Assessment and/or Outreach"



Paid Claims for PBH Adult Medicaid Consumers by Benefit Plan



Paid Claims for PBH Child Medicaid Consumers for by Benefit Plan

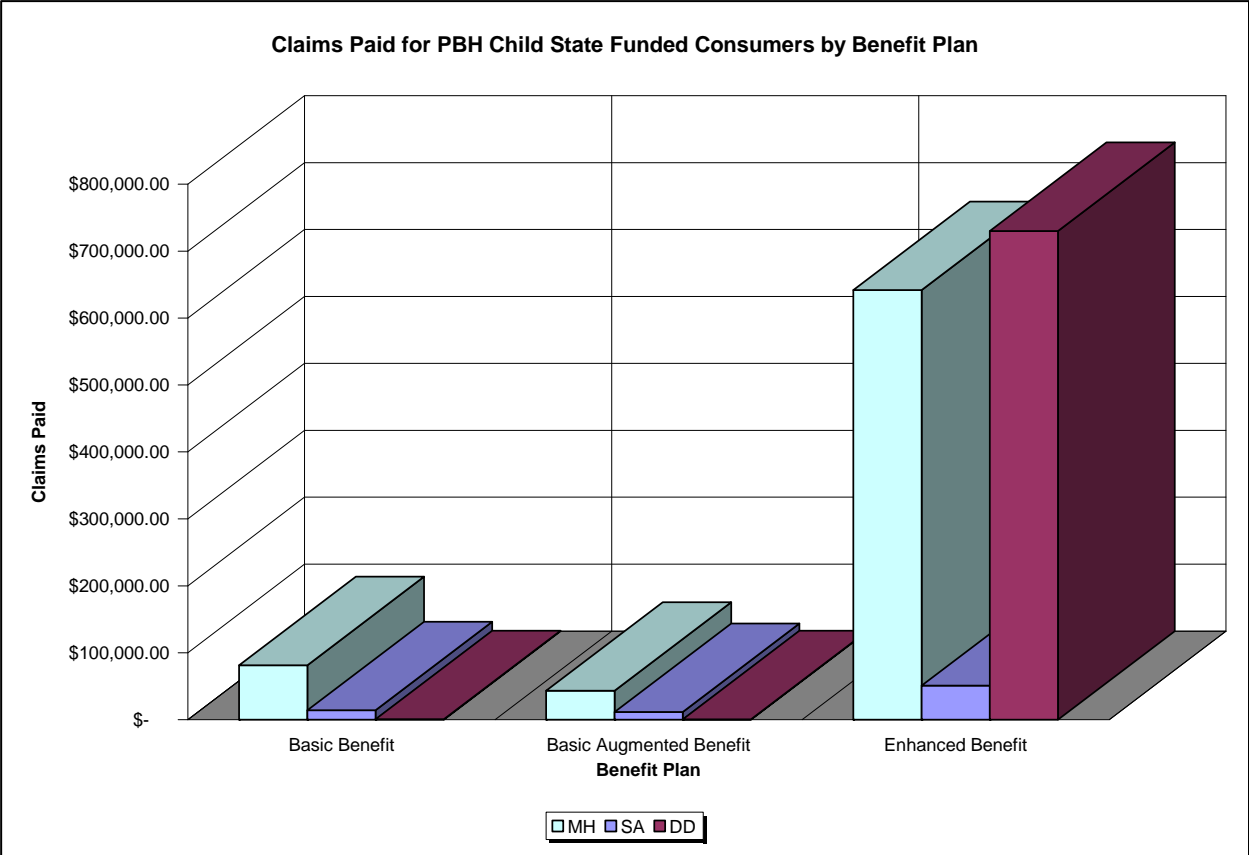
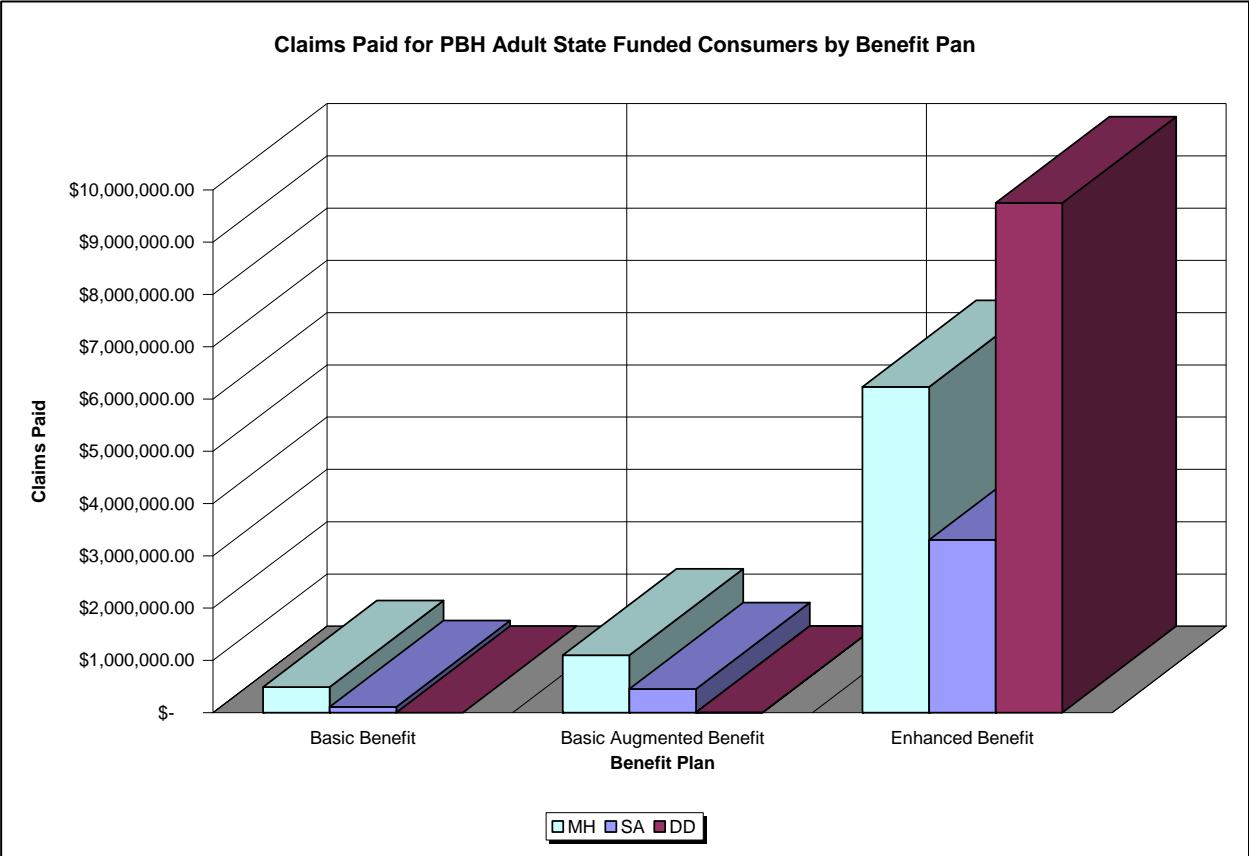


The following chart and graphs are a break down of claims paid for PBH State Funds and all Benefit Plans.

State Funds					
Demographics		Level of Eligibility			
		Basic Benefit	Basic Augmented Benefit	Enhanced Benefit	All Benefit Categories
Age	Disability Group	total cost of service units provided	total cost of service units provided	total cost of service units provided	Total Cost by age and disability group
Adult	*AO	\$ 5,684.65	\$ 1,486.63	\$ 72,022.69	\$ 79,193.97
	MH	\$ 490,252.58	\$ 1,097,193.32	\$ 6,234,474.01	\$ 7,821,919.91
	SA	\$ 109,481.10	\$ 452,667.77	\$ 3,305,439.69	\$ 3,867,588.56
	DD	\$ 378.63	\$ 1,827.25	\$ 9,750,219.74	\$ 9,752,425.62
Subtotal		\$605,796.96	\$1,553,174.97	\$19,362,156.13	\$21,521,128.06
Child	*AO	\$ 2,127.17	\$ 922.75	\$ 5,420.88	\$ 8,470.80
	MH	\$ 81,284.82	\$ 43,191.61	\$ 641,794.67	\$ 766,271.10
	SA	\$ 14,046.35	\$ 11,549.29	\$ 50,684.50	\$ 76,280.14
	DD	\$ 662.57	\$ 544.01	\$ 730,143.78	\$ 731,350.36
Subtotal		\$98,120.91	\$56,207.66	\$1,428,043.83	\$1,582,372.40
Grand Total		\$703,917.87	\$1,609,382.63	\$20,790,199.96	\$23,103,500.46

*AO = Consumer who received "Assessment and/or Outreach"





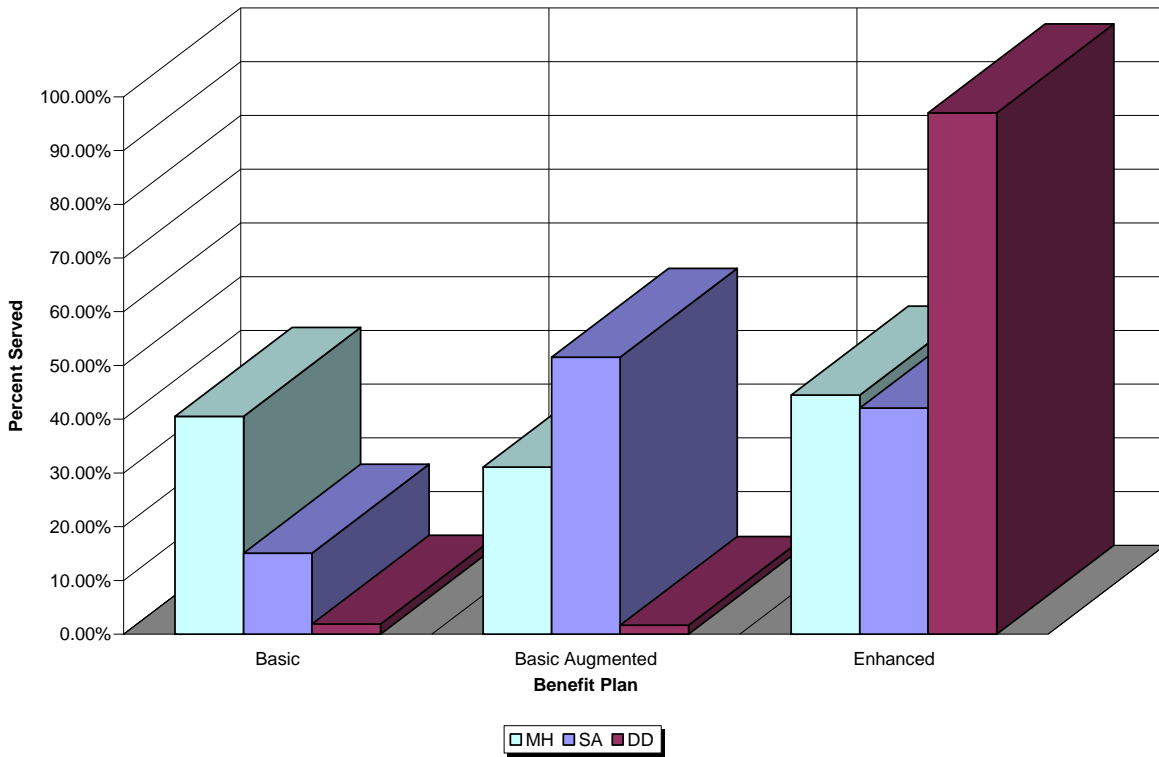
The following chart is a break down of the percentage of consumers served by Funding Category and Benefit Plan. Again, please note that this is an unduplicated count with in each discrete category (Age Group + Dx Group + Benefit Plan); however, a consumer may have been served under one or more benefit plan. (Due to this issue, total percentages across Basic, Basic Augmented, and Enhanced may be more than 100%.)

