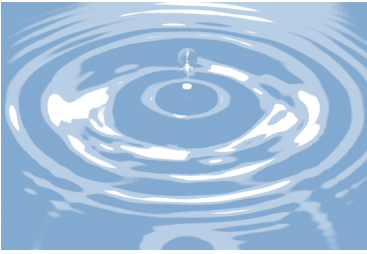


CHARLOTTE
C B H C
Behavioral Health Care

2009-2010



Annual Report



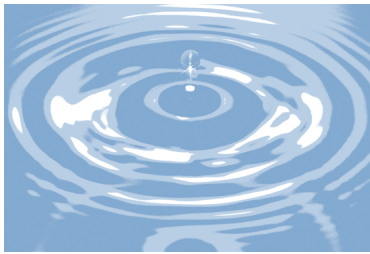
Charlotte Behavioral Health Care

MISSION STATEMENT

The mission of Charlotte Behavioral Health Care, Inc. is to enhance the quality of life of community residents by making available, whenever possible and appropriate, a wide variety of high quality mental health and substance abuse services. These services are available to people regardless of race, sex, religious belief, or ability to pay.



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Charlotte Behavioral Health Care

“Quality is the result of a carefully constructed cultural environment. It has to be the fabric of the organization, not part of the fabric.”

-Philip Crosby

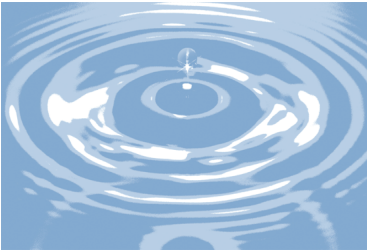
INTRODUCTION & OVERVIEW

Charlotte Behavioral Healthcare (CBHC) is committed to providing quality mental health and substance abuse services which will enhance the quality of life of people in the community. In order to ensure quality of services, we measure and evaluate performance data from a variety of sources, including consumers, families of consumers, staff, and external stakeholders. Data is analyzed to look for areas of strength, areas for improvement, longitudinal changes, and other trends that may influence performance. This report includes performance data and summaries from all relevant sources, along with an analysis and, if needed, suggestions for future growth and improvement.

CBHC continue to fill the need for an increasing demand for services in Charlotte and surrounding counties. In 2009-2010, it is estimated that CBHC served 9,712 consumers through the different available programs, which is a 50% increase from the previous Fiscal Year. As we strive toward cultural competency, CBHC recognizes the need for the staff and Board to be reflective of the population that we serve. As you will see on page 6, CBHC staff is a very good reflection of the ethnic, gender, and age distribution of the consumers that we serve and of Charlotte county. The two exceptions are an over-representation of female staff members (64.4%) compared to consumers

(Continued on page 2)

Consumers Served by Program 2009—2010 (Duplicated)	
Open charts on 07/01/09	2,721
CSU	951
Mobile Crisis	1,278
Recovery Center	502
Adult Outpatient/CM	2,103
Child Outpatient/CM	1,080
Adult Drug Court/SA	566
Child Substance Abuse	95
Adult Support & Info.	839
Family Safety & Prevention	1,888
Residential-TFC	67
Screening & Referral	1,985 (counted); 3,042 (estimated)
Note: Consumers enrolled in more than one program are counted once for each program they participate in.	

