

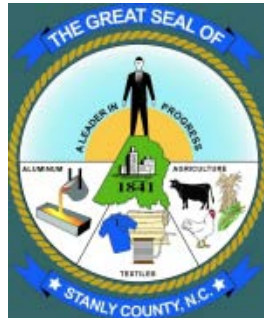
The PBH Model

**Public Management of a system of care for the
delivery of privately operated Mental Health,
Intellectual/Developmental Disabilities and
Substance Use Services**



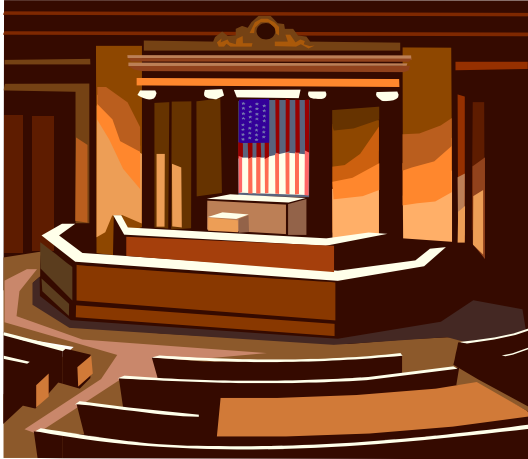
**March 8, 2011
Pamela Shipman
Deputy Director**

PBH has a long history of stable operations that began in 1974. Our catchment area includes Cabarrus, Davidson, Rowan, Stanly and Union Counties.





- **PBH is a Local Management Entity, or LME.**
- **An LME is a public authority, established by the General Assembly under General Statute 122C.**
- **An LME Board is made up of local stakeholders including elected officials, consumers and families, and other citizens of the community. We answer to our communities.**
- **PBH has a high level of collaboration with local stakeholder groups including our Consumer Family Advisory Committee, County Advisory Councils and Provider Council.**



History of Reform in North Carolina

Repeated studies of the North Carolina Mental Health, Developmental Disabilities and Substance Abuse System culminated in System Reform Legislation which was passed in 2001.

The legislation called for:

- **Privatization of services operated by LMEs.**
- **Established a minimum population threshold for LMEs of 200,000.**
- **Defined the role of LMEs as system managers.**

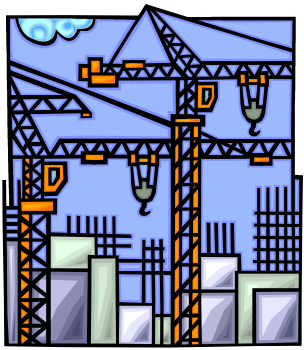


PBH was excited about the possibilities of the reform legislation.

In 2003, PBH received approval from the Secretary of HHS to develop and operate a Medicaid waiver.

We began operating the Medicaid waiver on April 1, 2005.





The PBH Model

- Management of all public resources:
 - Medicaid funds (via a managed care waiver)
 - State/federal funding
 - State institution funds
- Easy access to care for consumers.
- Care coordination system that ensures people receive care when they need it.
- Doing the right thing for consumers.

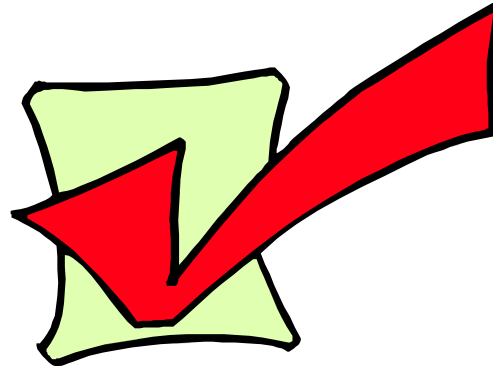


State Funding



- State funding has not been a source of system expansion and development for nearly 15 years.
- State Funding has **not been adjusted for either inflation or population growth** since the early 1990's.
- State funds are only 20% of the PBH budget.
- The public system of the future will likely be funded by Medicaid, not state funds.

Managed Care Advantages



Managed Care—Advantages for the State:

- **Sum Certain:** predictable expenses
- **High quality standards:** Medicaid Managed Care standards
- **Consumer Care:** easy access, quality services and improved quality of life
- **Accountability:** operational responsibility and deliverables assigned to PBH through a contract with DHHS.

Care Coordination: Doing the right thing



- **Managed Care** operates differently in public systems because the people we serve, as a whole, are much more fragile, need more services, and often require assistance to access care.
- Without timely and appropriate services, people often seek care in high cost settings such as emergency departments , and are likely to need more costly care at a later time.



Collaboration with Primary Care

- Both the PBH and the CCNC models rely on Care Coordination to ensure good outcomes for consumers.
- PBH and Southern Piedmont Community Care Plan (local CCNC affiliate) work together in order to ensure people needing health, mental health, developmental disabilities and substance abuse services receive hands on assistance when needed.

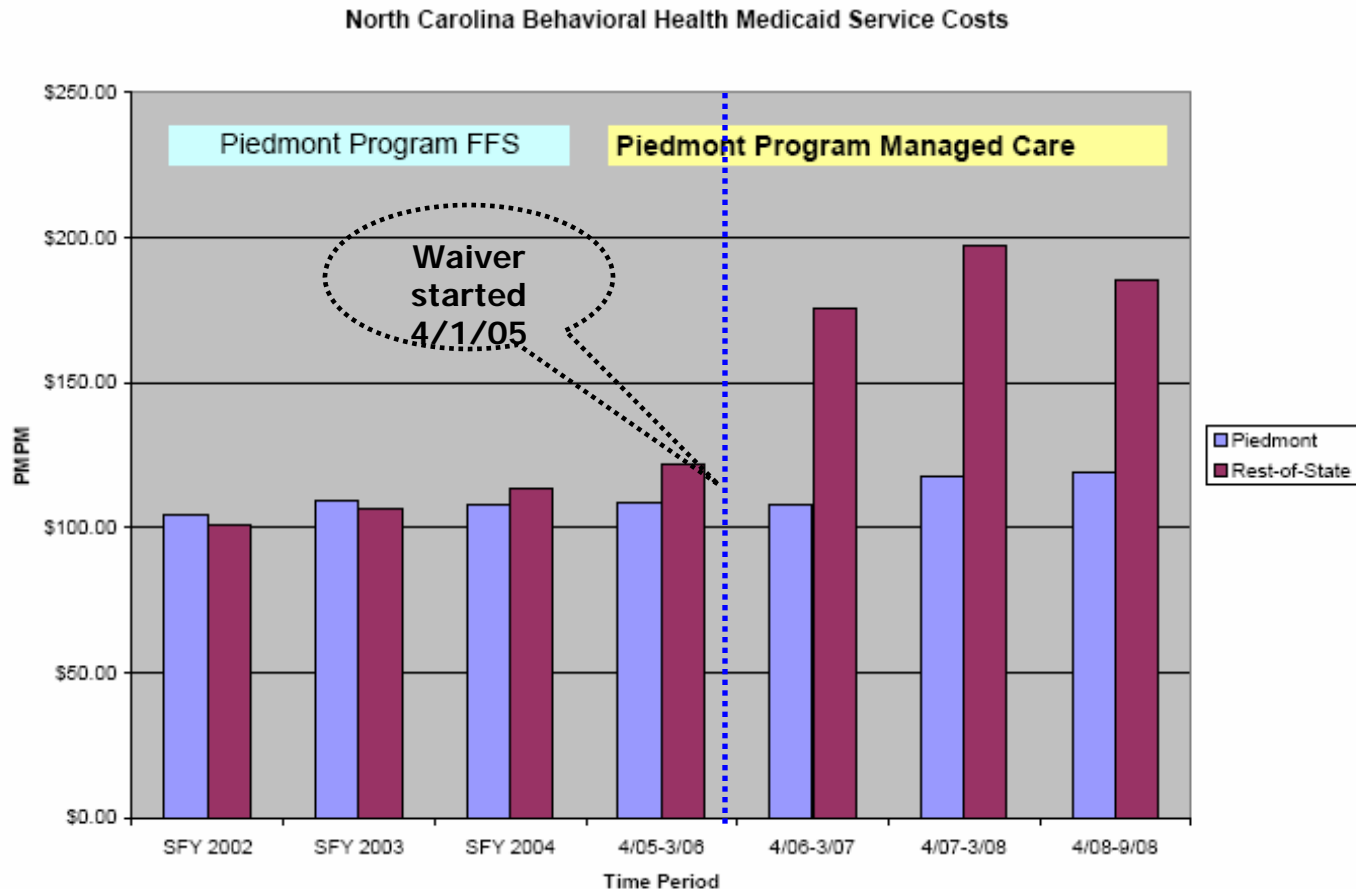


Managing Costs.....