Medicaid Funded Consumers				
Benefit Plan		Basic	Basic Augmented	Enhanced
Age Group	Dx Group			
Adult	*AO	48.57%	11.43%	40.71%
	MH	40.54%	31.08%	44.50%
	DD	1.88%	1.66%	97.01%
	SA	15.09%	51.56%	42.08%
Child	*AO	56.49%	13.74%	30.53%
	MH	46.73%	31.43%	34.37%
	DD	7.07%	10.00%	85.37%
	SA	36.09%	21.89%	47.34%
State Funded Consumers				
Benefit Plan		Basic	Basic Augmented	Enhanced
Age Group	Dx Group			
Adult	*AO	21.32%	4.41%	74.63%
	MH	35.71%	25.10%	55.33%
	DD	0.55%	0.55%	99.22%
	SA	21.50%	24.01%	62.02%
Child	*AO	27.14%	5.71%	67.14%
	MH	35.72%	9.90%	60.13%
	DD	2.30%	0.77%	98.85%
	SA	45.95%	13.51%	44.32%

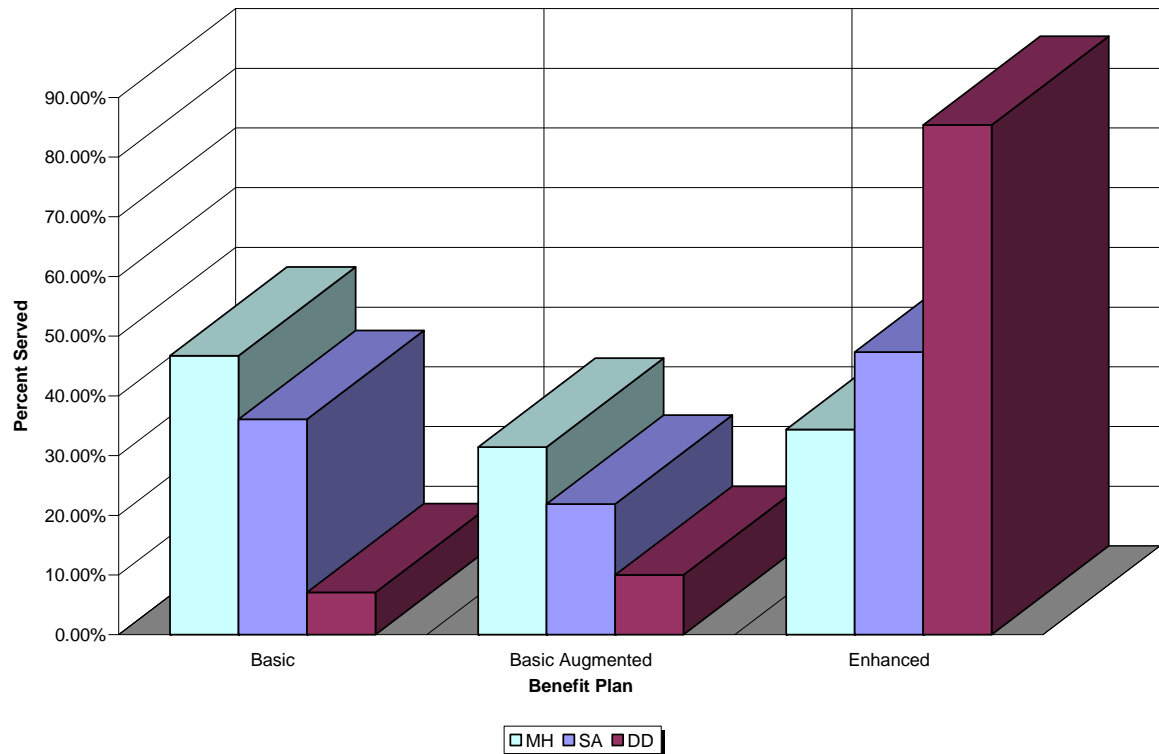
% = distinct consumer served by Age Group, Dx Group, and Benefit Plan divided by Total distinct consumer served by Age Group and Dx Group
 *AO = Consumer who received "Assessment and/or Outreach"

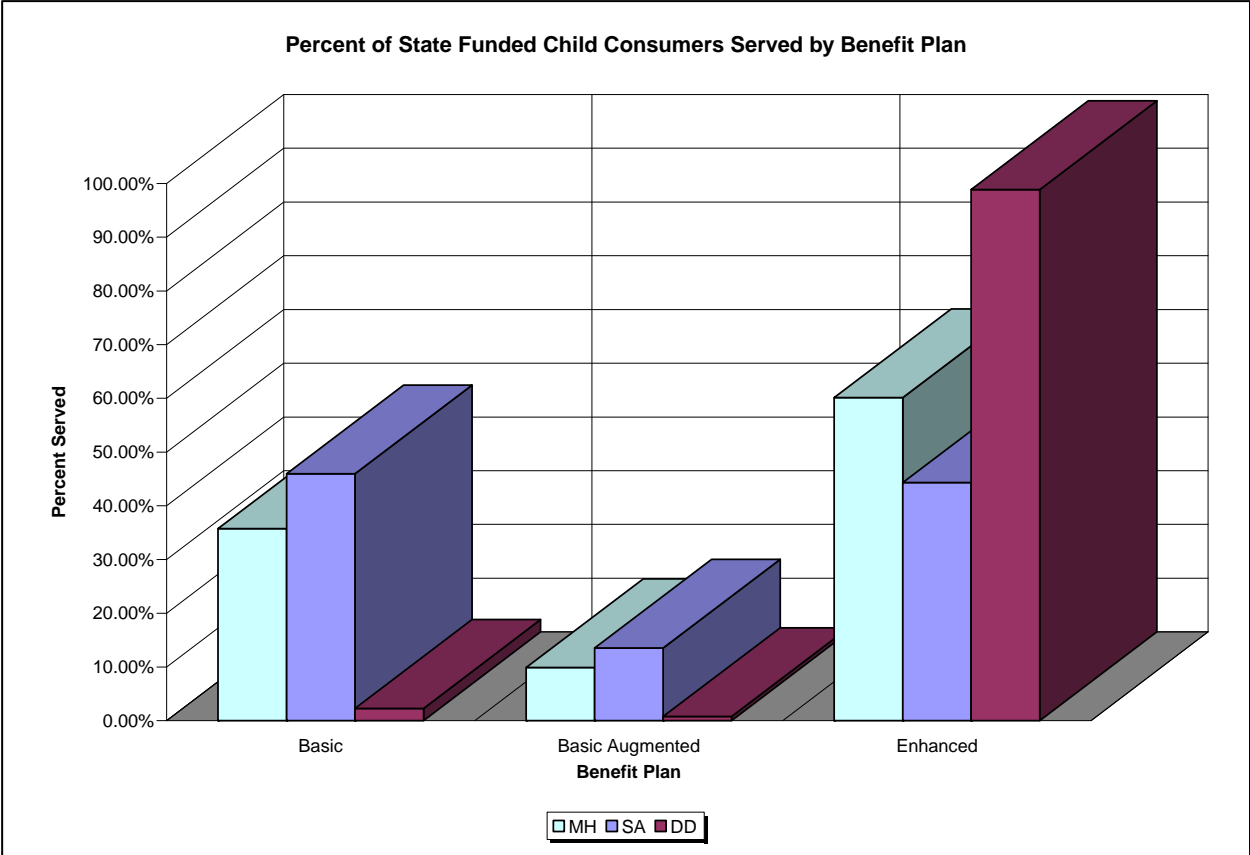
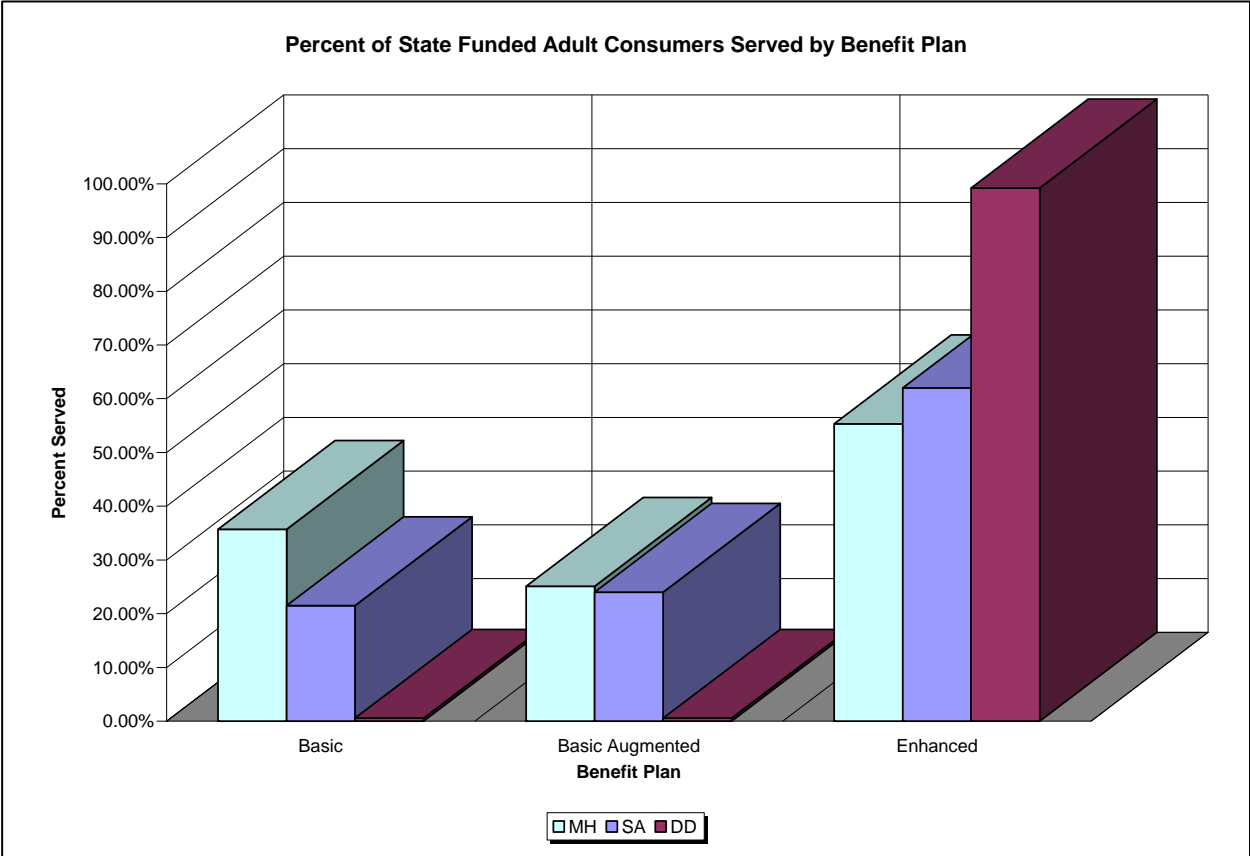