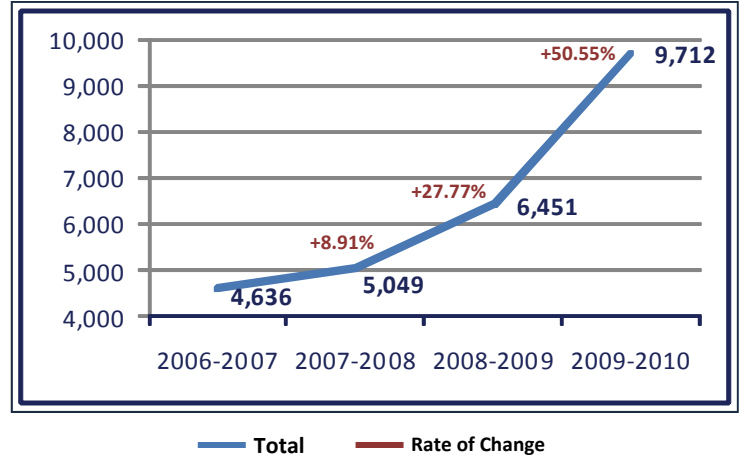


Charlotte Behavioral Health Care

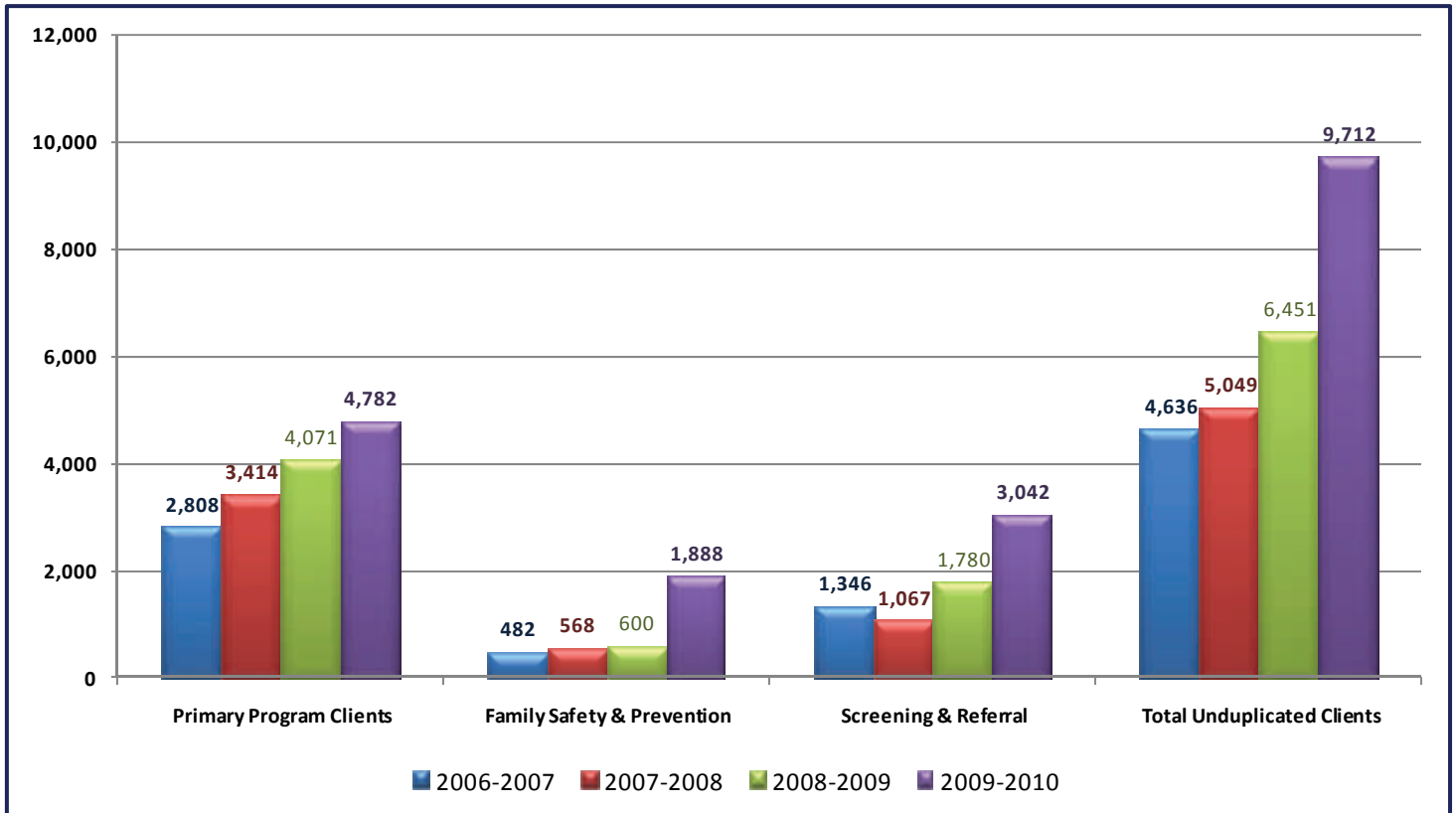
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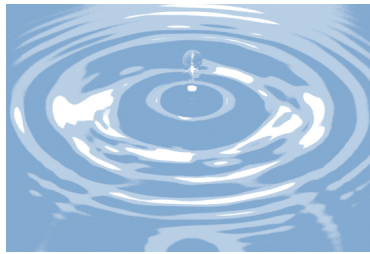
(50.88%) and Charlotte County (51.6%), and a lack of reflection of the 65+ age group in CBHC consumers (4.5%) as compared to Charlotte county (34.5%). Furthermore, CBHC must be able to meet the language demands of the consumers that we serve. Although 88.9% of Charlotte county residents speak primarily English at home, we must be able to meet the needs of non-English speaking consumers, and provide translation services as needed.

