

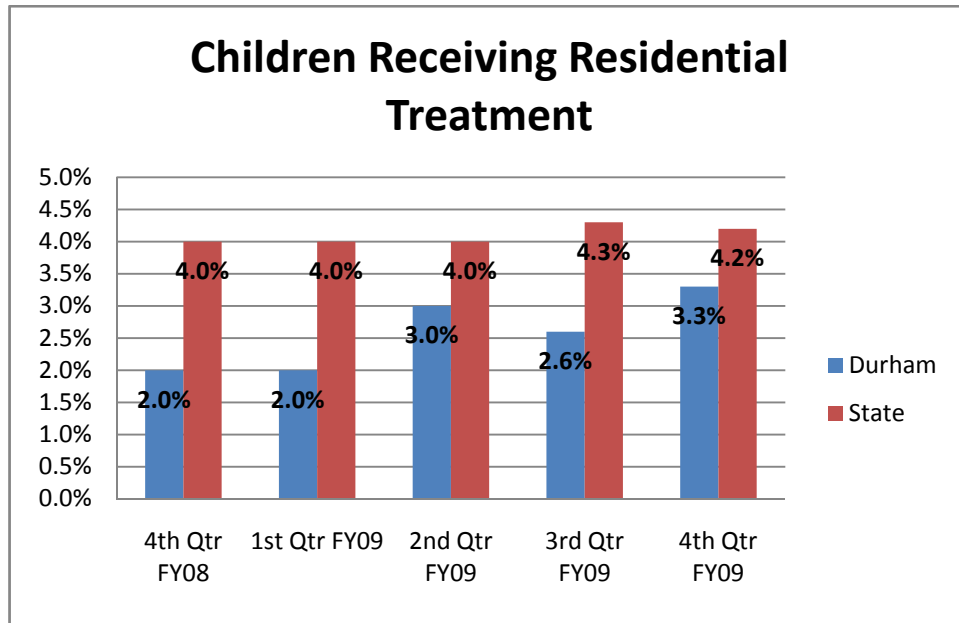
## **Fourth Quarter Updates to the FY09 Annual Board Report**

From Performance Contract and Community Systems Indicators Reports

(After hospital data has been released by the State, a final version of the FY09 Annual Report document will be updated and provided to the Area Board)

### **1.2: Decreased percentage of youth living in Non-Family Settings (Level 2 - Program Type, Level 3 and Level 4 Residential Services)**

Serving youth in family-based settings can promote positive interpersonal relationships and support better recovery and adjustment. The Durham Center puts forth a strong effort to keep children in family-based settings with appropriate structured supports. Durham had the *best performance of all LMEs* during the first and third quarters of FY09. During the fourth quarter Durham had 87 children in residential treatment while the State as a whole had 2,590 children in residential treatment. This outcome was first reported by the State in fourth quarter FY08.