Percent of Medicaid Funded Adult Consumers Served by Benefit Plan



Percent of Medicaid Funded Child Consumers Served by Benefit Plan





The PBH Provider Network

The PBH Provider Network Is made of 287 fully Contracted providers. These providers include Comprehensive Care Providers (CCP), Agencies (single and multi-service), Group Practices (LIP Group), Individual Practices (LIP), Hospital Inpatient Services, and Hospital based outpatient services. Some providers may have both a full contract and a client specific agreement and will show up in both categories. The following chart shows the number of providers by provider type in the Network. The number of providers within “Type of Provider” and “Total Contract Providers” are unduplicated counts.

Type of Provider	# of Providers
Agency	120
Client Specific Agency	12
Comprehensive Community Provider (CCP)	3
Licensed Independent Practitioner (LIP)	111
Client Specific LIP	9
Licensed Independent Practitioner Group (LIP Group)	41
Client Specific LIP Group	10
Hospital Inpatient	8
Hospital Outpatient	3
Non-Contracted Hospital Inpatient	28
Non-Contracted Hospital Outpatient	1
State Hospital, Psychiatric - State Institution	4
Alcohol and Drug Abuse Treatment Center (ADATC) - State Institution	3
Intermediate Care Facility Mental Retardation - State Institution	3
Neurobehavioral - State Institution	1
Local Management Entity (LME) [Mecklenberg SA: SS Detox & SA Residential]	1
Special	3
Vocational Rehabilitation: Non-Contracted	5
Other	2
Total Providers	368
Total Fully Contracted Providers	287
Total Client Specific Contracted Providers	34
Total Contracted Providers	318



Community Services:

Of these contracted providers 69 are Community Services providers, 34 within the PBH catchment area and 35 outside of the PBH's five (5) counties. Consumers with Medicaid from the PBH Counties may live in any part of North Carolina. PBH arranges for Medicaid services wherever the consumer lives.

County Service Provided In	Agencies	Additional Sites
Cabarrus	13	16
Davidson	6	4
Rowan	6	8
Stanly	5	18
Union	9	4
Total Community Providers in Catchment Area	39	50
Community Providers Outside PBH Catchment Area	41	39
Total Community Providers	80	89

Community Support Services:

During 2009 PBH had four (4) contract providers for Community Support Services, although one of those, Youth and Adult Care Management, was contracted to serve Shelter Plus Care consumers only. It should be noted that Community Support has been scaled back significantly due to changes in the service definition and Medicaid Service Array. Additionally, as of June 30, 2010 Community Support Services will no longer be a part of the service array and consumers receiving Community Support will be transitioned to other services.

County served by Provider	Qualified Professionals	Associate Professionals	Paraprofessionals	*Teams
Cabarrus	41	7	10	5
Davidson	10	4	1	0
Rowan	16	8	4	0
Stanly	12	3	0	0
Union	27	14	4	0
Total Community Support staff or teams in Catchment Area	106	36	19	5
Community Support Staff or Teams Outside PBH Catchment Area	71	23	7	33
Total Community Support Staff or Teams	177	59	26	38

* Within the PBH Catchment Area a team may be based out of a particular county, however, typically will serve the entire catchment area. Each team consists of three (3) staff members. Teams outside of catchment area provide services to consumers living out of catchment area and may not be actively serving a PBH consumer.



Outpatient Services:

Of the 287 Contracted providers in PBH's Network, 187 provide Outpatient Services. The Network consists of 3 CCPs, 17 Agencies, 19 Group Practices, 37 Individual Practices, and one Hospital based practice that provide outpatient behavioral health and/or psychiatric services inside the catchment area. Additionally, the PBH Network includes 28 Agencies, 15 Group Practices, 66 Independent Practices, and 1 Hospital based practices that provide outpatient behavioral health and/or psychiatric services outside of the PBH catchment area. Most of these providers are located in counties adjoining the PBH catchment area. The chart included below shows where these outpatient providers are located.

County served by Provider	Agencies	CCPs	Additional CCP Sites	Group Practices	LIPs	Hospital Based Practices	Total OP Providers
Cabarrus	6	2	0	4	10	1	23
Davidson	5	2	0	1	4	0	12
Rowan	0	3	0	6	10	0	19
Stanly	2	2	1	3	2	0	9
Union	4	3	0	5	11	0	23
Total in Catchment Area	17	3	1	19	37	1	86
Total Outside PBH Catchment Area	28	0	2	15	66	1	101
Grand Total	45	3	3	34	103	2	187

Number of Licensed Independent Practitioners (LIPs) in the PBH Network

County served by Provider	LCSW	LCSWp	LPC	LPCbe	LMFT	LP-PhD	LPA	CCS	LCAS	CSAC	BCBA	SLP	PT	MD	NP	PA	APNCNS	Total Credentialed LIPs
Cabarrus	20	15	26	4	1	17	12	4	8	2	0	1	1	23	2	1	0	128
Davidson	8	4	13	2	5	1	1	0	2	0	0	0	0	9	1	1	0	46
Rowan	15	6	34	5	2	5	4	3	12	0	0	0	0	10	2	0	1	82
Stanly	10	7	11	7	0	3	3	3	6	2	0	0	0	7	3	0	1	53
Union	23	6	14	2	4	7	2	1	5	2	1	0	0	4	1	0	0	63
Total in Catchment Area	70	28	88	17	11	27	20	9	26	6	1	1	1	38	9	2	2	317
Total Outside PBH Catchment Area	66	1	71	0	5	35	3	2	15	4	3	0	0	30	11	3	1	226
Grand Total	136	29	159	17	16	62	23	11	41	10	4	1	1	68	20	5	3	543

Abbreviations:

- | | | |
|---|---|--|
| LCSW - Licensed Clinical Social Worker | LPA - Licensed Psychological Associate | PT - Physical Therapist |
| LCSWp - Licensed Clinical Social Worker, provisional | CCS - Certified Clinical Supervisor | MD - Medical Doctor (generally a Psychiatrist) |
| LPC - Licensed Professional Counselor | LCAS - License Clinical Addiction Specialist | NP - Nurse Practitioner |
| LPCbe - Licensed Professional Counselor-Board Eligible | CSAC - Certified Substance Abuse Counselor | PA - Physician Assistant |
| LMFT - Licensed Marriage and Family Therapist | BCBA - Board Certified Behavioral Analyst | APNCNS - Advanced Practice Nurse/Certified Nurse Specialist |
| LP/PhD - Licensed Psychologist (Doctorate Required) | SLP - Speech Language Pathologist | |

* Please note the subtotal and Grand Total within each licensure category as well as the Total Credentialed LIPs for each county, in catchment area, Outside of catchment area and Grand Total are all unduplicated counts.



DEVELOPMENTAL DISABILITIES & INNOVATIONS Service Providers:

Of the 287 Contracted providers in PBH’s Network, 71 provide Innovations Waiver Services. Approximately half of the Innovations Providers have physical sites inside the PBH catchment area. Given that the majority of Innovations Services are not office based, access to these services is not based on the physical site of the provider. It should be noted, however; that many Innovations Service Providers operated multiple sites within our catchment area.

County served by Provider	DD Providers	Innovations Providers
Cabarrus	28	9
Davidson	14	5
Rowan	16	8
Stanly	13	4
Union	18	9
Total Providers in Catchment Area	59	35
Providers Outside PBH Catchment Area	63	36
Total Contract Providers	100	71

B3 Service Providers:

B3 Services were provided by 46 of our contracted providers during 2009. During CY 2009 the majority of B3 Service Providers were Innovations Providers.

County Services Provided In	B3 Providers
Cabarrus	7
Davidson	3
Rowan	3
Stanly	4
Union	4
Total Providers in Catchment Area	21
Providers Outside PBH Catchment Area	25
Total Providers	46



Residential Services:

During CY 2009 101 of PBH’s contract providers provided residential services to our consumers at over 407 sites (401 Agency based and 6 State Facilities). Approximately 204 of those sites were located inside the PBH catchment area. Of the contracted residential providers, 24 provide Intermediate Care Facility (ICF) level of care at approximately 85 sites for a total of 756 beds, 240 in catchment area. Additionally, PBH utilizes the 3 State operated Developmental Centers (1454 total beds) and the 3 State operated Neuro-Medical Treatment Facilities (713 total beds). PBH is assigned to the Developmental Center and Neuro-Medical Treatment Facility for the Western Region. We have a limited number of consumers that are located in Developmental Centers and Neuro-Medical Treatment Facilities in the Central and Eastern regions.

Intermediate Care Facilities (ICF)

County served by Provider	Total Agency Based Residential Sites	State Developmental Centers	State Developmental Center (Total Available Beds)	Number of PBH Consumers served at State Developmental Centers	State Neuro-Medical Treatment Facilities	State Neuro-Medical Treatment Facility (Total Available Beds)	Number of PBH Consumers Served at State Neuro-Medical Treatment Facilities	Community ICF Providers	Additional ICF Sites	Total ICF Sites	Specialized Community Residential - .2100 (Total Available Beds)	Total Community ICF Beds
Cabarrus	65	0	0	0	0	0	0	2	3	5	134	145
Davidson	28	0	0	0	0	0	0	1	1	2	0	12
Rowan	39	0	0	0	0	0	0	2	3	5	0	36
Stanly	41	0	0	0	0	0	0	1	4	5	0	29
Union	31	0	0	0	0	0	0	1	2	3	0	18
Total in Catchment Area	204	0	0	0	0	0	0	7	13	20	134	240
Total Outside PBH Catchment Area	197	3	1454	38	3	713	43	17	48	65	186	516
Grand Total	401	3	1454	38	3	713	31	24	61	85	320	756
Total Available Bed Days				530,710				260,245				275,940
Actual Bed Days Used				13,149				13,476				9,444
Total Consumers Served				42				41				33
Average Consumers Served/ Bed Used Per Day				36				37				26
% of Utilization of Total Available Beds				2.48%				5.18%				3.42%

PBH contracts for 320 Specialized Community Residential Center beds (long term ICFs providing integrated medical services and close supervision for up to 30 consumers) for individuals with Developmental Disabilities.