**Unduplicated Clients Served
Fiscal Years 2006—2010**



**Unduplicated Clients Served by Program Type
Fiscal Years 2006—2010**





Charlotte Behavioral Health Care

DEMOGRAPHICS COMPARISON—FISCAL YEAR 2009-2010

Fig. 1

Race Distribution

Category	CBHC Clients	CBHC Staff	CBHC Board	Charlotte County	Florida	Nation
White (non-Hispanic)	87.43%	72.3%	100.0%	90.9%	76.9%	74.8%
Hispanic	7.71%	22.0%	0.0%	5.1%	21.5%	15.8%
Black/African-American	6.56%	5.2%	0.0%	4.8%	15.6%	12.4%
Asian	0.25%	0.0%	0.0%	1.3%	2.4%	4.5%
American Indian	0.05%	0.0%	0.0%	0.2%	30.0%	80.0%
2 or more	2.13%	0.5%	0.0%	2.3%	1.9%	2.4%

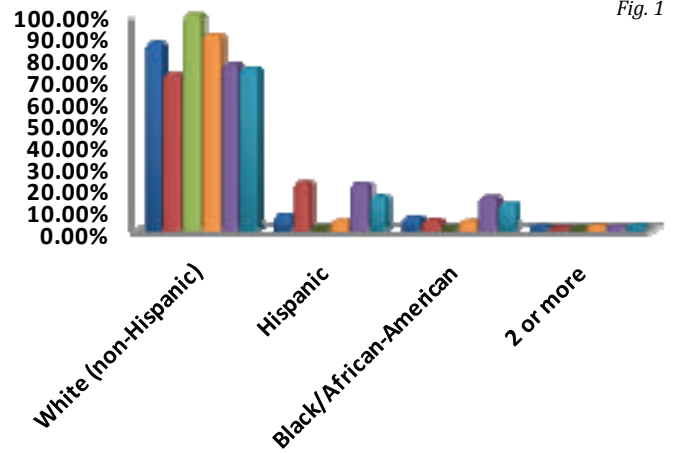


Fig. 1

Fig. 2

Gender Distribution

Category	CBHC Clients	CBHC Staff	CBHC Board	Charlotte County	Florida	Nation
Male	49.12%	35.6%	75.0%	48.4%	49.1%	49.3%
Female	50.88%	64.4%	25.0%	51.6%	50.9%	50.7%

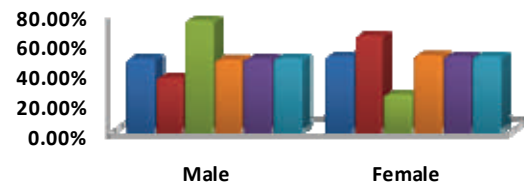


Fig. 2

Fig. 3

Age Distribution

Category	CBHC Clients	CBHC Staff	CBHC Board	Charlotte County	Florida	Nation
0-14	15.55%	0.0%		11.7%	18.2%	20.2%
15-19	12.53%	0.0%		4.3%	6.3%	7.1%
20-54	58.36%	65.4%		33.3%	40.0%	48.6%
55-64	9.06%	28.3%		16.0%	11.7%	11.3%
65+	4.50%	6.3%		34.5%	17.2%	12.9%