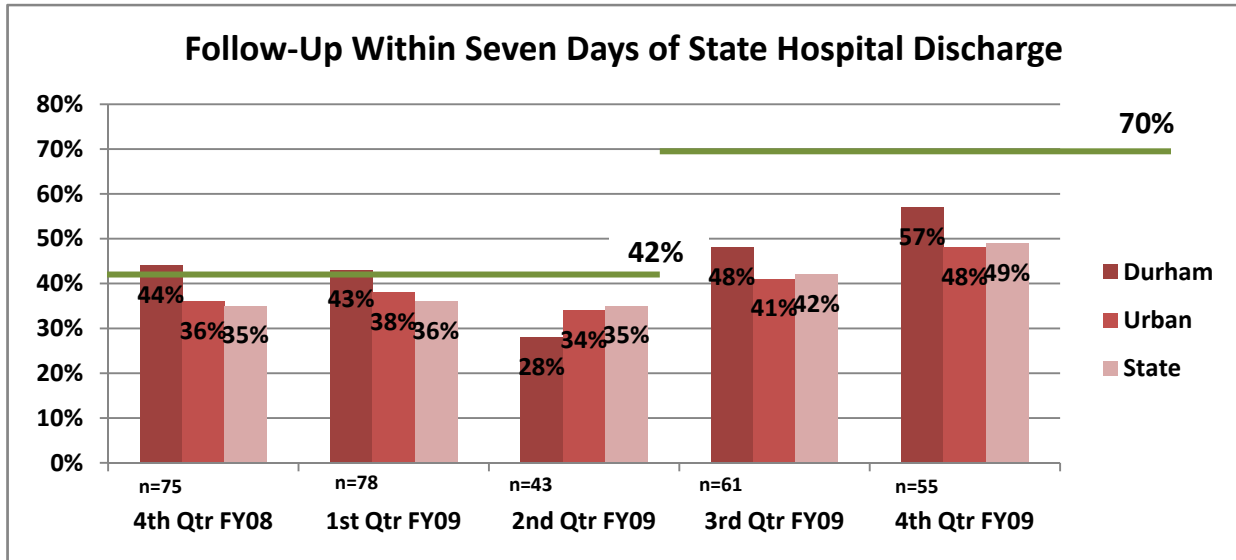


**Fourth Quarter FY09 Total Number of Children Served with MH or SA diagnosis:  
Durham – 2,606, State – 62,764**

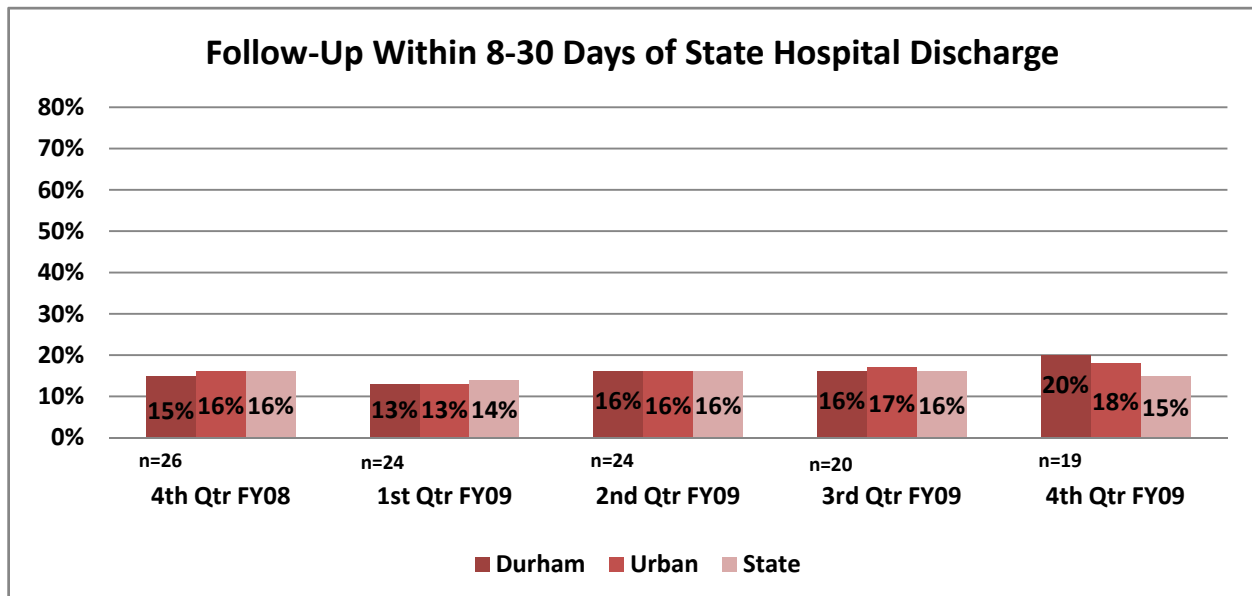
SOURCE: Medicaid and State Service Claims Data. January 1 – March 31, 2009, paid through July 31, 2009

## 2.7: Increased timely engagement after State hospital discharge

As indicated by the green line below, the target percentage for timely follow-up (i.e. within seven days) with individuals discharged from State hospitals was raised to 70% this fiscal year. After a significant decrease in second quarter FY09, Durham's rate of timely engagement rose in the third and fourth quarters and is higher than the state average.