It should be noted that Intermediate Care Facility (ICF) capacity is determined by a statewide Certificate of Need (CON) process. PBH contracts as needs are indentified and beds are available.

***Please see North Carolina 2009 State Medical Facilities Plan**



Residential Services: (Continued)

Child Mental Health - PBH currently has 672 Therapeutic Foster Care beds (family and facility based combined), 233 Residential Treatment High Facility beds, 24 Residential Treatment Secure Facility beds, and 243 Psychiatric Residential Treatment facility beds for children and adolescents under contract. PBH has excess capacity within our catchment area for Level II and Level III beds. Currently there are no Level IV or PRTF beds located in our catchment area. PBH has large number of Level III Homes/beds and PRTF Facilities/beds under contract because of the high demand for these services statewide and our limited ability to access these when needed. Additionally, there is a shortage of Level IV beds statewide.

Child MH Residential

County served by Provider	Res II Family Type beds	Res II Facility Type beds	Total Res II Beds	Res Level III beds (.1700)	Res IV beds	PRTF beds
Cabarrus	94	0	94	30	0	0
Davidson	5	2	7	12	0	0
Rowan	5	12	17	74	0	0
Stanly	0	3	3	9	0	0
Union	15	0	15	4	0	0
Total in Catchment Area	119	17	136	129	0	0
Total Outside PBH Catchment Area	508	28	536	104	24	243
Grand Total	627	45	672	233	24	243
Total Available Bed Days	228,855	16,425	245,280	85,045	8,760	88,695
Actual Bed Days Used	26,632	2,222	28,854	15,422	513	11,126
Total Consumers Served	142	20	160	133	3	67
Average Consumers Served/ Bed Used Per Day	73	6	79	42	1	30
% of Utilization	11.64%	13.53%	11.76%	18.13%	5.86%	12.54%

Res II – Residential Treatment Level II, Therapeutic Foster Care
.1700 – Residential Treatment Level III, Group Home

Res IV – Residential Treatment Level IV, Secure Group Home
PRTF – Psychiatric Residential Treatment Facility



State Funded Residential Services - PBH contracts for 41 adult mental health group home beds, 18 child developmental disability group home beds, 400 adult developmental disability group home beds, 18 substance abuse halfway house beds, and 9 licensed alternative family living beds. PBH also contracts for 64 supervised living apartments for adults with developmental disabilities and 70 supervised living apartments for adults with mental illness. These are optional state funded services that are contracted for on an “as-funds-are-available” basis. The Mental Health and Developmental Disability group homes are long-term placements. The substance abuse halfway house beds are medium term (3 to 12 months) and support consumers in maintaining abstinence and transitioning to independence.

State Funded Residential Services

County served by Provider	.5600A beds	.5600B beds	.5600C beds	.5600D beds	.5600E beds	.5600F beds (AFL)	Supervised Living MR 1 resident	Apartments
Cabarrus	12	0	74	0	8	0	20	17
Davidson	0	0	45	0	0	0	7	10
Rowan	0	0	73	0	0	3	5	10
Stanly	6	6	79	0	0	0	15	20
Union	12	0	34	0	10	0	1	0
Total in Catchment Area	30	6	305	0	18	3	48	57
Total Outside PBH Catchment Area	11	12	95	0	0	6	16	13
Grand Total	41	18	400	0	18	9	64	70

Supervised Living/Group Homes:

- .5600A-Adult Mental Illness (MI)
- .5600B-Child Developmental Disability (DD)
- .5600C-Adult DD

- .5600D-Child Substance Abuse (SA)
- .5600E-Adult SA (Halfway House)
- .5600F-Alternative Family Living



The Waiting List for Developmental Disabilities Services:

The primary source of funding for services for people with developmental disabilities is Medicaid waiver funding. During Calendar Year 2009, PBH had **615** individuals that were served through the Innovations Waiver. There were 377 consumers waiting for Innovations funding.

Cabarrus County

Service	Waiting	Placed	Total (Distinct Count)
Awaiting_Innovations	97	2	99

Davidson County

Service	Waiting	Placed	Total (Distinct Count)
Awaiting_Innovations	73	1	74

Rowan County

Service	Waiting	Placed	Total (Distinct Count)
Awaiting_Innovations	46	1	47

Stanly County

Service	Waiting	Placed	Total (Distinct Count)
Awaiting_Innovations	30	0	30

Union County

Service	Waiting	Placed	Total (Distinct Count)
Awaiting_Innovations	108	1	109

Reside Out of Catchment Area

Service	Waiting	Placed	Total (Distinct Count)
Awaiting_Innovations	17	1	18

Waiting – currently waiting for an Innovations slot

Placed – Received an Innovations slot



State funding for individuals with developmental disabilities is primarily needed for housing because housing is not paid for by Medicaid funds. PBH has 130 people waiting for funding for residential care and housing.

Cabarrus County

Service	Waiting	Placed	In Process	Total (Distinct Count)
Total Residential	16	2	5	63

Davidson County

Service	Waiting	Placed	In Process	Total (Distinct Count)
Total Residential	14	3	4	53

Rowan County

Service	Waiting	Placed	In Process	Total (Distinct Count)
Total Residential	10	1	6	55

Stanly County

Service	Waiting	Placed	In Process	Total (Distinct Count)
Total Residential	3	6	1	29

Union County

Service	Waiting	Placed	In Process	Total (Distinct Count)
Total Residential	15	0	7	53

Reside Out of Catchment Area

Service	Waiting	Placed	In Process	Total (Distinct Count)
Total Residential	5	0	0	19

Waiting – currently waiting for a residential service
Placed – Received a Residential service

In Process – Working with consumer/family to place in Residential Service



During the 2009-2010 Fiscal Year PBH began collecting data on people waiting for non-Medicaid/non-emergency services across all disability groups. The charts below are separated by county and disability group. We believe the need for Mental Health and Substance Abuse Services is under reported at this time.

Cabarrus County

DD Consumers

Service	Waiting	Placed	In Process	Total (Distinct Count)
Awaiting_Innovations	97	2		99
YM812 Supervised Living - 2 Residents	1			1
YM813 Supervised Living - 3 Residents	1			1
YP010 Hourly Respite - Individual	4	1		5
YP620 ADVP	7		5	12
YP710 Sup Living - Low	3			3
YP720 Sup Living - Moderate	1			1
YP760 Group Living - Low	3			3
YP770 Group Living - Moderate	4	2	5	11
YP780 Group Living - High	3			3

MH Consumers

Service	Waiting	In Process	Total (Distinct Count)
H0036 HA Community Support - Individual - Child	2	0	2
H0036 HB Community Support - Individual - Adult	12	0	12
H2012 - HA - Day Treatment Child	1	0	1
YP710 Sup Living - Low	2	0	2
YP780 Group Living - High	0	2	2

SA Consumers

Service	Waiting	In Process	Total (Distinct Count)
H0036 HB Community Support - Individual - Adult	4	0	4

Waiting – currently waiting for a service

In Process– Working with consumer/family to place in the Service

Placed – Received the service



Davidson County

DD Consumers

Service	Waiting	Placed	In Process	Total (Distinct Count)
Awaiting_Innovations	73	1	0	74
100 ICF/MR Hospital Admission & General Hospital	1	0	0	1
YM813 Supervised Living - 3 Residents	1	0	0	1
YP010 Hourly Respite - Individual	2	2	0	4
YP620 ADVP	3	1	9	13
YP710 Sup Living - Low	1	0	0	1
YP760 Group Living - Low	2	0	0	2
YP770 Group Living - Moderate	3	3	4	10
YP780 Group Living - High	6	0	0	6

MH Consumers

Service	Waiting	In Process	Total (Distinct Count)
H0036 HA Community Support - Individual - Child	4	0	4
H0036 HB Community Support - Individual - Adult	10	0	10
YP710 Sup Living - Low	1	0	1
YP780 Group Living - High	1	0	1

SA Consumers

Service	Waiting	In Process	Total (Distinct Count)
H0036 HB Community Support - Individual - Adult	5	0	5

Waiting – currently waiting for services
Placed – Received Service

In Process – Working with Consumer/family to place in service

Rowan County

DD Consumers

Service	Waiting	Placed	In Process	Total (Distinct Count)
Awaiting_Innovations	46	1	0	47
100 ICF/MR Hospital Admission & General Hospital	0	0	1	1
SF010 Home and Comm Supports -- State	0	1	0	1
YP010 Hourly Respite - Individual	0	1	0	1
YP620 ADVP	9	3	4	16
YP710 Sup Living - Low	2	0	0	2
YP760 Group Living - Low	1	0	0	1
YP770 Group Living - Moderate	2	1	5	8
YP780 Group Living - High	5	0	0	5

MH Consumers

Service	Waiting	In Process	Total (Distinct Count)
H0036 HA Community Support - Individual - Child	4	0	4
H0036 HB Community Support - Individual - Adult	2	0	2
H2012 - HA - Day Treatment Child	1	0	1
YP760 Group Living - Low	2	0	2

SA Consumers

Service	Waiting	In Process	Total (Distinct Count)
H0036 HB Community Support - Individual - Adult	2	n/a	2

Waiting – currently waiting for services

In Process – Working with Consumer/family to place in service

Placed – Received Service

Stanly County

DD Consumers

Service	Waiting	Placed	In Process	Total (Distinct Count)
Awaiting_Innovations	30	0	0	30
100 ICF/MR Hospital Admission & General Hospital	0	0	1	1
YP010 Hourly Respite - Individual	0	0	0	0
YP620 ADVP	3	1	4	8
YP710 Sup Living - Low	1	0	0	1
YP760 Group Living - Low	0	0	0	0
YP770 Group Living - Moderate	0	0	5	5
YP780 Group Living - High	2	1	0	3

MH Consumers

Service	Waiting	Placed	Total (Distinct Count)
H0036 HA Community Support - Individual - Child	4	0	4
H0036 HB Community Support - Individual - Adult	14	0	14
H2033 Multi-systemic Therapy (MST)	1	0	1
YP710 Sup Living - Low	2	0	2
YP780 Group Living - High	0	1	1