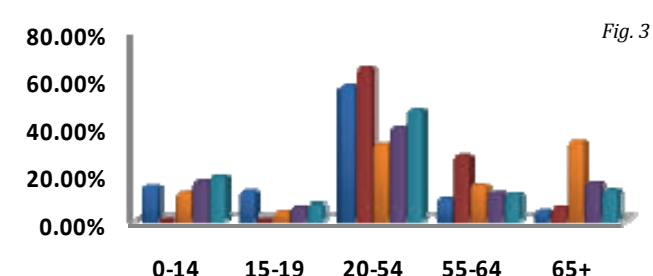


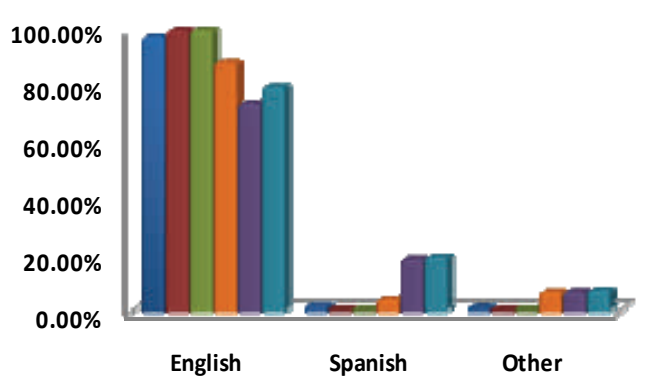
Fig. 3

* Information for the Board Members in this category was unavailable at the time of publication.

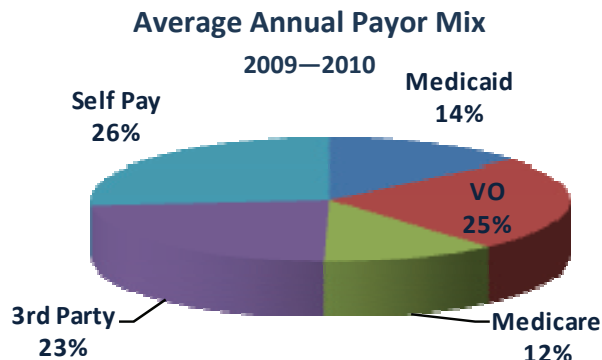
Fig. 4

Primary Language Fluency Distribution

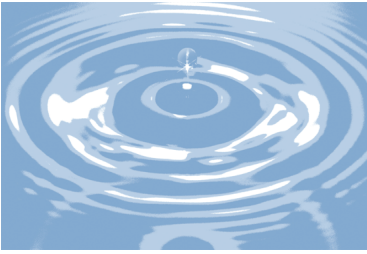
Category	CBHC Clients	CBHC Staff	CBHC Board	Charlotte County	Florida	Nation
English	97.67%	100.0%	100.0%	88.9%	73.7%	80.0%
Spanish	1.53%	0.0%	0.0%	4.2%	19.3%	20.0%
Other	0.80%	0.0%	0.0%	6.9%	7.1%	7.6%



* Refers to the primary language spoken.



Source: 1. Census Bureau 2009 American Community Survey, Year estimate (90% margin of error).



Charlotte Behavioral Health Care

AGENCY WIDE OUTCOMES

EFFECTIVENESS

Measure: Days in Community (Not in jail, detention facility, CSU or homeless)

Source: Florida State Dashboard (Mental Health Outcomes). MH001; MH011; MH406 & Post Discharge Surveys

Measures	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
(1) SPMI-Adults	≥350	357.35; (1005)	355.67; (1297)	352.94; (1535)	352.04; (1764)	354.53; (1764)
(2) SED-Children	≥350	352.19; (328)	354.92; (476)	354.87; (614)	353.34; (714)	351.33; (714)
(3) ED-Children	≥360	362.97; (145)	361.77; (185)	361.64; (226)	358.51; (260)	361.22; (260)
(4) Post Discharge	≥350	347.28; (63)	365.00; (15)	346.51; (21)	365.00; (17)	355.75; (116)

Notes: Averages are cumulative over Fiscal Year.

Action Plan: All targets were met successfully.

EFFECTIVENESS

Measure: Days Worked

Source: Florida State Dashboard (Mental Health Outcomes). (MH003)

Measures	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
Days Worked-Adults	≥35	36.62; (1005)	33.98; (1297)	36.56; (1535)	37.98; (1764)	35.42; (1764)

Notes: Averages are cumulative over the Fiscal Year.