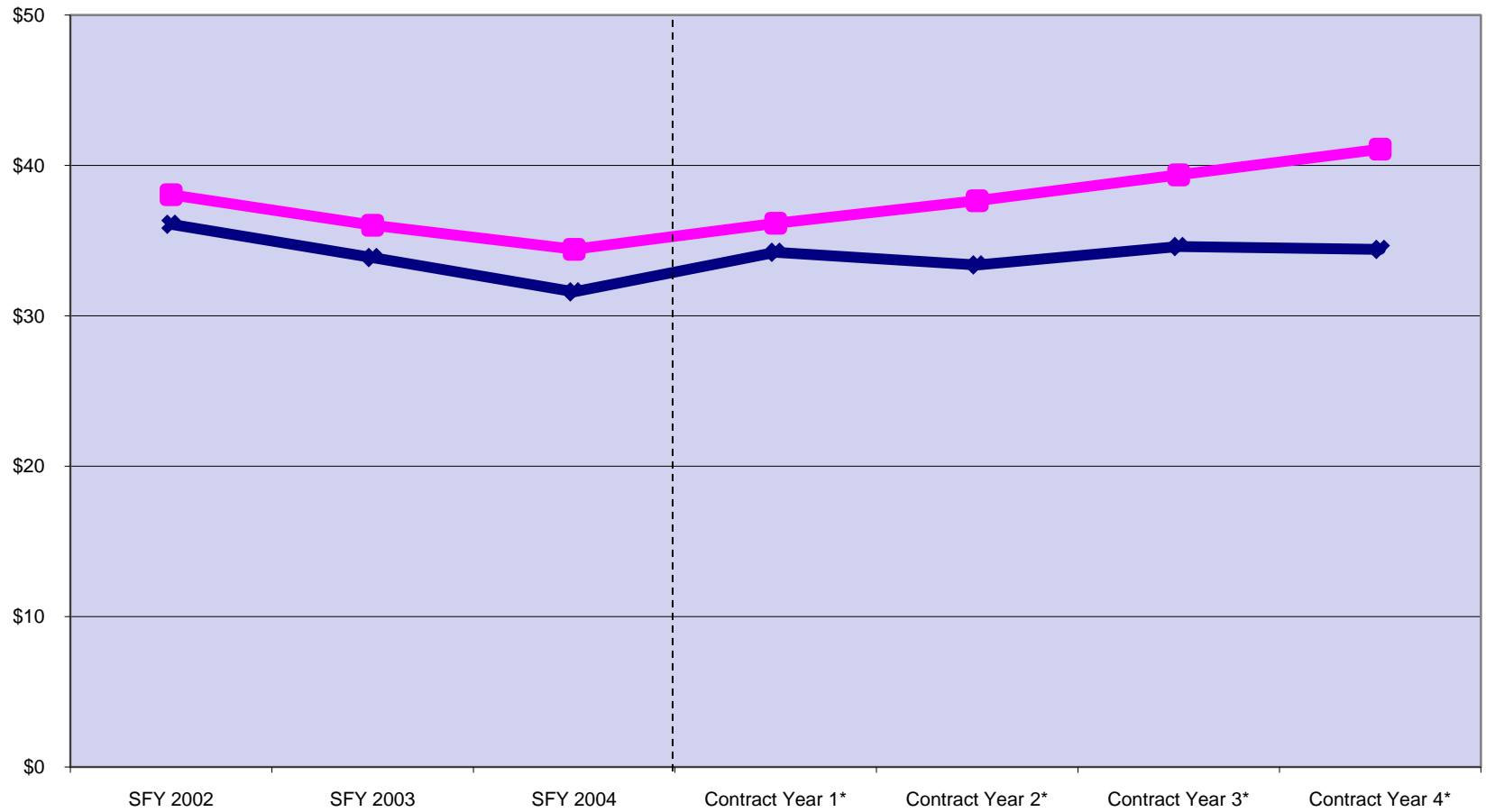
- In a fee for service system, states can only manage costs by:
 - reducing rates
 - eliminating services
 - limiting the amount of services
- And, these strategies can only be implemented through uniform application across services or systems (pharmacy, healthcare, behavioral health, home health, etc).
- Managed care is the only option available that can manage cost while making adjustments to **meet the needs of individual consumers.**

Below is an example of “Bending the Cost Curve”. PBH costs have increased very slowly when compared to the state’s fee for service system.



ICF-MR

(Intermediate Care Facility for the Mentally Retarded)