SA Consumers

Service	Waiting	In Process	Total (Distinct Count)
H0036 HB Community Support - Individual - Adult	4	0	4

Waiting – currently waiting for services
Placed – Received Service

In Process – Working with Consumer/family to place in service



Union County

DD Consumers

Service	Waiting	Placed	In Process	Total (Distinct Count)
Awaiting_Innovations	108	1	0	109
YM813 Supervised Living - 3 Residents	1	0	0	1
YP010 Hourly Respite - Individual	6	1	0	7
YP620 ADVP	5	1	13	19
YP710 Sup Living - Low	3	0	0	3
YP720 Sup Living - Moderate	1	0	0	1
YP760 Group Living - Low	2	0	0	2
YP770 Group Living - Moderate	4	0	7	11
YP780 Group Living - High	4	0	0	4

MH Consumers

Service	Waiting	In Process	Total (Distinct Count)
H0036 HA Community Support - Individual - Child	4	0	4
H0036 HB Community Support - Individual - Adult	7	0	7
H2012 - HA - Day Treatment Child	1	0	1
H2022 Intensive In-Home Services	1	0	1
YP710 Sup Living - Low	1	0	1
YP760 Group Living - Low	1	0	1
YP780 Group Living - High	2	0	2

SA Consumers

Service	Waiting	In Process	Total (Distinct Count)
H0036 HB Community Support - Individual - Adult	2	0	2

Waiting – currently waiting for services

In Process – Working with Consumer/family to place in service

Placed – Received Service



Out of Catchment Area

DD Consumers

Service	Waiting	Placed	In Process	Total (Distinct Count)
Awaiting_Innovations	17	1	0	18
YM813 Supervised Living - 3 Residents	1	0	0	1
YP010 Hourly Respite - Individual	0	1	1	2
YP620 ADVP	0	0	2	2
YP760 Group Living - Low	1	0	0	1
YP770 Group Living - Moderate	3	0	0	3
YP780 Group Living - High	0	0	0	0

MH Consumers

Service	Waiting	In Process	Total (Distinct Count)
H0036 HB Community Support - Individual - Adult	1	0	1

SA Consumers

Service	Waiting	In Process	Total (Distinct Count)
n/a	n/a	n/a	n/a

Waiting – currently waiting for services
Placed – Received Service

In Process – Working with Consumer/family to place in service

Inpatient Care:

PBH contracts for multiple levels of inpatient care for both substance abuse and mental health treatment. Currently PBH contracts with one out of catchment area programs for social setting detoxification services (44 beds total), one out of area Non-hospital medical detoxification program (16 beds), and 4 residential substance abuse treatment providers; 1 (18 beds) in catchment area and 3 (88 beds) out of catchment area. These services are in great demand and accessibility is often times a problem (see chart on next page on funding eligibility). PBH currently contracts for 16 facility based crisis/detox beds in catchment area that can provide services to mental health and substance abuse consumers. All 16 of these beds are reserved for PBH consumers. PBH is in the process of developing two (2) additional facility based crisis/detox facilities as well as residential crisis services for persons with developmental disabilities. One of the additional facility based crisis units will become operational in January 2010. As with the existing facility based crisis unit, all 16 beds will be reserved for PBH consumers. PBH also has a contract with the State's Julian Keith Alcohol and Drug Abuse Treatment Center which has 80 beds operational; however, access to these beds is very limited, and actual utilization is minimal.

PBH contracts with local hospitals for acute inpatient psychiatric services. PBH currently has eight (8) hospitals under contract and is actively working with several other hospitals/hospital systems to facilitate the contract process. PBH also works with over 25 additional non-contracted/out-of-network acute psychiatric inpatient hospital bed providers to insure consumers have access emergency care. Arrangements are made on an as needed basis due to presentation of Medicaid funded consumers in out of network hospitals across the state. Of the eight (8) contract hospitals, three (3) are located inside and five (5) are located outside of PBH's catchment area. Currently, 302 acute psychiatric beds are under contract to PBH and broken down as follows: 18 gero-psychiatry beds, 134 adult psychiatry beds, and 150 adolescent psychiatry beds. *However, only 32 Adult Psychiatry and 10 Gero-psychiatry beds are located in the PBH catchment area.* There is intense demand for adult psychiatry beds, and even with this number of hospitals under contract, PBH routinely has difficulty placing individuals needing adult acute inpatient care. Child psychiatry beds, except for those contracted with Old Vineyard and Holly Hill, tend to be negotiated on a case by case basis through Provider Payment Agreements or are facilitated as emergency services. It should also be noted that 6 of the 8 hospitals are contracted for both PBH Medicaid and State Funded admissions: the capacity of these contracts include 10 gero-psychiatry beds, 56 adult psychiatry beds, and 98 adolescent psychiatry beds; availability of beds is limited due to limited vacancies. State funded contracts allow uninsured/state funded consumers from our catchment area the same benefit as that for Medicaid consumers of being hospitalized locally if the need should arise. This has allowed PBH to significantly reduce our utilization of the state psychiatric facilities.

(See charts on next 3 pages)



Analysis of Contracted Inpatient Beds and Eligible Funding

All Contracted Inpatient Providers						
Provider Name	Inpatient (Hospital)	Gero Inpt beds	Adult Inpt beds	Adol Inpt beds	Child Inpt beds	Total beds
* Brynn Marr Hospital, Inc.	Out-of-catchment	0	10	20	0	30
CMC - NorthEast, Inc.	In catchment	10	0	0	0	10
High Point Regional Health System	Out-of-catchment	0	24	0	0	24
* Holly Hill Hospital	Out-of-catchment	8	20	52	0	80
* Keystone WSNC LLC DBA Old Vineyard Youth Services	Out-of-catchment	0	0	46	0	46
Moses Cone Health Systems	Out-of-catchment	0	48	32	0	80
Rowan Regional Medical Center	In catchment	0	20	0	0	20
Stanly Regional Medical Center	In catchment	0	12	0	0	12
Total		8	18	134	150	302

Medicaid and State Funded Contract Providers						
Provider Name	Inpatient (Hospital)	Gero Inpt beds	Adult Inpt beds	Adol Inpt beds	Child Inpt beds	Total beds
CMC - NorthEast, Inc.	In catchment	10	0	0	0	10
High Point Regional Health System	Out-of-catchment	0	24	0	0	24
* Holly Hill Hospital	Out-of-catchment	0	0	52	0	52
* Keystone WSNC LLC DBA Old Vineyard Youth Services	Out-of-catchment	0	0	46	0	46
Rowan Regional Medical Center	In catchment	0	20	0	0	20
Stanly Regional Medical Center	In catchment	0	12	0	0	12
Total		6	10	56	98	164

Medicaid Only Contracted Inpatient Providers						
Provider Name	Inpatient (Hospital)	Gero Inpt beds	Adult Inpt beds	Adol Inpt beds	Child Inpt beds	Total beds
* Brynn Marr Hospital, Inc.	Out-of-catchment	0	0	20	0	20
Moses Cone Health Systems	Out-of-catchment	0	48	32	0	80
Total		2	0	48	52	100

State Funded Only Contracted Inpatient Providers						
Provider Name	Inpatient (Hospital)	Gero Inpt beds	Adult Inpt beds	Adol Inpt beds	Child Inpt beds	Total beds
* Brynn Marr Hospital, Inc.	Out-of-catchment	0	10	0	0	10
* Holly Hill Hospital	Out-of-catchment	8	20	0	0	28
Total		2	8	30	0	38

* Facilities affected by Federal Institution for Mental Disorders (IMD) Rules



Contract and State Facilities

County served by Provider	SS Detox beds	NHM Detox beds	Residential SA Tx	State Alcohol and Drug Abuse Treatment Centers*	State ADATC Beds	Facility Based Crisis	State Psychiatric Hospitals**	State Psychiatric Hospital Beds	Private Inpatient Hospitals	Gero beds	Adult beds	Adolescent beds	Child beds
Cabarrus	0	0	0	0	0	16	0	0	1	10	0	0	0
Davidson	0	0	18	0	0	0	0	0	3	0	0	0	0
Rowan	0	0	0	0	0	0	0	0	1	0	20	0	0
Stanly	0	0	0	0	0	0	0	0	1	0	12	0	0
Union	0	0	0	0	0	0	0	0	0	0	0	0	0
Total in Catchment Area	0	0	18	0	0	16	0	0	6	10	32	0	0
Total Outside PBH Catchment Area	44	16	88	1	80	0	4	620	2	8	102	150	0
Grand Total	44	16	106	1	80	16	4	620	8	18	134	150	0
Total Bed Available Bed Days	16,060	5,840	38,690		29,200	5,840		226,300		6,570	48,910	54,750	0
Actual Bed Days Used	66	376	13,215		670	4,298		1,396		235	7,038	1,169	0
Total Consumers Served	23	107	461		46	886		35		51	1,092	94	0
Average Consumers Served/ Bed Used Per Day	0.18	1	36		2	12		4		0.64	19.28	3.20	0.00
% of Utilization of Total Available Bed Days	0.41%	6%	34%		2%	74%		7%		4%	14%	2%	0%

* Julian Keith Center

** Broughton State Hospital, Dorothea Dix State Hospital (includes gero, adult, & adolescent beds)



Out-of-Network (non-contract) Inpatient Providers Serving PBH Consumers					
County served by Provider	Private Inpatient Hospitals	Gero beds	Adult beds	Adolescent beds	Child beds
Cabarrus	0	0	0	0	0
Davidson	0	26	0	0	0
Rowan	0	0	0	0	0
Stanly	0	0	0	0	0
Union	1	0	0	0	0
Total in Catchment Area	1	26	0	0	0
Total Outside PBH Catchment Area	24	0	687	147	0
Grand Total	25	26	687	147	0
Actual Bed Days Used	2242	97	1227	918	0
Total Consumers Served	318	28	191	99	0
Average Consumers Served/ Bed Used Per Day	6.14	0.27	3.36	2.52	0.00



Inpatient Care:

Issues Regarding Inpatient Psychiatric Care:

1. With a general population estimated to be in excess of 730,000 PBH is the third largest LME in the state. We are in a region of rapid population growth.
2. As per North Carolina's 2009 State Medical Facilities Plan there are 68 community adult and 0 child & adolescent psychiatric beds in our local hospitals, *36 (over 50%) are geriatric only beds*. The proposed State Medical Facilities Plan for 2010 shows that our area has a surplus of 3 adult inpatient psychiatric beds. Although the need projection formula certainly includes geriatric need, we believe the formula does not recognize the "set aside" of beds for geriatric only care. In reality, we have only 32 acute psychiatric beds available. *Our area is significantly under-resourced for adult acute psychiatric hospitalization*. Hospital bed availability is determined by the NC State Health Coordinating Council.
3. Additionally, the State Medical Facilities Plan does not report the utilization rates for the current psychiatric bed inventory; however it has been our experience that some hospitals do not staff for full capacity for the beds that are active.
4. The 2010 State Medical Facilities Plan shows a need for 11 child/adolescent beds. We are not aware of any efforts currently underway by any hospitals in our catchment area to add child/adolescent psychiatry beds to their facilities.