Action Plan: All targets were met successfully.

EFFECTIVENESS

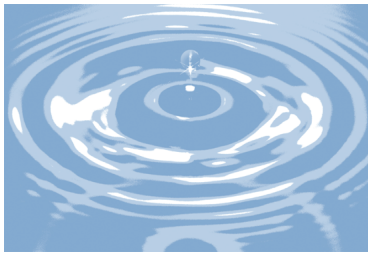
Measure: School Attendance Rate

Source: Florida State Dashboard (Mental Health Outcomes).

Measures	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
SED-Children	≥86%	91.10%; (328)	94.80%; (476)	92.35%; (614)	92.59%; (714)	93.75; (714)

Notes: Averages are cumulative over the Fiscal Year.

Action Plan: All targets were met successfully.



AGENCY WIDE OUTCOMES

EFFECTIVENESS

Measure: Improved level of functioning.

Source: Florida State Dashboard (Based on CFARS).

Measures	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Avg.
ED-Children	≥64%	82.08%; (145)	77.58%; (185)	77.17%; (226)	80.50%; (260)	79.33%; (260)
SED-Children	≥65%	63.75%; (328)	60.33%; (476)	92.35%; (614)	70.18%; (714)	71.65%; (714)

Notes: Staff were re-trained on proper completion of FARS & CFARS on January 13, 2010.

Action Plan: All targets were met successfully.

SATISFACTION

Measure: Percent of Consumers satisfied with services

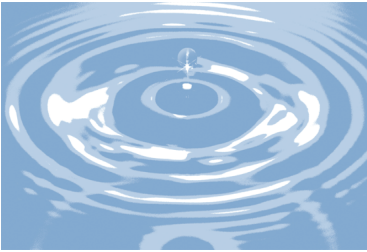
Source: Consumer Satisfaction Surveys

Measure	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Avg.
Satisfaction Rate	≥90%	77.78%; (399)	90.64%; (363)	91.32%; (557)	92.40%; (551)	88.91%; (1870)

Notes: Satisfaction Surveys were revised January 2010 to be more user-friendly.

Action Plan: All targets were met successfully.