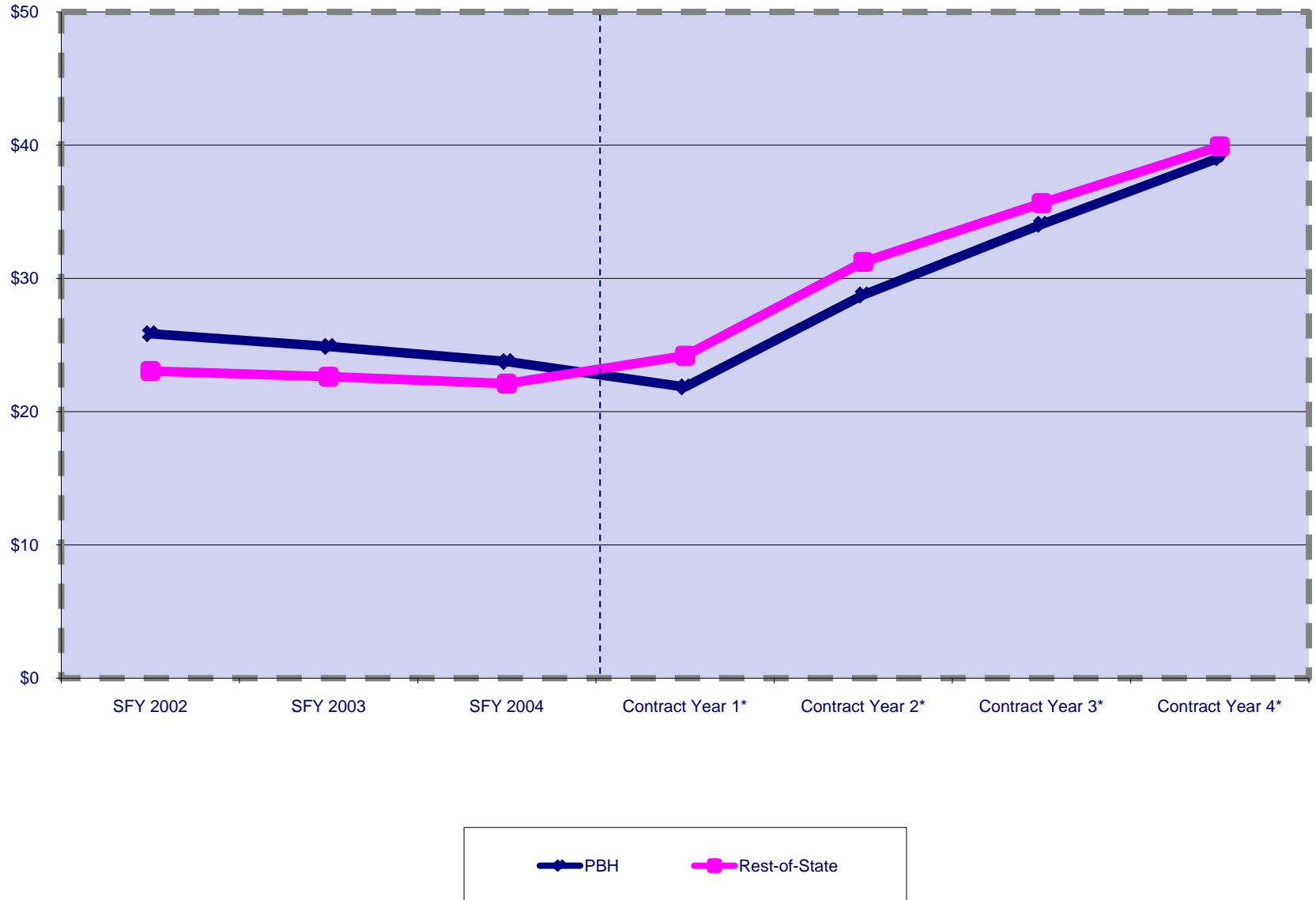


◆ PBH

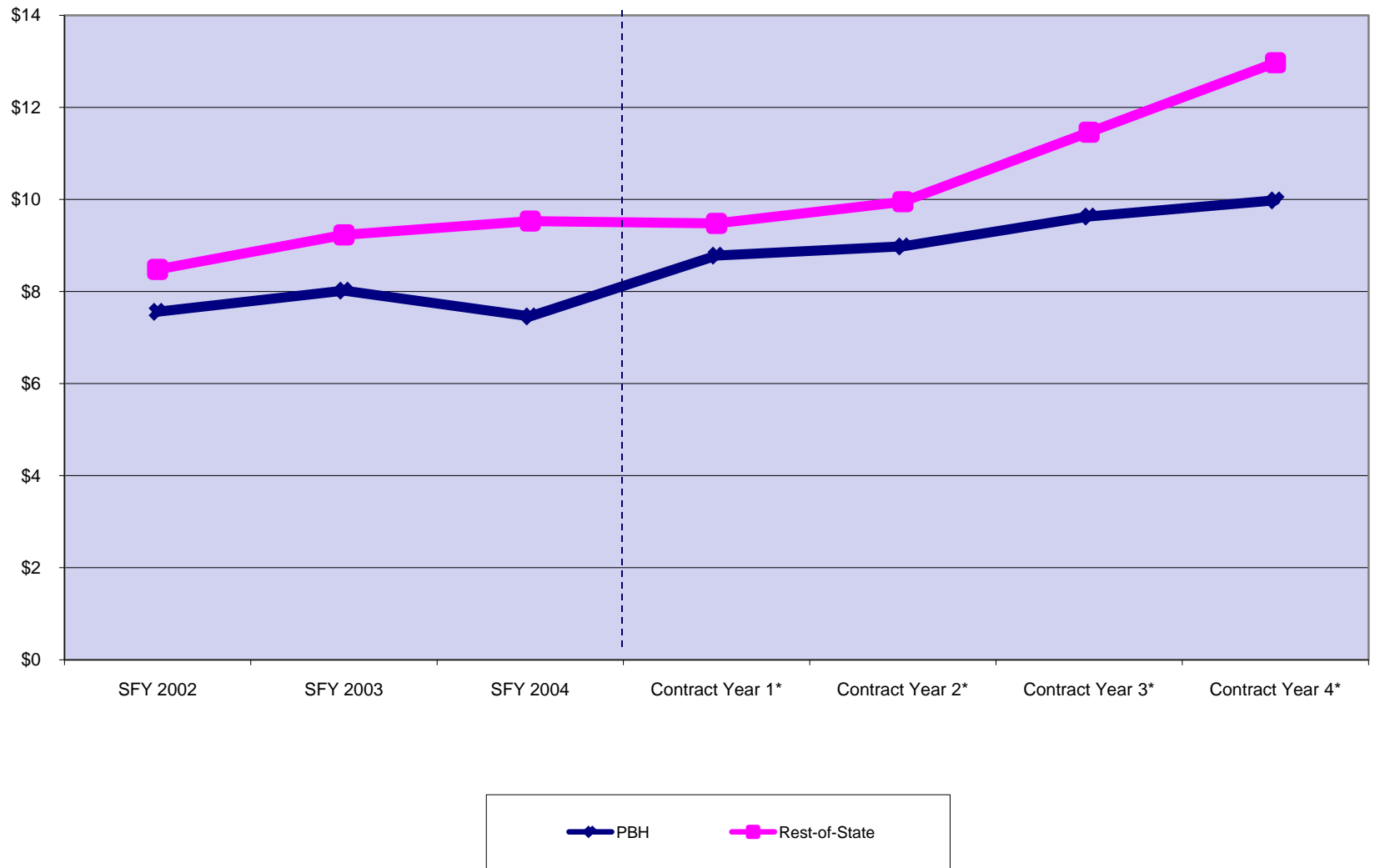
■ Rest-of-State

Innovations and CAP-MR

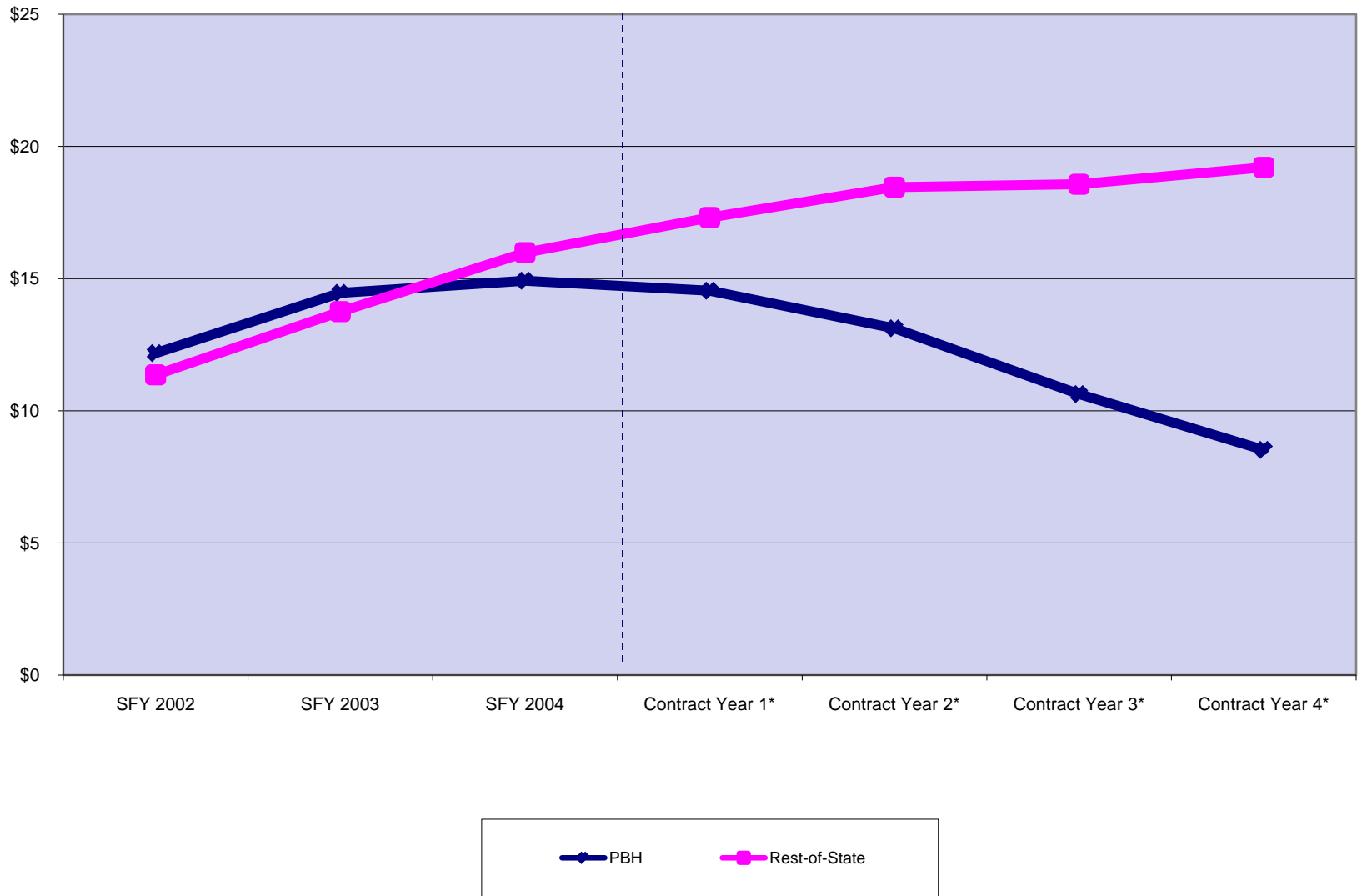
Medicaid Community Based Services for People with Intellectual and Developmental Disabilities



