

Charlotte Behavioral Health Care, Inc.



2008-2009



Annual Outcomes Report



Charlotte Behavioral Health Care

MISSION STATEMENT

Charlotte Behavioral Health Care's mission is to enhance the quality of life of Charlotte County residents by making available a wide variety of high quality behavioral health and addiction services. Our services are available to people regardless of race, sex, religious belief, or ability to pay, whenever possible and appropriate.

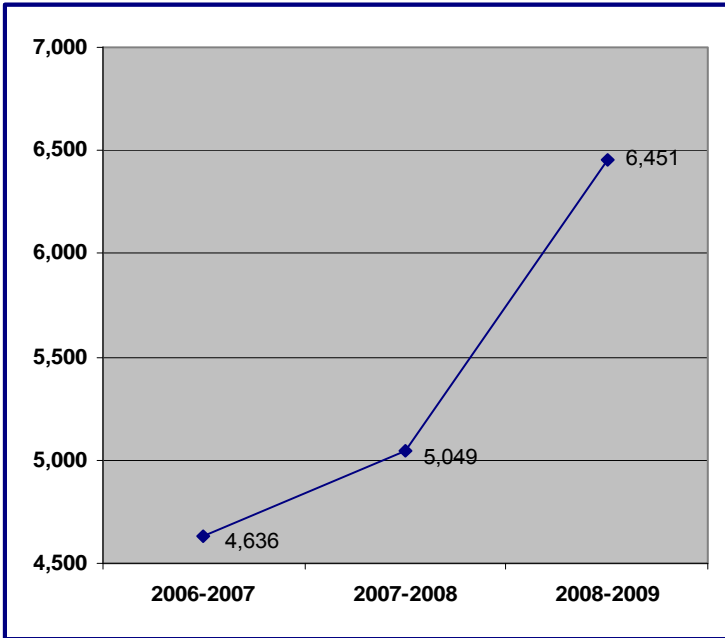


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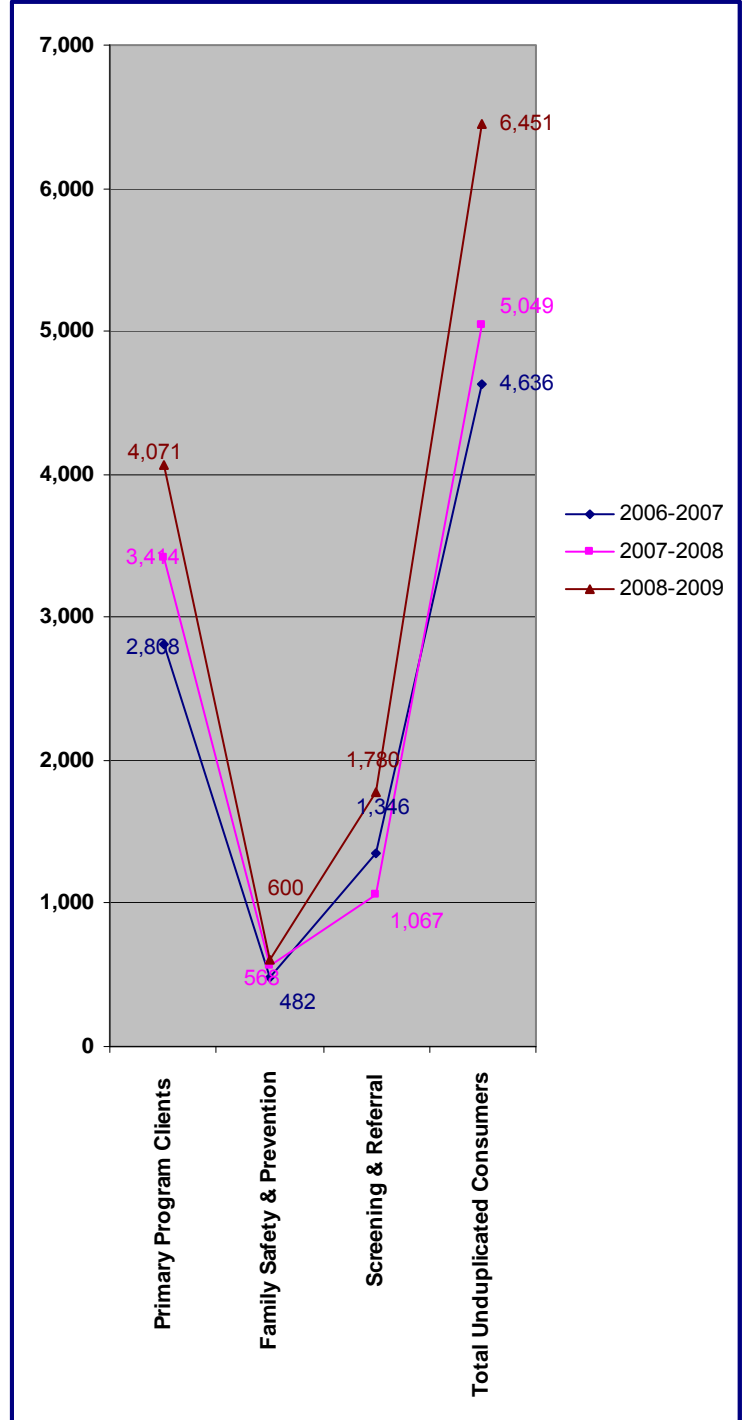