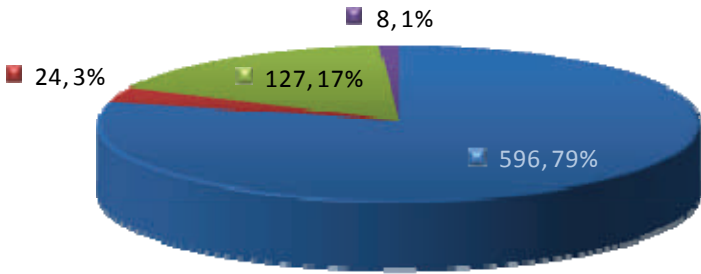




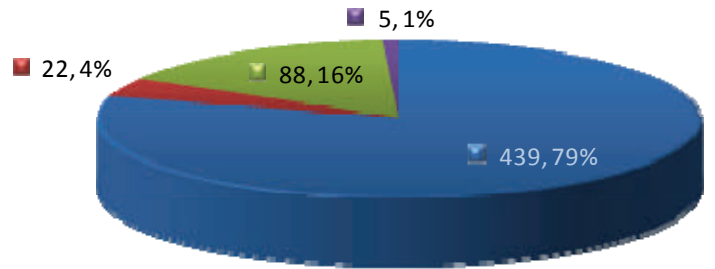
Charlotte Behavioral Health Care

ACCESS TO CARE FISCAL YEAR 2009-2010 Initial Assessment Tracking

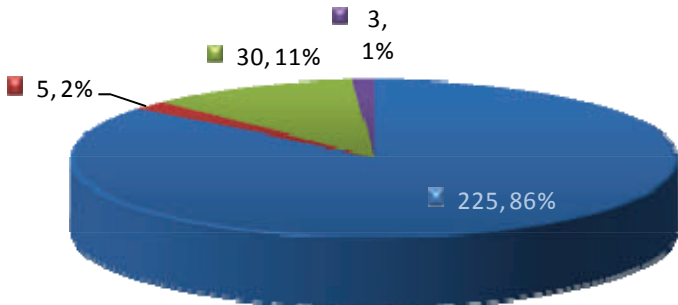
Adult Mental Health 2009—2010



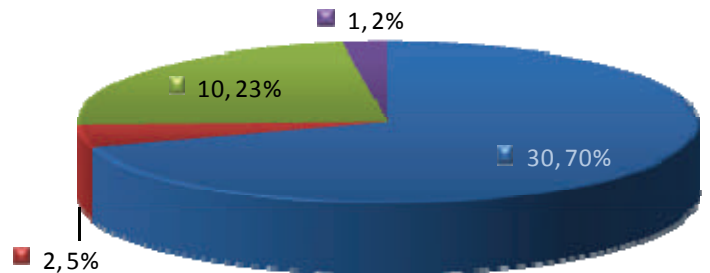
Child Mental Health 2009—2010

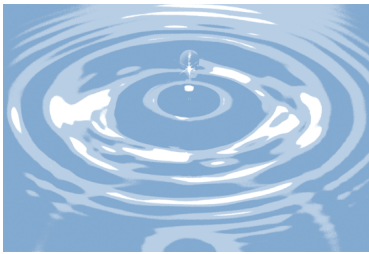


Adult Substance Abuse 2009—2010