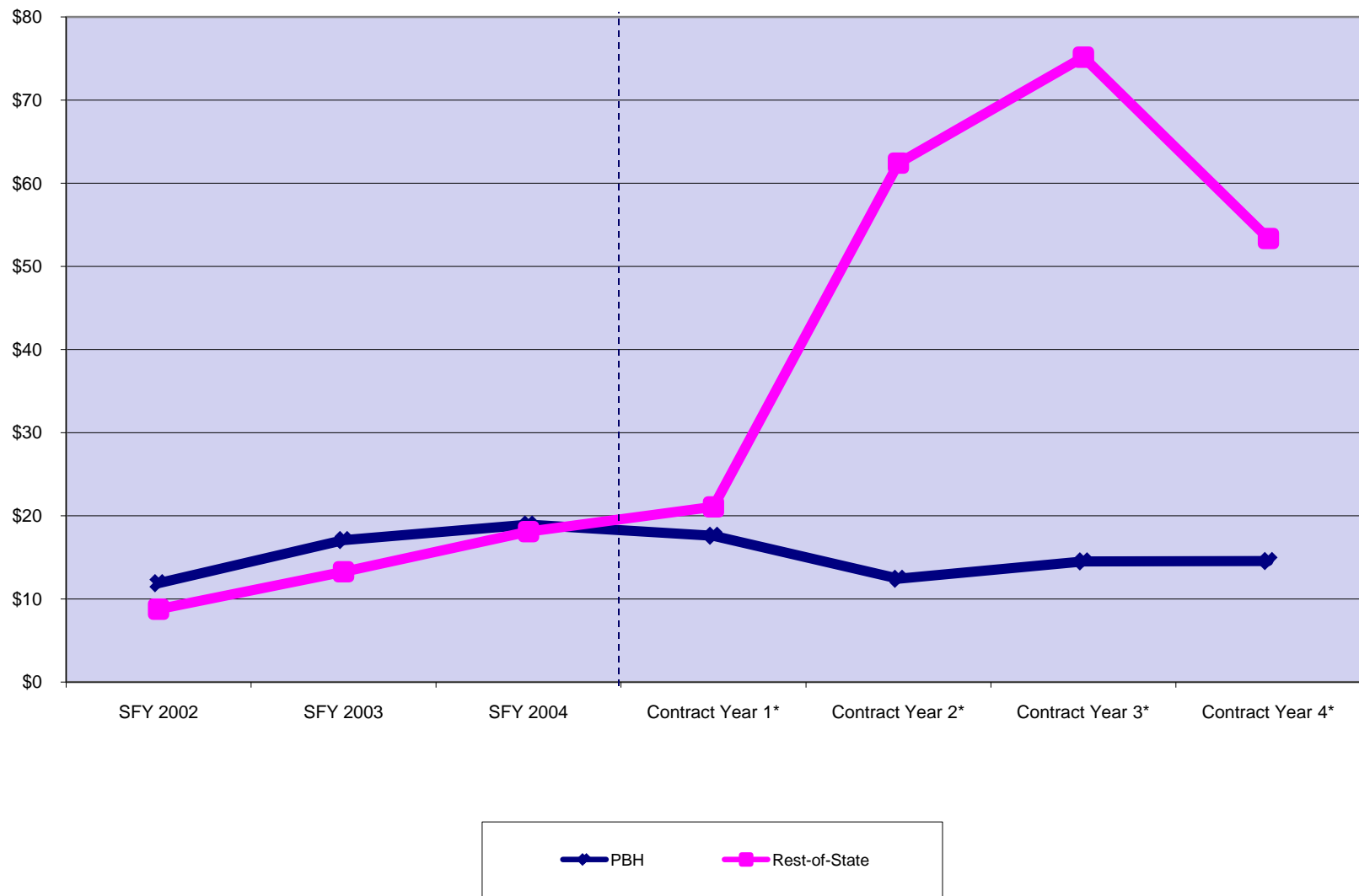
Outpatient



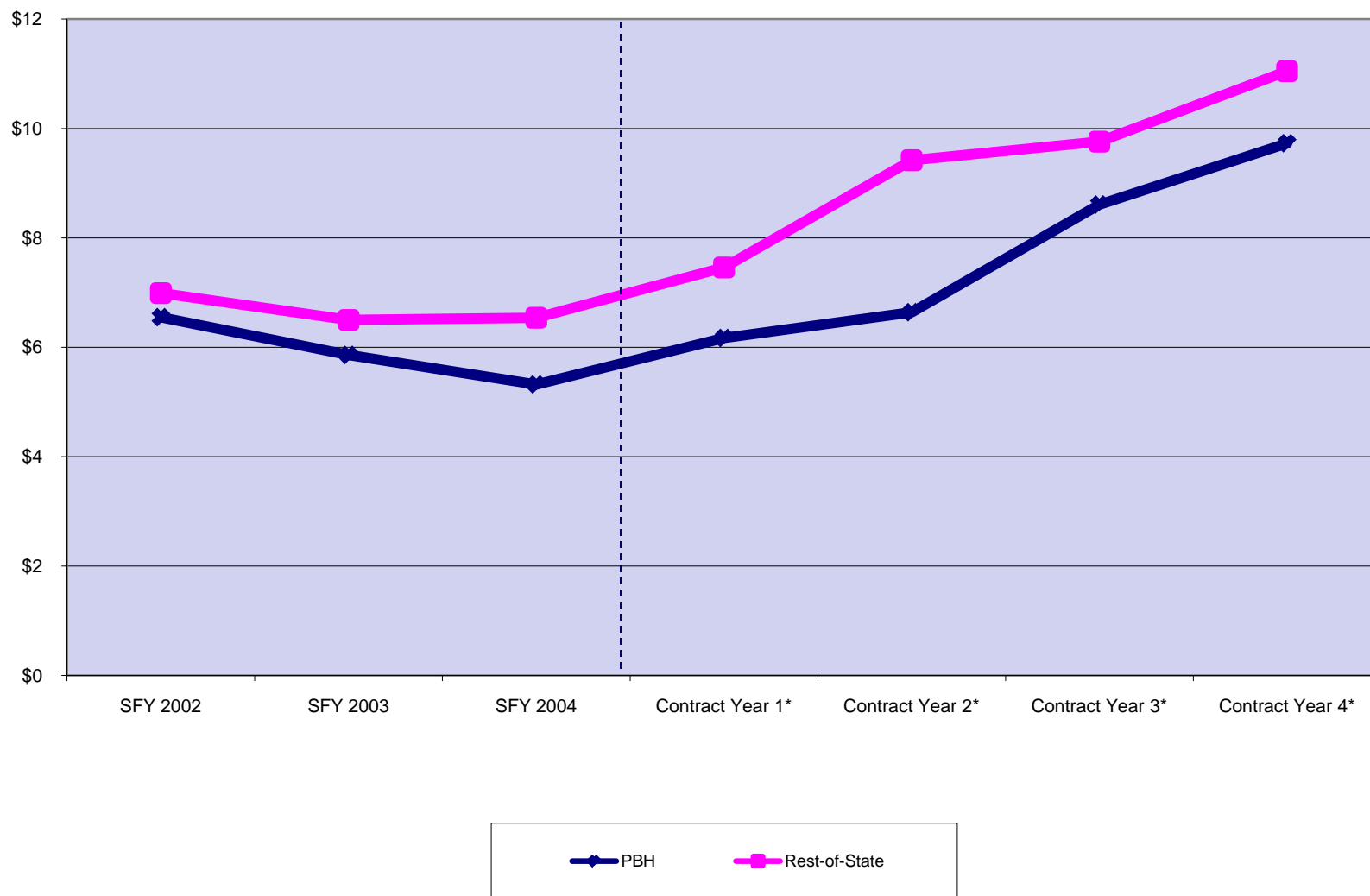
Child Residential



Community Based Services



Inpatient Psychiatric Care



Total Cost Comparison PBH vs. Rest of State



Alternative Medicaid Services: Reinvestment of Savings



- Peer Support
- Individual Support
 - Respite care
- Supported Employment
- Funding for people moving out of ICF-MR settings

Goal: Easy Access to Care:

Year	PBH Number Served	Davidson Number Served
99-00	7,563	4,774
00-01	6,600	5,027
01-02	10,490	5,167
02-03	8,247	4,445
PBH and Davidson Co Divestment occurs in 03-04. Number of people served drops.		
03-04	14,041	PBH + Davidson
Waiver begins 4-1-05. Below includes Davidson Co.		
04-05	18,514	
05-06	20,568	
06-07	20,637	
07-08	21,931	
08-09	20,413	
09-10	21,391	



Call Center Performance

2009-2010: 28,000 calls with an
average speed of answer of **5 seconds**

Call Breakout:

Emergent: 6,928

Urgent: 564

Routine: 20,079



Annual Medicaid Penetration – 12 %

Age (12 Month Calculation for Aug09 - Jul10)	% to Total by Age	# of Persons and Penetration %
• Child 3-20 Number of Persons Served PBH Medicaid Eligibles Penetration Rate by Age	44.34% 58.90% 9.09%	5,684 62,510 9.09%
• Adult >=21 Number of Persons Served PBH Medicaid Eligibles Penetration Rate by Age	55.66% 41.10% 16.36%	7,134 43,613 16.36%