During 2009, PBH also had access to State Psychiatric Hospital beds at Broughton Hospital. These facilities have a total of 313 beds and provide geriatric, adult, and adolescent inpatient psychiatric services. All five PBH counties have been assigned to Broughton Hospital. PBH does send consumers to other state hospitals due to capacity issues at Broughton or due to the age of the consumer. Broughton does not have a children's unit. Even though PBH under utilizes our state allocation of psychiatric inpatient beds, we have great difficulty accessing placement for consumers in the state hospitals. This often involves consumers waiting in emergency departments at community hospitals until beds are available.

During 2008-2009, PBH admissions per 1,000 to state psychiatric hospitals were well below the state average; in fact we are ranked 22 out of 24 LMEs (1 is the highest, 24 is the lowest rate). In addition, PBH only used 87% of our allocated bed days at the state psychiatric hospitals in 2008-2009. (see charts on next 2 pages)



**DMH/DD/SAS - State Operated Healthcare Facilities
State Psychiatric Hospital Admissions Per Capita
Period of 7/1/08 to 6/30/09**

LME	Adult Acute	Ages 5-12	Ages 13-18	Gero	Other **	Total Admissions*	% of All Admissions	Average Admissions per Month ¹	Population (2008)	Rate per thousand	State Ave. (07/08) per thousand	Utilization Rank per capita (1-24) ²
ACR	315	6	25	8	18	372	4%	31	264,621	1.406	0.93	4
Albemarle-Tide	93	3	22	11	5	134	2%	11	182,541	0.734	0.93	18
Beacon Center	282	3	46	15	36	382	4%	32	248,084	1.540	0.93	3
Mental Health Partners	144	1	19	8	15	187	2%	16	247,420	0.756	0.93	16
CenterPoint	486	3	26	7	42	564	6%	47	438,266	1.287	0.93	6
Crossroads	179	5	20	6	21	231	3%	19	270,755	0.853	0.93	15
Cumberland	209	5	33	6	35	288	3%	24	319,883	0.900	0.93	14
Durham	388	12	71	8	39	518	6%	43	267,492	1.937	0.93	1
ECBHS	170	1	48	11	25	255	3%	21	404,274	0.631	0.93	21
Eastpointe	284	4	60	34	23	405	5%	34	294,211	1.377	0.93	5
Five County	242	1	20	11	18	292	3%	24	234,180	1.247	0.93	7
Guilford	398	1	36	8	50	493	6%	41	476,831	1.034	0.93	9
Johnston	116	2	22	8	10	158	2%	13	168,825	0.936	0.93	12
Mecklenburg	219	2	46	1	40	308	4%	26	894,219	0.344	0.93	23
OCBHS	125	5	17	5	15	167	2%	14	242,062	0.690	0.93	19
OPC	167	2	32	8	16	225	3%	19	231,244	0.973	0.93	11
Pathways	47	0	18	8	15	88	1%	7	384,960	0.229	0.93	24
Piedmont	247	2	39	10	30	328	4%	27	739,735	0.443	0.93	22
Sandhills	248	1	48	14	41	352	4%	29	547,102	0.643	0.93	20
Smoky Mountain	363	5	60	8	49	485	6%	40	522,576	0.928	0.93	13
Southeastern Ctr	274	5	39	22	30	370	4%	31	355,050	1.042	0.93	8
Southeastern Reg	122	0	34	15	20	191	2%	16	256,296	0.745	0.93	17
Wake	1232	6	103	33	91	1465	17%	122	900,342	1.627	0.93	2
Western Highlands	407	7	43	7	44	508	6%	42	507,121	1.002	0.93	10
Totals	6757	82	927	272	728	8766	100%	731	9,398,090	0.933	0.93	

**Includes Medical, Research, Pretrial, Deaf and Forensic Service Categories

1 =Highlighted LMEs have more than 50 admissions per month

2 =Highlighted LMEs have utilization higher than the state average

* This is the most recent report available from the NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services.



<u>LME</u>	<u>Utilization of State Per Capita Allocation of Bed Days for 2008-2009</u>
OCBHS	58.63%
SER	65.09%
Mecklenburg	69.13%
OPC	69.27%
Johnston	72.83%
ECBHS	76.26%
ALB/Tideland	77.96%
Sandhills	79.55%
SEC	84.05%
Piedmont	86.93%
Pathways	87.07%
Guilford	92.26%
Crossroads	94.52%
ACR	98.31%
CenterPoint	100.62%
Beacon Center	104.90%
Cumberland	105.54%
Eastpointe	114.68%
Wake	116.74%
Five County	124.98%
Durham	157.72%
Mental Health Partners	162.54%
Smoky Mountain	172.77%
Western Highlands	196.93%

* This is the most recent report available from the NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services.

Specialty Care Providers:

Child Day Treatment: During CY 2009 PBH had 10 Day Treatment service providers under contract. Of those providers, 5 were physically located inside PBH's catchment area. Those providers outside of our catchment area have been enrolled to meet the needs of individual consumers living in other parts of the state.

Methadone Treatment: PBH contracted with 2 methadone treatment providers, one with 2 physical locations inside PBH's catchment area. Each provider also has a physical location outside of our catchment area

Substance Abuse SAIOP: PBH had one contracted provider of Substance Abuse Intensive Outpatient Program (SAIOP) services. We are currently working with providers in the Network to expand the availability of SAIOP services.



County served by Provider	Day Treatment	Opioid Treatment	Additional Opioid Treatment Sites*	SACOT	SAIOP	Additional SAIOP Sites
Cabarrus	2	1	0	1	1	0
Davidson	1	1	0	0	0	2
Rowan	1	0	0	0	0	1
Stanly	0	0	0	0	0	1
Union	1	0	1	0	0	1
Total in Catchment Area	5	2	1	1	1	5
Total Outside PBH Catchment Area	5	0	1	1	0	0
Grand Total	10	2	2	2	1	5

*Total of 4 Opioid Treatment sites operated by 2 contract agencies.

SACOT – Substance Abuse Comprehensive Outpatient Treatment

SAIOP – Substance Abuse Intensive Outpatient

Intensive In-Home Team Capacity Calendar Year 2009							
Provider	# teams	Annual Capacity	Cabarrus	Davidson	Rowan	Stanly	Union
CSSI	1	16	X		X		X
Monarch	2	32	X		X	X	
Excel	3	24	X	X			X
Family Svcs Davidson**	1	16		X			
RHA MAJORS team**	4	64	X	X	X	X	X
	11	152					
** New teams for 2009							

INNOVATIONS WAIVER

Service Type	Actual Utilization to Capacity					Projected to Capacity		
	Actual Utilization			2009/10 Target	Difference (under target)	Capacity*	2010/11 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours/units			consumers/units		
INNOVATIONS WAIVER SERVICES	615	7,591 Member Months	n/a	624	9	633 consumers 7,368 member months	670 consumers 7,821 Member Months	n/a
INNOVATIONS WAIVER - AUG COM DEVICE	4	n/a	n/a	n/a	n/a	4 consumers n/a	one time	sufficient capacity
INNOVATIONS WAIVER – ASSISTIVE TECHNOLOGY, EQUIPMENT AND SUPPLIES	47	n/a	n/a	38	9	47 consumers n/a units	one time	sufficient capacity
INNOVATIONS WAIVER - COMMUNITY GUIDE	223	3,854	964	222	1	223 consumers 3,854 units	243 consumers 4,200 units	sufficient capacity
INNOVATIONS WAIVER - CRISIS SERVICES	5	590	148	4	1	5 consumers 590 units	5 consumers 52 units	sufficient capacity
INNOVATIONS WAIVER - FINANCIAL MANAGEMENT SERVICES	5	61	15	5	0	5 consumers 73 units	5 consumers 65 units	sufficient capacity
INNOVATIONS WAIVER - HOME AND COMMUNITY SUPPORTS	442	2,406,443	601,611	409	33	442 consumers 2,406,443 units	481 consumers 2,623,023 units	sufficient capacity
INNOVATIONS WAIVER - HOME MODIFICATIONS	16	n/a	n/a	15	1	16 consumers n/a units	one time	sufficient capacity
INNOVATIONS WAIVER - INDIVIDUAL SUPPLIES AND EQUIPMENT	2	2	n/a	3	(1)	3 consumers 7 units	2 consumers 2 units	sufficient capacity
INNOVATIONS WAIVER - NURSING RESPITE - LPN	0	0	0	1	(1)	1 consumer 32 units	0 consumers 0 units	sufficient capacity
INNOVATIONS WAIVER - NURSING RESPITE - RN	4	5,007	1,252	3	1	4 consumers 5,007 units	4 consumers 5,458 units	sufficient capacity



Actual Utilization to Capacity							Projected to Capacity	
Service Type	Actual Utilization			2009/10 Target	Difference (under target)	Capacity*	2010/11 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours/units			consumers/units		
INNOVATIONS WAIVER - PA/RESPITE	364	536,577	130,784	326	38	364 consumers 536,577 units	396 consumers 584,869 units	sufficient capacity
INNOVATIONS WAIVER - RESIDENTIAL SUPPORTS	192	61,094	61,094	179	13	192 consumers 61,094 units	209 consumers 66,592 units	sufficient capacity
INNOVATIONS WAIVER - SUPPORTED EMPLOYMENT SERVICES	87	148,218	37,055	88	(1)	87 consumers 155,303 units	95 consumers 616,558 units	sufficient capacity
Innovations Waiver - Training	14	3,232	808	18	(4)	18 consumers 3,232 units	15 consumers 3,523 units	sufficient capacity
INNOVATIONS WAIVER - VEHICLE ADAPTATIONS	6	n/a	n/a	10	(4)	10 consumers 11 units	one time	sufficient capacity
INNOVATIONS WAIVER -DAY SUPPORTS	214	743,301	185,825	235	(21)	235 consumers 853,936 units	233 consumers 810,198 units	sufficient capacity**
SPECIALIZED CONSULTATIVE SERVICE	49	2,157	539	38	11	49 consumers 2,157 units	53 consumers 2,351 units	Increased capacity is needed

* Capacity of Innovations Providers is continuously adjusted to meet the needs of Innovations Consumers. This includes adding new services and sites to existing provider contracts and adding new providers when necessary. In general, the existing provider network has been able to keep up with any increase in demand for services.