Charlotte Behavioral Health Care

Unduplicated Clients Served
Fiscal Years 2006—2009



Unduplicated Clients Served by Program Type
Fiscal Years 2006—2009

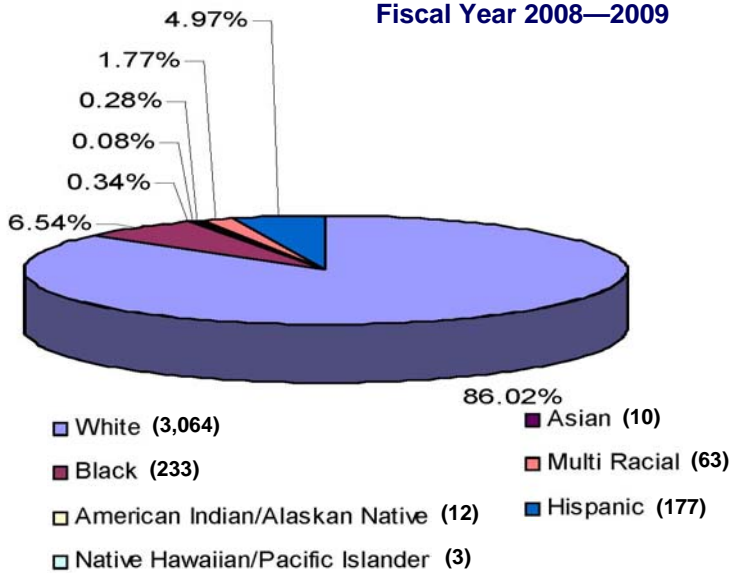




Charlotte Behavioral Health Care

CONSUMER DEMOGRAPHICS FISCAL YEAR 2008-2009

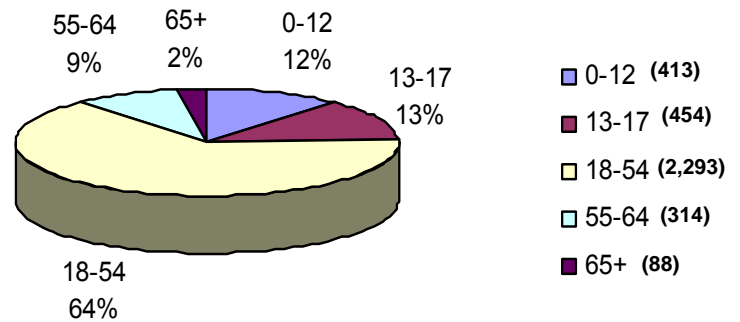
Race/Ethnicity Distribution
Fiscal Year 2008—2009



Primary Language Distribution
Fiscal Year 2008—2009

English	1845
Spanish	23
Other	4
Creole	3
Russian	1
Sign	1

Age Distribution
Fiscal Year 2008—2009

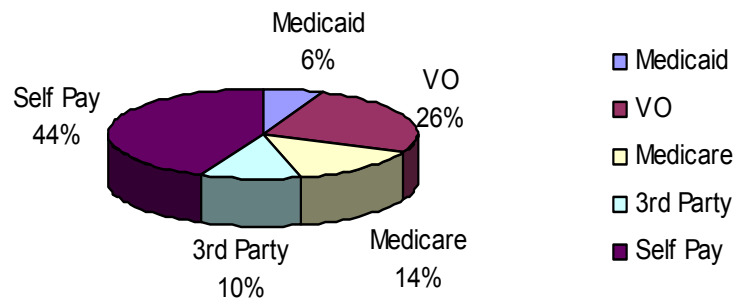


Gender Distribution
Fiscal Year 2008—2009

(1,715)

(1,847)

Average Annual Payor Mix
Fiscal Year 2008—2009





Charlotte Behavioral Health Care

AGENCY WIDE OUTCOMES

EFFECTIVENESS

Days in Community

Target 1: 350

Target 2: 350

Target 3: 360

Target 4: 350

Source: Florida State Dashboard MH Outcomes 2008-2009.

Measures	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Avg.
(1) SPMI-Adults	360.76; (973)	358.14; (1,172)	358.11; (1,350)	358.62; (1,532)	358.61; (1,532)
(2) ED-Children	365; (112)	356.61; (144)	352.72; (175)	365; (213)	365; (213)
(3) SED-Children	362.04; (289)	354.31; (408)	352.17; (495)	354.13; (577)	354.16; (577)
(4) Post Discharge	No Data	No Data	354.52; (23)	355.63; (66)	355.07; (89)

Notes: Averages are cumulative over the Fiscal Year. Post Discharge survey distribution began on 03/15/09.