• Total Number of Persons Served PBH Medicaid Eligibles Penetration Rate by Age	100.00% 100.00% 12.08%	12,818 106,123 12.08%



Consumer Satisfaction 2009

89%	Overall satisfied with services from PBH providers
91%	Service Plans meet their needs
96%	Services meet needs of consumers' racial/ethnic background
97%	Privacy is respected
94%	Receive services within 1 hour of appointment
90%	Services provided assisted in achieving independence
92%	Translation services were available





Advantages for Providers



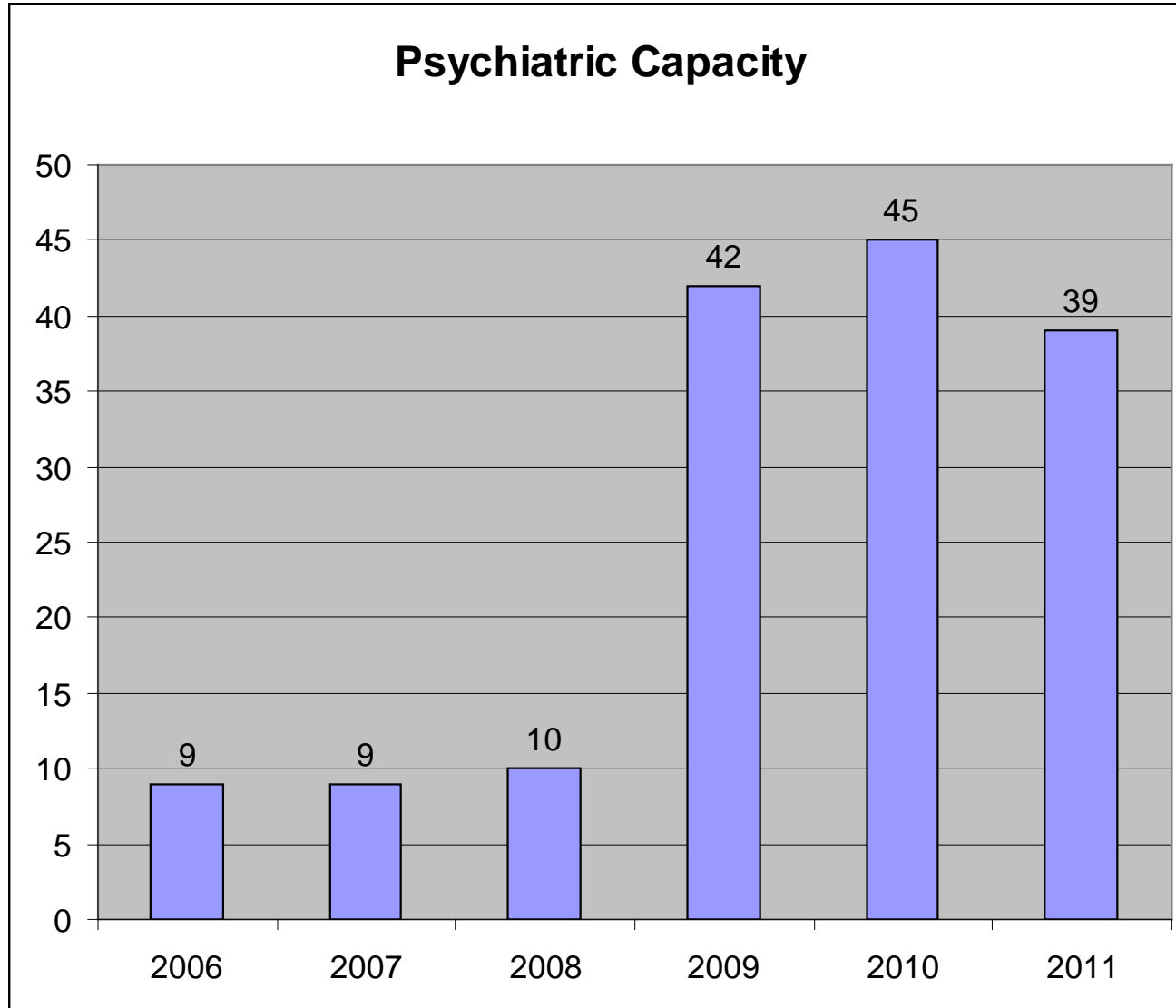
- The primary purpose of a **closed network** in public Managed Care, is to *ensure that participating providers have enough market share* to make necessary investments in infrastructure such as quality and information management.
- This results in **better quality** because providers do not have to focus the majority of their resources on maintaining or obtaining market share.
- Managed care results in a **stable, predictable business environment**. These conditions allow providers to plan for the future and encourage investment in local infra-structure.
- Competition continues to drive quality because there are enough providers to offer **consumers choice**.
- PBH has a closed network with **232** enrolled providers.

The PBH Provider Network Is made of 232 Contracted providers.