** There is a stated desire for additional Day Support options (providers) in Davidson County, however, the data does not indicate there is sufficient demand for a second provider to be contracted.

MEDICAID

Actual Utilization to Capacity						Projected to Capacity			
Service Type	Actual Utilization			2009/10 Target	Difference (under target)	Capacity*		2010/11 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/consumers		
Community Supports	1,514	480,176	120,044	762 consumers 227,940 units	752 consumers 252,236 units		7,860 consumers \oplus	This service will end on 6/30/10 and consumers will be transitioned to other services.	n/a
Adult	605	210,182	52,546	n/a	n/a				
Child	909	269,994	67,499	n/a	n/a				
Community Support Team	44	41,534	10,384	58 consumers 35,978 units	(14) consumers 5,556 units		315 consumers \oplus 194,392 units	86 consumers 53,072 units Increase is based on annualization of FY 2010 utilization and projected transfer of 28 consumers due to Community Supports ending.	Adequate
Adult	43	41,452	10,363	n/a	n/a		270		
Child	1	82	21	n/a	n/a		45		



Actual Utilization to Capacity						Projected to Capacity			
Service Type	Actual Utilization			2009/10 Target	Difference (under target)	Capacity*		2010/11 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/consumers		
Outpatient	10,905	529,433	167,635	11,926 consumers 496,870 units	(1,021) consumers 32,563 units		37,473 consumers, or; 328,224 std hours	15,097 consumers 732,557 units This based on projected trend for FY 2010 and increased need due to continued economic downturn	Adequate
Adult	6,186	468,902	132,168	n/a	n/a		30,361	17,151	
Child	4,720	60,534	35,467	n/a	n/a		7,112	6,026	



Actual Utilization to Capacity							Projected to Capacity		
Service Type	Actual Utilization			2009/10 Target	Difference (under target)	Capacity*		2010/11 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/consumers		
Inpatient (per diem) Community Beds	801	5,756		712 consumers 6,163 bed days	89 Consumers (407) bed days	254 under contract	92,720 bed days under contract	814 consumers 6,996 bed days	PBH does not have exclusive access to these beds. Based on waiting times for admission and beds available at the time of need, additional capacity is needed in catchment area, but, not available due to limit on acute psychiatric beds per State Medical Facilities Plan (CON).
Total Adult (bed days) - in and out of catchment area	573	3,254		n/a	n/a	n/a	n/a		
Total Child (bed days) - in and out of catchment area	228	2,502		n/a	n/a	n/a	n/a		
Contracted Adult (bed days) - in and out of catchment area	424	2,215		n/a	n/a	104	37,960		
Contracted Child (bed days) - in and out of catchment area	129	1,438		n/a	n/a	150	54,750		
Non-contracted Adult (bed days) - in and out of catchment area	170	989		n/a	n/a	n/a	n/a		



Actual Utilization to Capacity								Projected to Capacity	
Service Type	Actual Utilization			2009/10 Target	Difference (under target)	Capacity*		2010/11 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/consumers		
Non-contracted Child (bed days) - in and out of catchment area	118	1,064		n/a	n/a	n/a	n/a		
Child Residential (per diem)	308	55,541		44,579	(551)	1,172	427,780	332 consumers	see below
Therapeutic Foster Care	160	28,679		25,236	3,443	672	245,280	160 consumers	<p>Adequate These are not unique counts due to consumers moving from one level to the next. Total number of consumers expected to be served for level II & III is 266.</p>
Residential Tx Level III	130	15,280		19,260	(3,980)	233	85,045	130 consumers	
Residential Tx Level IV	3	513		30	(27)	24	8,760	3 consumers no additional level IV beds have been developed at this time.	



Actual Utilization to Capacity						Projected to Capacity			
Service Type	Actual Utilization			2009/10 Target	Difference (under target)	Capacity*		2010/11 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/consumers		
PRTF	66	11,069		53	13	243	88,695	66 consumers 11,243 bed days	Need to develop Level IV capacity to reduce use of PRTF.
SAIOP**	72	1,059		234	(162)		240	80 consumers 1,128 units 11% increase over 2009 actual	Additional capacity will be available in 2010. Increase in utilization is due to closing of Community Supports.



Actual Utilization to Capacity						Projected to Capacity			
Service Type	Actual Utilization			2009/10 Target	Difference (under target)	Capacity*		2010/11 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/consumers		
Day Treatment (per diem)	131	51,642		87	44		53,750	227 consumers 71,021 units 73% increase over 2009 actual + 96 consumers transitioning from the closing of Community Supports.	Continue to study need for additional capacity. PBH has additional Day Tx resources, however, is losing one program at the end of the 09/10 school year. Additionally, it is not clear how the CABHA requirement will affect the viability of existing programs.



Actual Utilization to Capacity						Projected to Capacity			
Service Type	Actual Utilization			2009/10 Target	Difference (under target)	Capacity*		2010/11 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/consumers		
Multi-systemic Therapy ***	128	30,470	7,618	170	(42)		163	165 consumers 44,165 units Increase of 37 consumers over 2009 actual due to consumers transitioning from Community Supports ending.	PBH will need to work with provider to assure adequate coverage is available. PBH did experience a reduction in the utilization of this service from 2008 to 2009.
Intensive In-home Services ****	157	5,090		120	37		152	331 consumers 10,592 units Increase of 174 over 2009 actual due to transitioning of consumers from Community Supports ending.	Additional Capacity is needed.

⊕ Community Support Capacity was determined using a caseload of 15 consumers per staff (QP, AP, or PP); Community Support Team Capacity is based on CST of 3 staff with 15 consumers per staff member of 45 per team.

* Outpatient Capacity is calculated based on: ((the number of credential clinicians in the providers network (526)) x [work hours in a year (2080) x productivity target (60%)]) x [estimated portion of FTE providing services to PBH consumers (50%)]

* Inpatient, Child Residential, Social Setting Detox, and Residential SA Tx are in total bed days per year (#beds x 365 days = capacity)

** SAIOP capacity is based on 1 QP (12:1 ratio for consumers) and treatment session lasting 12 weeks (5 programs x 12 consumers x 4 sessions)

*** Day Treatment is based on the potential students/consumers by the number of possible school days

**** MST and Intensive Home capacity is the number of consumers that are estimated to be able to be served.



STATE FUNDS

Actual Utilization to Capacity							Projected to Capacity		
Service Type	Actual Utilization			2009 Target	Difference	Capacity*		2010 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/consumers		
Community Supports	438	38,023	9,506	n/a	n/a		7,860 consumers ⊕	This service will end on 6/30/10 and consumers will be transitioned to other services.	n/a
Adult	342	29,650	7,413	n/a	n/a				
Child	96	8,373	2,093	n/a	n/a				
Community Support Team	7	954	239	n/a	n/a		315 consumers ⊕	Service frozen at this time.	Adequate
Adult	7	954	239	n/a	n/a		270		
Child	0	0	0	n/a	n/a		45		
Outpatient	7,674	259,931	75,402	289,091	(213,689)		37,473 consumers, or; 328,224 std hours	8,000 consumers This based on projected trend for FY 2010 and increased need due to continued economic downturn	Adequate
Adult	7,009	252,420	72,796	245,727	(172,931)		30361	7,280	
Child	665	7,511	2,606	43,364	(40,758)		7,112	720	



Actual Utilization to Capacity								Projected to Capacity	
Service Type	Actual Utilization			2009 Target	Difference	Capacity*		2010 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/ consumers		
Inpatient (per diem) Community Beds	705	4,741		10,313	5,572	196	71,540	626 consumers 4,063 bed days	PBH does not have exclusive access to these beds. Based on waiting times for admission and beds available at the time of need, additional capacity is needed in catchment area, but, not available due to limit on acute psychiatric beds per State Medical Facilities Plan (CON).
Total Adult (bed days) - in and out of catchment area	692	4,634		n/a	n/a	n/a	n/a		
Total Child (bed days) - in and out of catchment area	13	107		n/a	n/a	n/a	n/a		
Contracted Adult (bed days) - in and out of catchment area	692	4,634		7,179	(2,545)	76	27,740		
Contracted Child (bed days) - in and out of catchment area	13	107		3,134	(3,027)	118	43,070		
Non-contracted Adult (bed days) - in and out of catchment area	0	0		n/a	n/a	n/a	n/a		
Non-contracted Child (bed days) - in and out of catchment area	0	0		n/a	n/a	n/a	n/a		



Actual Utilization to Capacity								Projected to Capacity	
Service Type	Actual Utilization			2009 Target	Difference	Capacity*		2010 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/consumers		
Child Residential (per diem)	17	328		44,579	(44,303)	1,172	427,780	307 consumers	see below
Therapeutic Foster Care	5	131		25,236	(25,105)	672	245,280	0 consumers 0	State funded services are frozen at this time
Residential Tx Level III	9	142		19,260	(19,118)	233	85,045	20 consumers 224	Adequate
Residential Tx Level IV	0	0		30	(30)	24	8,760	3 consumers no additional level IV beds have been developed at this time.	Need additional capacity; there is a significant shortage of Level IV beds statewide. PBH is in the process of bringing on additional Level IV providers who have committed to developing facilities within our catchment area.
PRTF	3	55		53	(50)	243	88,695	2 consumers 667 bed days	Need to develop Level IV capacity to reduce use of PRTF.
SAIOP**	172	2,604		234	(62)		240	255 consumers 3,693 units 48% increase over 2009 actual	Additional capacity will be available in 2010, however, may be limited by availability of state funds.



Actual Utilization to Capacity						Projected to Capacity			
Service Type	Actual Utilization			2009 Target	Difference	Capacity*		2010 Projection	Capacity
	Consumers Served	Units of Service	Standard Hours			Beds	Bed Days/std hours/consumers		
Day Treatment (per diem)	2	116		87	(85)		53,750	0 consumers 0 units	State funds are frozen at this time.
Multi-systemic Therapy ***	13	985	246	170	(157)		163	0 consumers 0 units	State funds are frozen at this time.
Intensive In-home Services ****	10	38		120	(110)		164	0 consumers 0 units	State funds are frozen at this time.

†Community Support Capacity was determined using a caseload of 15 consumers per staff (QP, AP, or PP); Community Support Team Capacity is based on CST of 3 staff with 15 consumers per staff member of 45 per team.