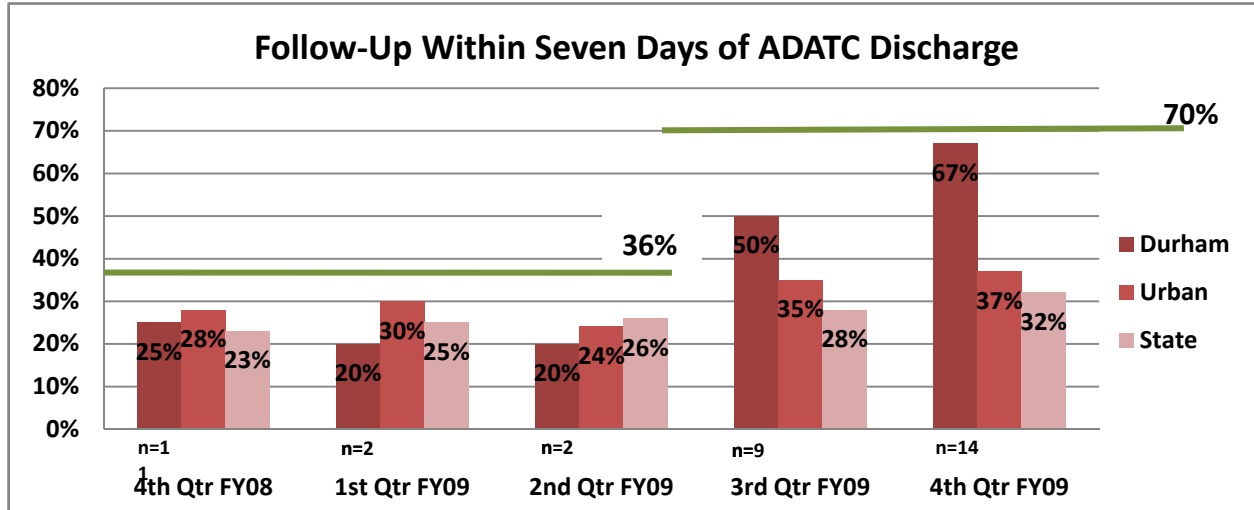
Although no target percentage has been set by the State, Durham has stayed relatively consistent with the Urban and State averages on timely follow-up (i.e. within 8-30 days) over the past four quarters and increased slightly for the Fourth Quarter.



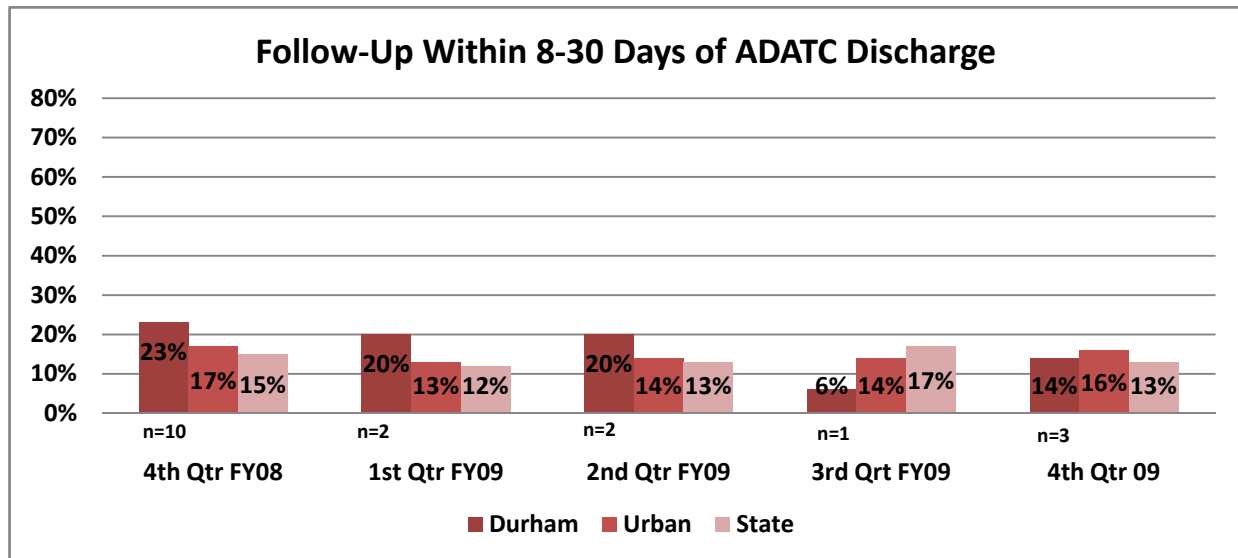
SOURCE: Healthcare Enterprise Accounts Receivable Tracking System (HEARTS) Data for discharges between April 1 and June 30, 2009 as reported in the Consumer Data Warehouse (CDW) as of August 21, 2009.  
N=1,452 statewide discharges (Q4 FY09)