Type of Contract Provider	# of Providers
Agency	118
CCP	4
Group	25
Hospital Inpatient	7
Hospital Outpatient	3
Individual	73
pbh	2
Special	2
Total Providers	234
Total Contracted Providers	232

Psychiatrists under Contract



Provider Satisfaction

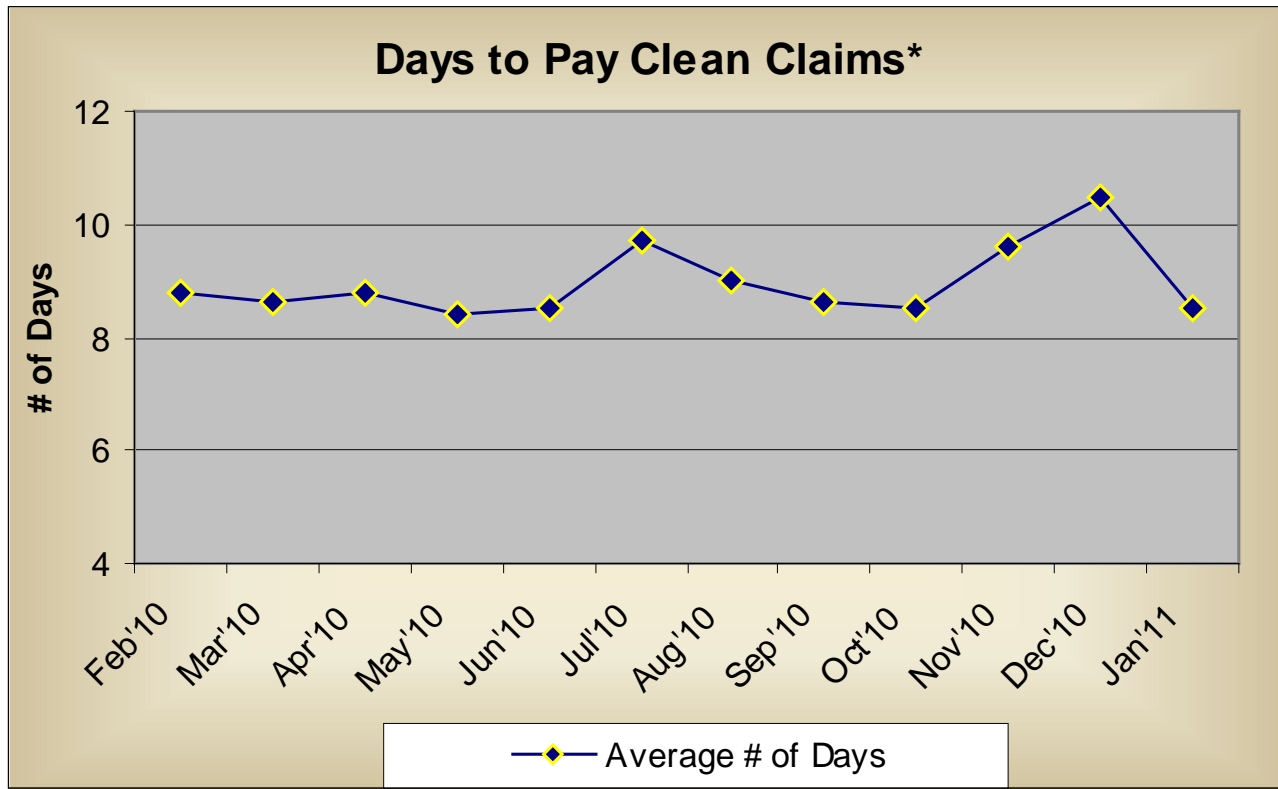


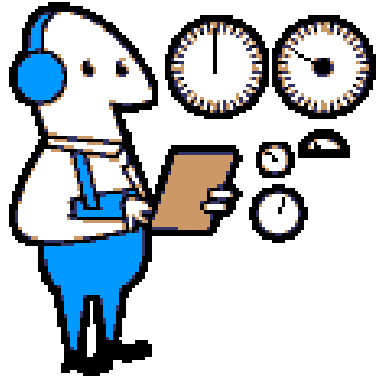
Overall Provider Satisfaction	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY09/10
Please rate your overall satisfaction in regard to your interactions with PBH	43.4%	56.3%	77%	83%	92%

PBH processes over **50,000 claim lines** each month

PBH **pays on average \$10 million dollars per month** in claims for provider Services

PBH pays quickly— claims are paid on average **less than 10 days** from receipt of claim





Accountability to DHHS:

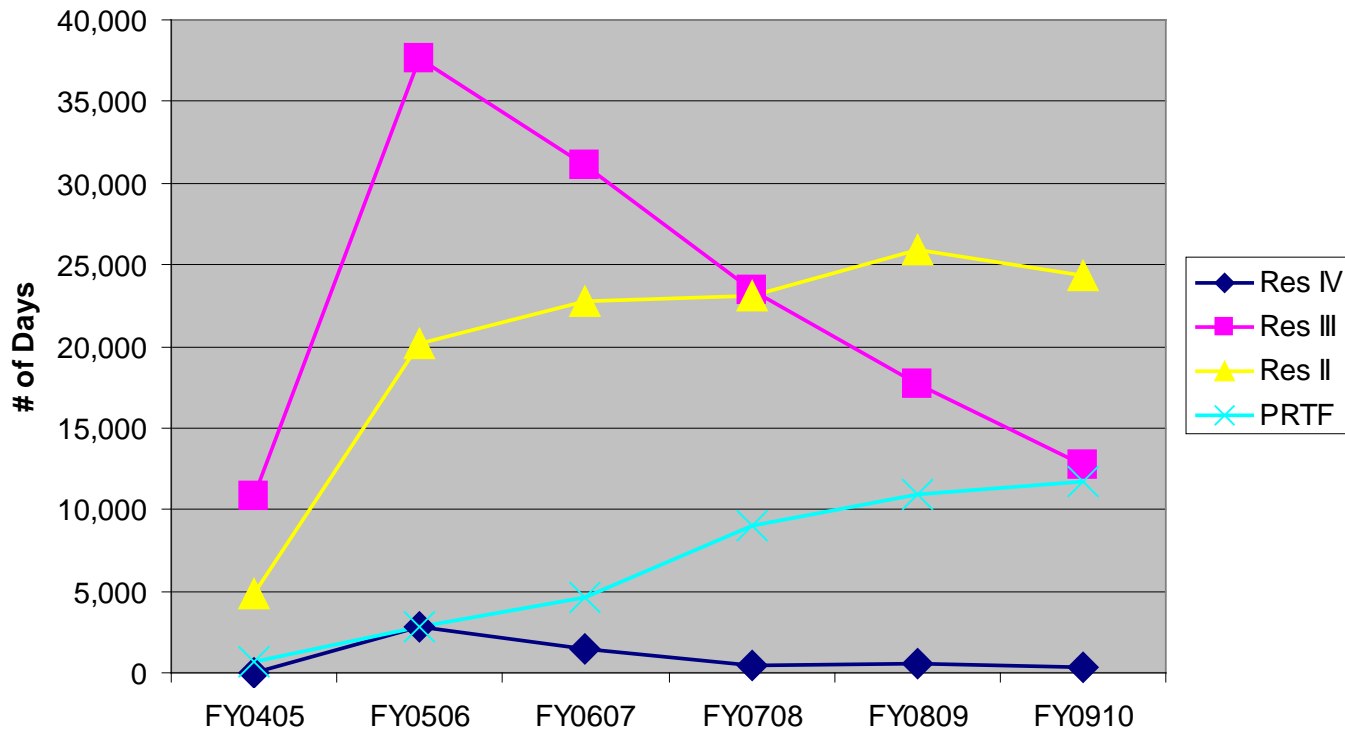
PBH has over 60 individual performance measures that are reported to DMA and DMH monthly or quarterly.

These measures relate to quality of care, how services are used, and how we manage funding.