Child Substance Abuse 2009—2010

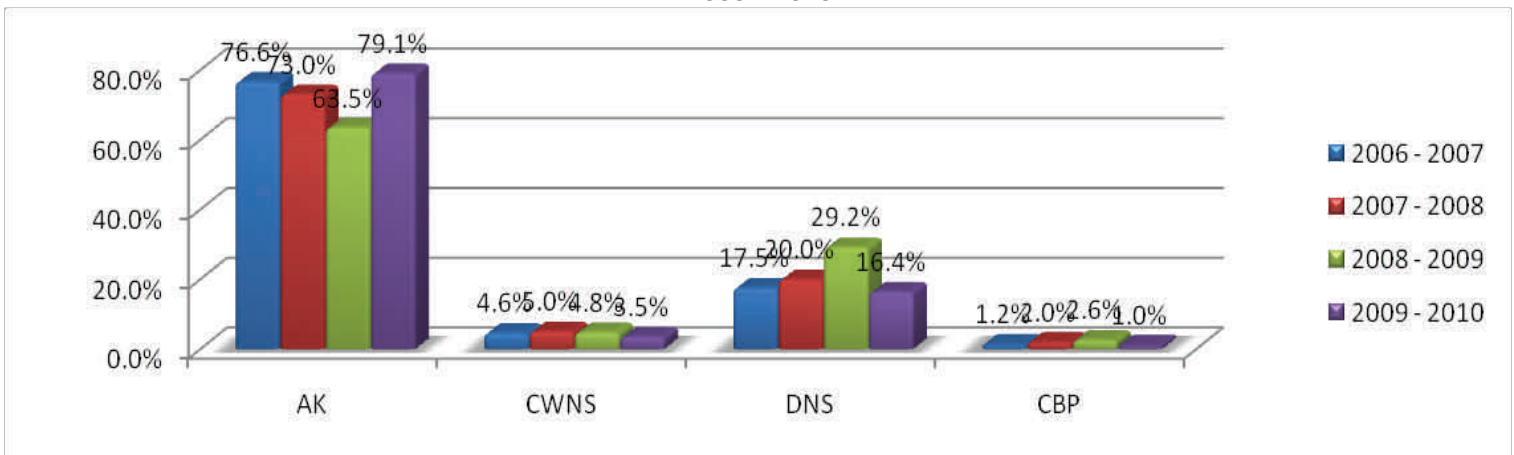




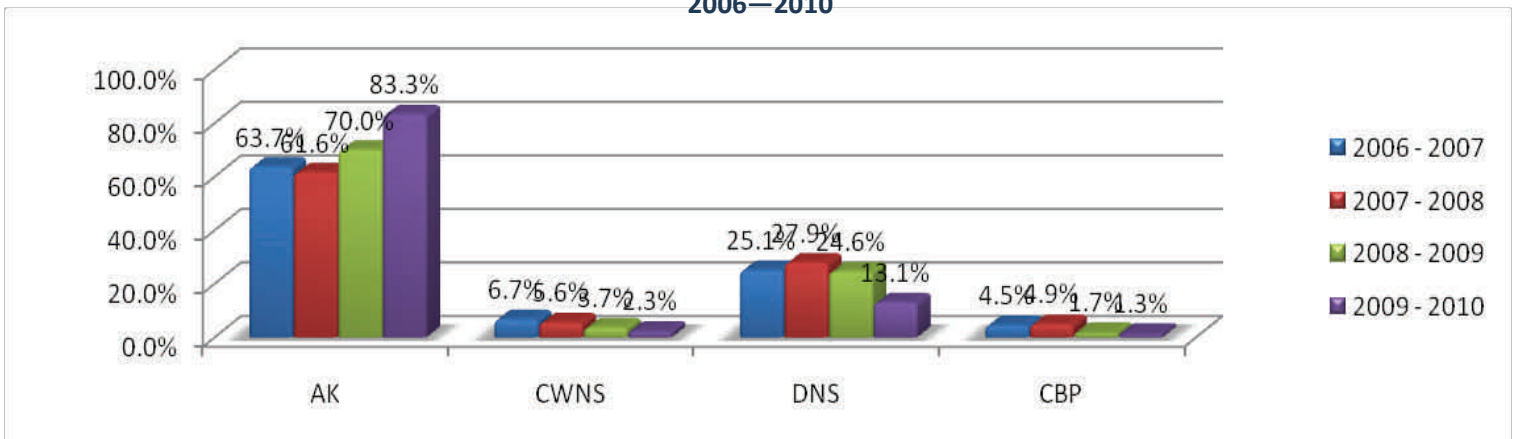
ACCESS TO CARE FISCAL YEAR 2009-2010 Initial Assessment Tracking

The National Target for Initial Assessment No Show rate is 20% or less.

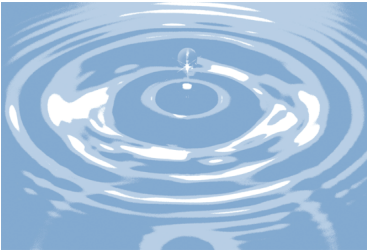
Mental Health 2006—2010



Substance Abuse 2006—2010



Source: Outpatient Access to Care Logs.