**2.8: Increased timely engagement after Alcohol and Drug Abuse Treatment Center (ADATC) discharge**

As indicated by the green line below, the target percentage for timely follow-up (i.e. within seven days) with individuals discharged from ADATC was raised to 70% this fiscal year. As anticipated, after improved capacity to bill for county-funded substance abuse services and the efforts of the Hospital Committee, a significant improvement in Durham figures occurred in the third and fourth quarters and has nearly reached the benchmark.



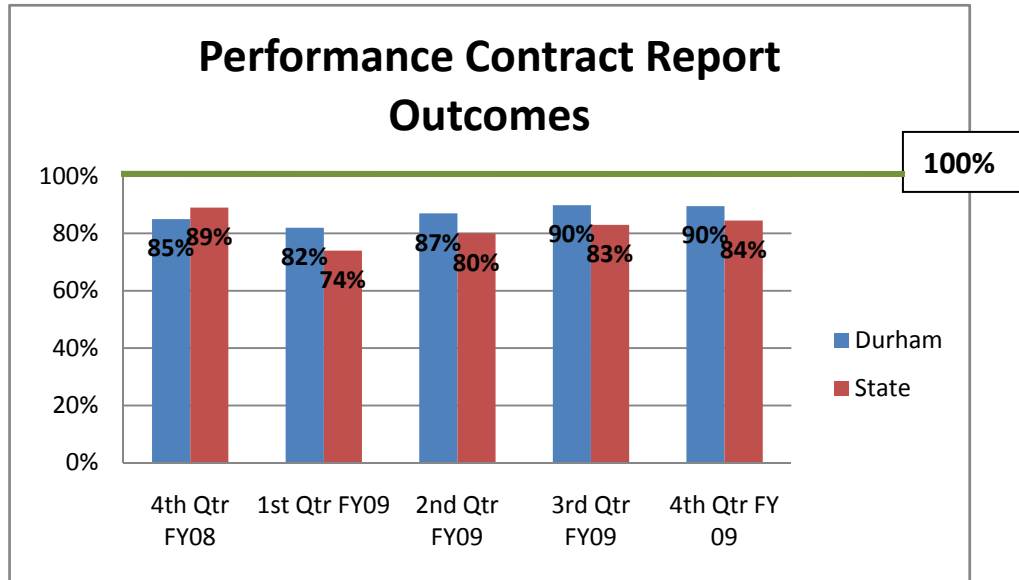
Although no target percentage has been set by the State, Durham dropped, for the first time in the past year, below the Urban and State averages on timely follow-up (i.e. within 8-30 days) for the third quarter and increased above state average for fourth quarter.



SOURCE: Healthcare Enterprise Accounts Receivable Tracking System (HEARTS) data for discharges between January 1 and March 31, 2009 in Client Data Warehouse (CDW) as of August 21, 2009 matched to Medicaid and State Service Claims Data for claims paid through July 31, 2009.)  
N=786 statewide discharges (Q4 FY 09).

**2.10: Increased percentage of performance contract outcomes met or exceeded**

Each year a Performance Contract is developed between the Local Management Entities (LME) and NC DHHS. Each quarter the State provides a summary of LME status on critical measures (i.e. timely initiation and engagement in services and service to persons in need) and compliance in submitting required data/reports (Quarterly Incident Reports, NC SNAP) that are included within this *DHHS-LME Performance Contract*. The number of outcomes Durham has met continued to rise over the past four quarters to a high of 90%. We continue to pursue an overall rating of 100%.



SOURCE: Community Systems Progress Indicators quarterly reports, FY08 and FY09