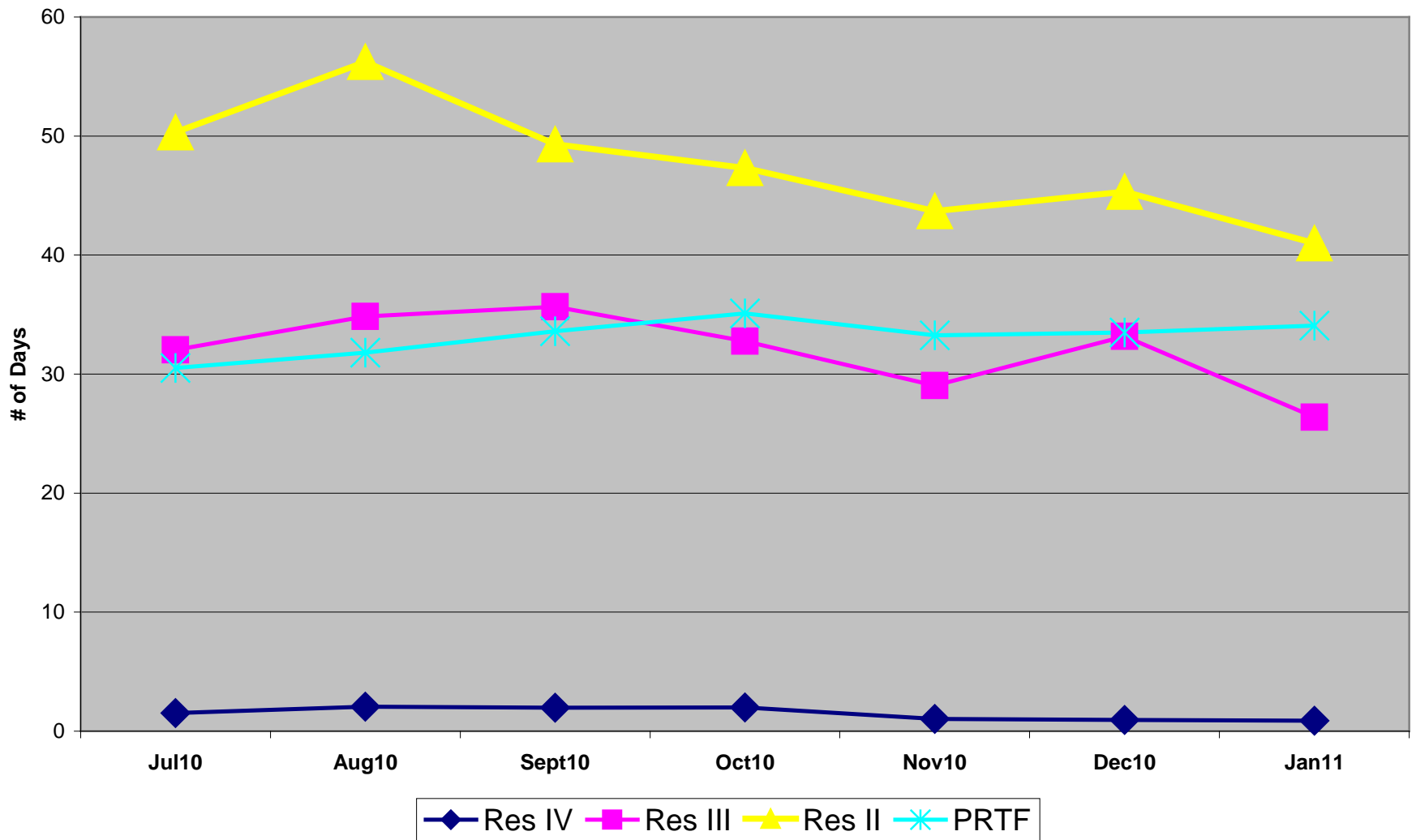
Reduction in Out of Home Placements for children has been a goal:



Total Residential Services FY0405 through FY0910



Residential Services FY1011

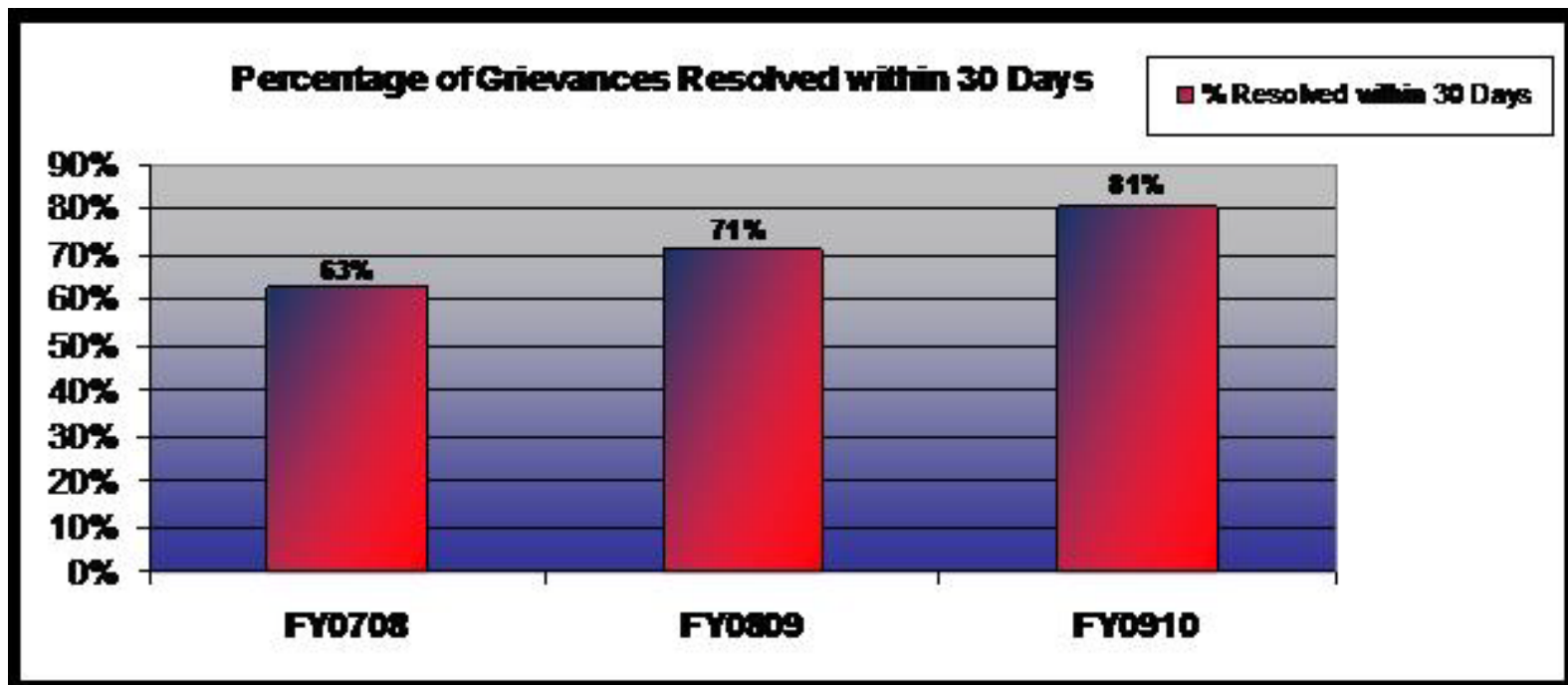
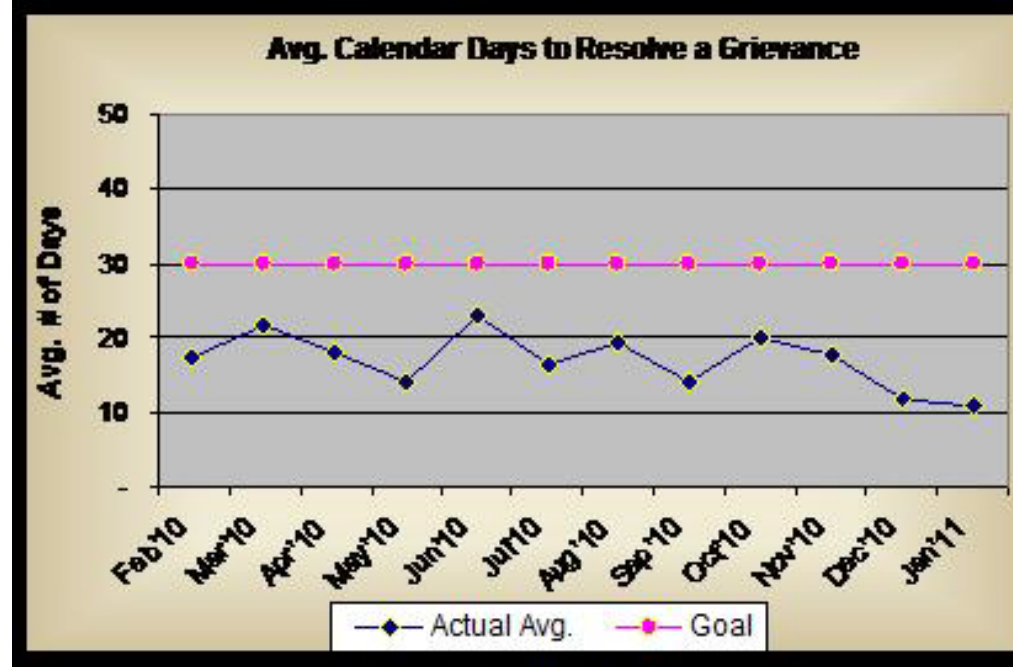