Action Plan: N/A

EFFECTIVENESS

Days Worked

Target: 40

Source: Florida State Dashboard MH Outcomes 2008-2009.

Measures	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Avg.
Days Worked-Adults	55.65	50.82	55.01	53.38	53.15

Notes: Averages are cumulative over the Fiscal Year.

Action Plan: N/A

EFFECTIVENESS

School Attendance Rate

Target 1: 64.00%

Target 2: 86.00%

Source: Florida State Dashboard MH Outcomes 2008-2009.

Measures	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Avg.
(2) ED-Children	78.78%	78.94%	80.00%	72.09%	72.09%
(3) SED-Children	93.78%	91.08%	93.03%	92.99%	92.97%

Notes: Averages are cumulative over the Fiscal Year.

Action Plan: N/A



Charlotte Behavioral Health Care

AGENCY WIDE OUTCOMES

SATISFACTION

Measure: Percent of Consumers satisfied with services.

Source: Consumer Satisfaction Surveys, FY 08—09

Target: ≥90.00

Measure	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Avg.
Satisfaction Rate	93.28% ; (336)	93.06% ; (155)	93.14% ; (415)	87.76% ; (287)	91.72% ; (1,179)
Notes:					
Action Plan: N/A					

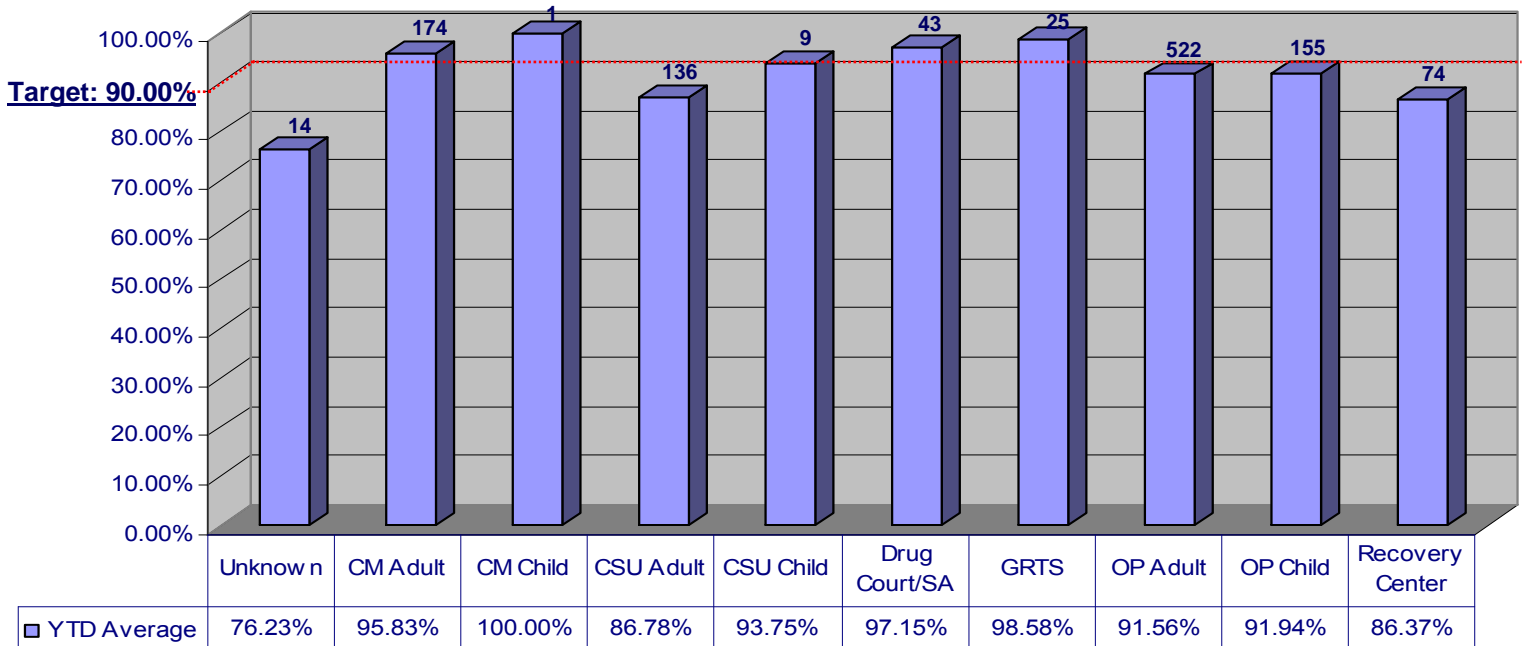


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ENROLLEE SATISFACTION

Overall Enrollee Satisfaction by Program

Fiscal Year 2008 - 2009





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FINANCIAL SUMMARY

COMING SOON