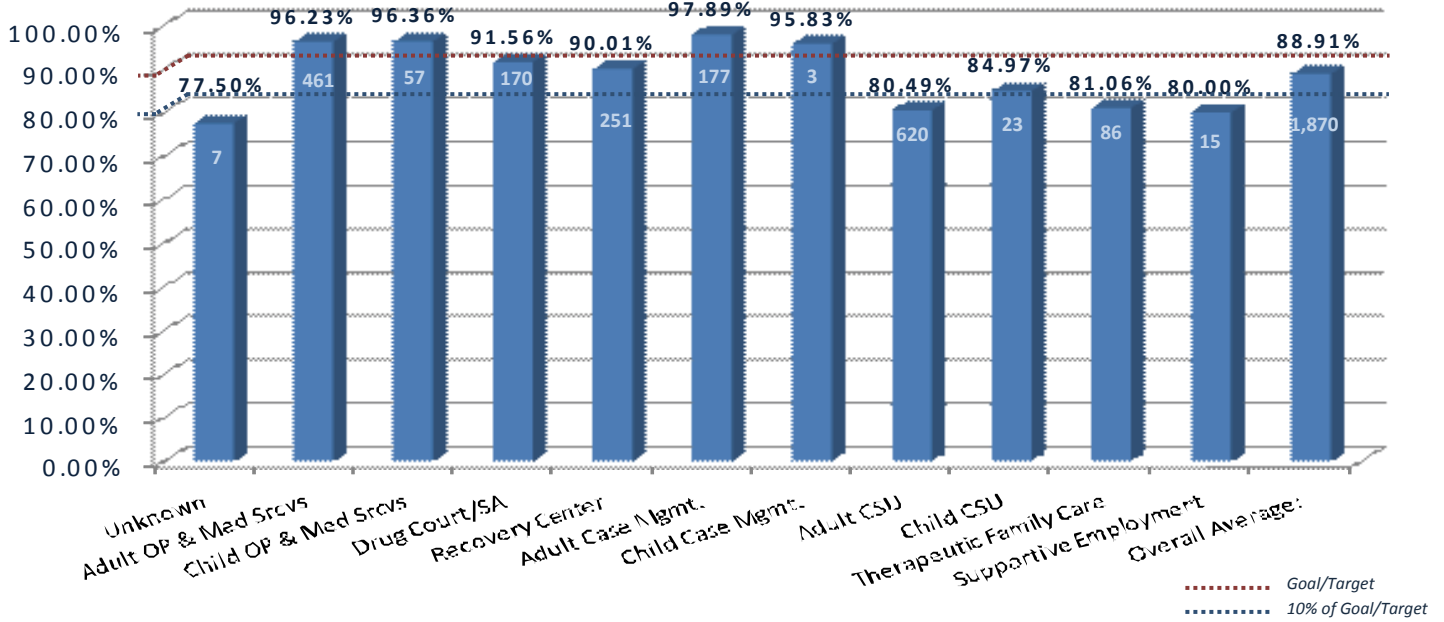


Charlotte Behavioral Health Care

ENROLLEE SATISFACTION

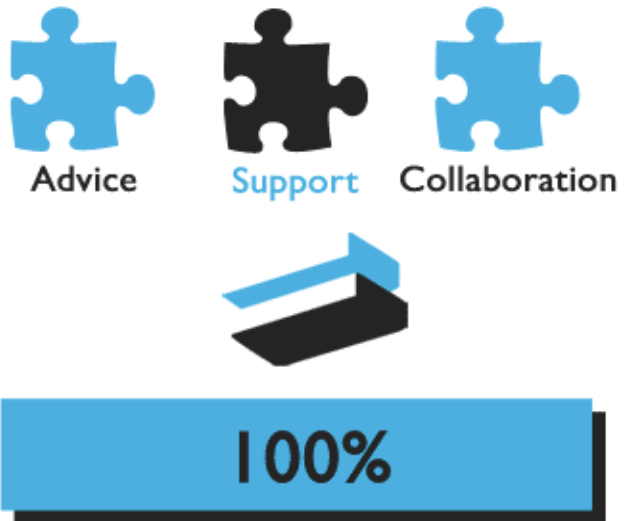
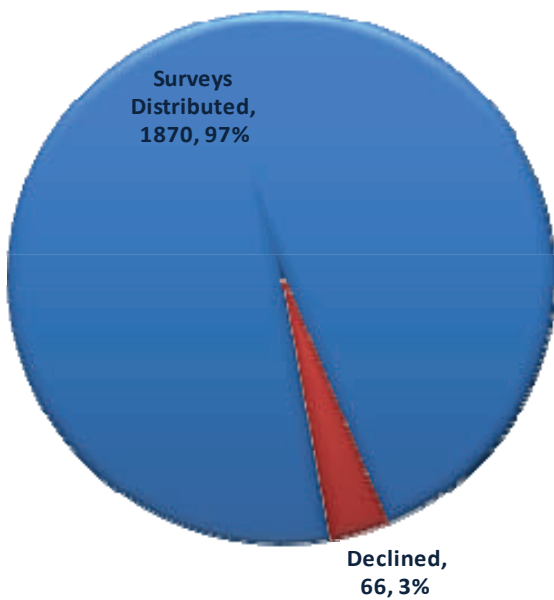
Overall Enrollee Satisfaction by Program
Fiscal Year 2009—2010

Total "N"= 1,870
Declined=66

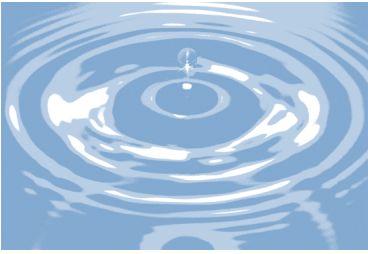


Participation Rate

Fiscal Year 2009—2010



Customer Satisfaction



Charlotte Behavioral Health Care