*Outpatient Capacity is calculated based on: ((the number of credential clinicians in the providers network (526)) x [work hours in a year (2080) x productivity target (60%)]) x [estimated portion of FTE providing services to PBH consumers (50%)]

* Inpatient, Child Residential, Social Setting Detox, and Residential SA Tx are in total bed days per year (#beds x 365 days = capacity)

** SAIOP capacity is based on 1 QP (12:1 ratio for consumers) and treatment session lasting 12 weeks (5 programs x 12 consumers x 4 sessions)

*** Day Treatment is based on the potential students/consumers by the number of possible school days

**** MST and Intensive Home capacity is the number of consumers that are estimated to be able to be served.



PBH Network Development Plan

PBH experienced cuts in State funding in both Fiscal Year 2008-2009 and Fiscal Year 2009-2010. These decreases in State funding have had a negative effect on services for uninsured consumers and on our capacity for service development during the past two (2) years. We hope to recover some of the lost State funding for 2010-2011; however this is not certain and is not reflected in the strategies outlined below. Most of the new initiatives planned for this fiscal year are limited to consumers that have Medicaid coverage or with funds from future savings from decreased use of state hospitals (based on use of community alternatives identified below). Our ability to implement our Substance Abuse Plan and to increase housing options for all disabilities is severely limited by the loss of State funds. Very few adult consumers with substance abuse treatment needs have Medicaid, and Medicaid does not fund housing.

It should be noted that significant changes have been made to the Medicaid Waiver that will begin to take effect July 1, 2010. One of the more overt changes is the modification of the Waiver from a single LME Waiver, The PBH Cardinal and Innovations Waiver, to the multiple LME North Carolina Mental Health, Developmental Disabilities, and Substance Abuse Services Health Plan. This change in the Waiver also includes adjustments to the service array and service definitions. The State Medicaid Plan removes the Community Supports service from the NC Medicaid Plan/service array. Due to the discontinuance of this service we are projecting increased utilization of Community Support Team, Day Treatment, Multi-systemic Therapy, Individual Respite, and Emergency Services.

In January of 2011 additional changes will occur to the Innovations Waiver to include changing Home Supports in to three separate services: Personal Care, In-Home Skill Building, and Intensive In-Home Support.

PBH Priorities have been developed through both an analysis of service utilization and capacity of Network providers. Additionally, these priorities are consistent with the vision of our network as defined in our Local Business Plan 2007-2010. It is important to note that the following goals from the Local Business Plan have been met.

2. Expansion of our crisis system both in availability and specialization of services.
3. Decrease in the utilization of the state hospitals.
4. Reduce recidivism and increase community based alternatives to psychiatric inpatient treatment.
6. Increase choice of providers for outpatient services.

PBH continues to focus on the following priorities from the Local Business Plan.

1. The development of a substance abuse continuum of care for both children and adults.
This item continues to be a challenge due to reductions in State Funding.
5. Increased access to psychiatric care through development of a primary care co-location model.



We are continuing to work on this goal, however, have not made the level of progress we had hoped to due to the complexity of the model.

7. Reduce the DD waiting list.
This is on ongoing goal for PBH. The number of consumers on the waiting list continues to grow even as new slots are added for Innovations and consumers access B-3 Services.

8. Increased access to higher levels of residential care for identified children.
PBH continues to be concerned with increasing access to higher levels of residential care in order to avoid out of state placements for children, however, this goal will require a statewide effort with assistance from the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services.

As indicated below, providers were identified from within the PBH network to expand their capacity to meet the priorities for CY 2009. In all instances this is built on provider expertise in service provision. The table below lists the outcome of the efforts under taken by PBH and its Provider Network to address the network development priorities delineated above.

Priority	Program	Outcomes
SA Continuum	Substance Abuse: Intensive Outpatient Treatment programs for adults.	During 2009/2010 RHA developed two IOP programs. Utilization of all IOP programs has been lower than expected. PBH will track the utilization of these programs on a monthly basis. Additionally, PBH and its contracted providers will need to determine clinical characteristics for the target consumer and focus efforts on ensuring these individuals are referred for treatment.
Decrease utilization of state hospitals. Reduce recidivism for all psychiatric hospitals.	Bridger Program	<p>Bridger programs assist consumers that are leaving psychiatric hospitals and returning to the community. These services are provided by trained Peer Specialists.</p> <p>PBH provides Bridger/Peer Specialist training on a regular basis. This has proven more difficult to implement in part due to the work force itself, however, providers have encountered issues that have made it difficult to implement as well.</p> <p>PBH had been working with the Mental Health Association in NC to develop this program. In August of 2010 the Mental Health Association formally terminated their contract and closed their offices. RHA will be operating the psychosocial clubhouses for PBH.</p> <p>The state intends to add Peer Support to the Medicaid Plan in January 2011, however the state's service definition is significantly different in several areas, and the impact of these changes on the service offered by PBH through the Medicaid b-3 program is unclear. PBH will no longer be able to offer B-3 Peer Supports when the service becomes part of the state plan.</p>
Increase access to	Psychiatry Services	PBH has increased access to psychiatric services. Monarch and



Priority	Program	Outcomes
psychiatric services.		RHA have added or are in the process of adding psychiatrist to their staff. Additionally, PBH continues to increase its contracting with group practices that include or are made up of psychiatrist.
SA continuum for adolescents	MAJORS	MAJORS is a program that targets youth with substance abuse conditions and that have been involved in the legal system. The Program transitioned successfully from DAYMARK to RHA on 9-2-08. RHA operate this program during FY 2009/10 and will continue to operate the program for FY 2010/11. RHA has been working closely with Juvenile Court officials in all PBH counties.
Reduce need for child residential services; increase community alternatives.	Increase Intensive In Home capacity.	During CY 2009, PBH worked with its provider network to increase intensive in-home capacity. Four (4) new teams were added between January 1, 2009 and December 31, 2009 for a total of 11 teams with annual capacity of 152 consumers. PBH will work with providers to develop additional teams to increase capacity to serve the expected increase in demand due to Community Supports being discontinued.
Increase substance abuse continuum.	Intensive In-home substance abuse	Two of the above teams were developed by RHA to serve all five counties and target children with substance abuse treatment needs. One team focuses on referrals received through the MAJORS program.
Reduce psychiatric hospitalization by increasing crisis alternatives. Increase substance abuse continuum.	Additional Facility Based Crisis/Detox Facilities	In January of 2010, PBH successfully opened an additional Crisis Center for adults with mental health crisis and detoxification treatment needs in Union County. DAYMARK operates both the existing Crisis/Recovery Center (CRC) in Cabarrus County and the new Union CRC for PBH. PBH is continuing to plan for the development of a CRC in Davidson County. Davidson County continues to have a high rate of crisis and inpatient utilization. Davidson County does not have an acute psychiatric unit in either of its general hospitals.
Further develop crisis continuum.	DD Crisis Center	The need for a DD Crisis Center will be evaluated to determine whether there is sufficient demand to support a center based program. We may have available space in the building we plan to purchase in Davidson County, and if this is the case, the program can be located there.
Reduce state hospital utilization.	Residential Services for Serious and Persistently Mentally Ill adults	Albemarle House was renovated and now operates as the 2 nd Street Group Home. The home opened early in CY 2009 and is operated for PBH by Monarch.
Increase substance abuse continuum.	Residential Treatment for children with substance abuse conditions.	DAYMARK Recovery Services opened a group homes for adolescents with substance abuse conditions. The home was for boys. The home was awarded to DAYMARK Recovery Services in a state competitive grant. The home was operated in facilities located at the Mills Home for Children in Davidson County. The home opened in August 2008. DAYMARK discontinued its operation of this program early in 2009 due to funding issues and low referral rates. Increasing the substance abuse continuum continues to be a priority for PBH, however, is limited by decreases in State funding.
Further develop	DD Consultation Team	An area wide Consultation Team was started in CY 2009 in



Priority	Program	Outcomes
crisis continuum.		association with RHA to assist in better meeting the needs of people with co-occurring mental illness and developmental disabilities conditions. PBH provided start-up funding for this team. We are continuing to work with RHA to ensure the needs of this population are being met through this program.
Increase choice in outpatient services.	Increase in outpatient capacity	Start up funding was awarded to Monarch to increase outpatient capacity. Monarch has increased outpatient capacity at its locations in Davidson, Rowan, and Stanly counties, including psychiatry services. PBH continues to increase the number Licensed Independent Practitioner (LIP) and LIP Group contracts. These are the fastest growing group of contract providers in the PBH Network.
Increase access to mental health treatment in primary care. Increase access to psychiatric care.	Best practice initiative: primary access to psychiatric consultation	We are continuing to work on this goal, however, have not made the level of progress we had hoped to due to the complexity of the model.
Increase access to mental health treatment in primary care.	Best practice initiative: primary care co-location program	We are continuing to work on this goal, however, have not made the level of progress we had hoped to due to the complexity of the model.
Reduce out of home placement of children; ensure appropriate interventions are provided in child residential services.	Children’s residential continuum	This continues to be a priority for PBH. A team is developing a plan for a system of residential services for children that is more focused, that includes wrap around specialty supports based on clinical indications, and which will provide a more intensive clinical milieu. The implementation and success of the plan may be effected by reductions in State funding.
Increase crisis continuum	Develop Crisis Respite Program for children with mental health treatment needs	Problems with the service definition have complicated efforts to establish a center based program. However, this continues to be a goal.
Increase access to higher levels of care for child residential services.	Increase access to higher levels of care for residential services for children that require this level of care.	-Plan developed for additional Level IV residential service options. We have one provider that has stated they are interested in developing a Level IV home. Issues include decrease in state funding; cost of operating a level IV home vs. PRTF vs. per diem rate; and small number of Level IV homes statewide. As stated previously, this problem is not limited to the PBH catchment area and will require a statewide effort with assistance from the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services.
Reduce the DD waiting list.	Implement additional Innovations waiver slots.	A total of 61 Innovations Waiver slots will be available to PBH for FY 2010/2011.



Additional Goals and Priorities:

In addition to the aforementioned goals and priorities, PBH has established the following new goals and priorities for FY 2010/2011 as permitted by available funding:

1. Implement changes for the Innovations Waiver.
2. Increase penetration into Specialty Medicaid Population Groups, as identified in the Medicaid Waiver.
3. Evaluate the need for/utilization of Substance Abuse Intensive Outpatient Programs.
 - a. Monthly monitoring of number of consumers receiving service at each IOP site.
4. Evaluate the need for an additional Day Program in Davidson County for DD consumers.
5. Maximize the utilization of both the Union and Cabarrus Crisis Recovery Centers.
6. Decrease the use of Hospital Emergency Departments for the delivery of behavioral healthcare services. This will include:
 - b. Increasing, monitoring, and evaluating the use of Mobile Crisis Management.
 - c. Increasing access to crisis beds.
 - d. Decreasing waiting times for services.
 - e. Monitoring and evaluating First Responders.

Implementation of the Network Development Plan:

The Network Development Plan has been incorporated into the PBH budget and Plan of Work for 2010-2011. Responsible PBH Departments or Cross Functional Teams are incorporated into the plan as well as accountability at the Senior and Executive management levels. Progress will be monitored through regular reports at the Executive and Board levels of the agency.