**Treatment Authorization
Requests (TAR):**

Completion Rate:	Mar'10	Apr'10	May'10	June'10
Total Number of TARs Submitted	4,502	3,258	3,094	3,564
Number Reviewed within 14 Days - Benchmark	4,187	3,100	2,897	3,384
Compliance Rate	93.0%	95.2%	93.6%	94.9%
Average # of Days to Review TAR	16	45	4	5
Total TARs Approved	4,449	3,243	3,080	3,538
Total TARs Denied	41	12	15	23
% Denied	0.9%	0.4%	0.5%	0.6%

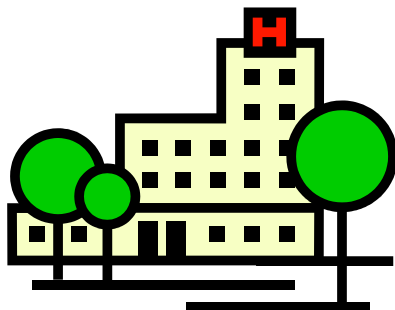
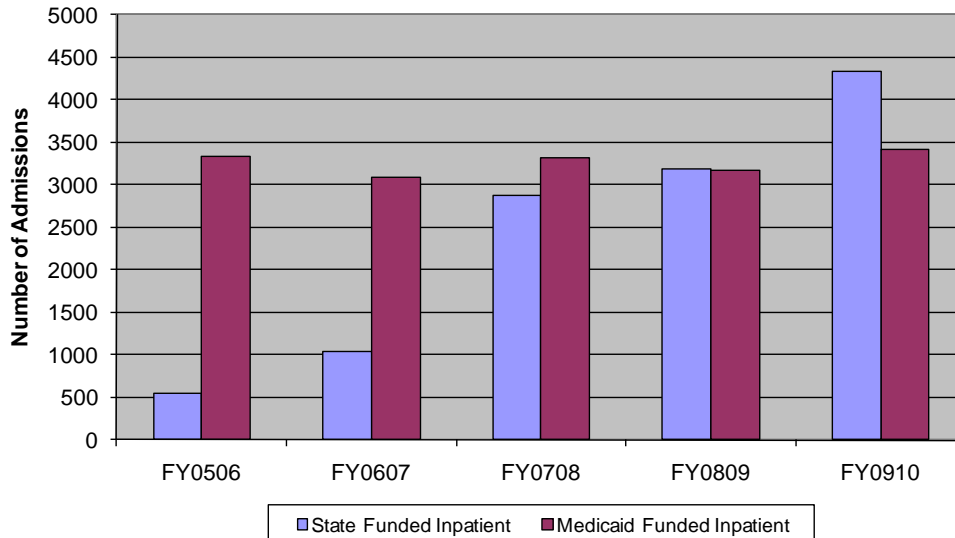
PBH tracks grievances and provides detailed reports to DMA.

We also use Mystery Shoppers to monitor the quality of our customer service.



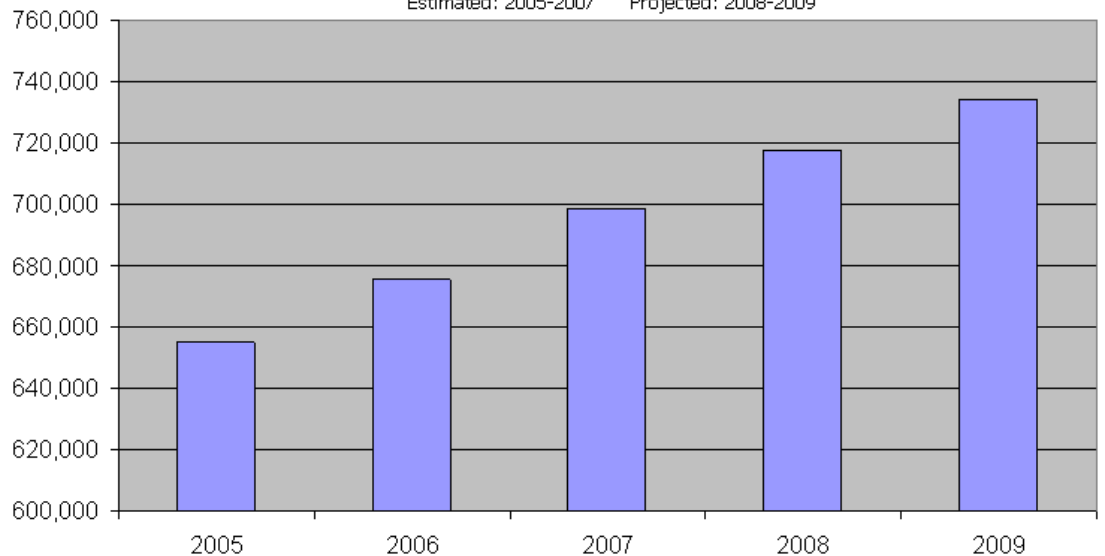
Community Hospital Utilization

Adult Community Hospital Inpatient Admissions



PBH Catchment Area's Population

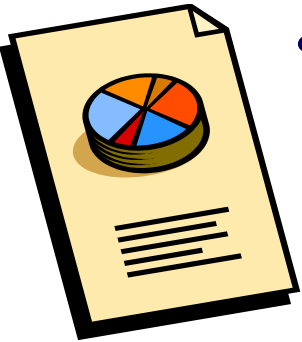
Source: [www.ncdhlhs.gov/MH/DD/SA/Statspublications/County Populations](http://www.ncdhlhs.gov/MH/DD/SA/Statspublications/County%20Populations)
Estimated: 2005-2007 Projected: 2008-2009



Additional State (DMA) Oversight Requirements



- External quality review activities occur annually for:
 - Contract compliance review
 - Validation of Performance Improvement Projects



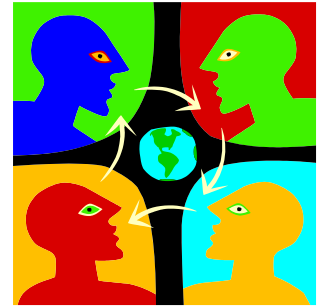
- Independent assessment:
 - Quality of care
 - Access to care
 - Cost effectiveness

PBH Outcomes and Evaluation
Reports are posted on
our website:
www.pbhsolutions.org

- Annual on-site review by state



Why Managed Care ?



- **accountability**
- **quality of care**
- **consumer outcomes**
- **stable business environment**
- **efficient, effective, and predictable expenditure of public funds**

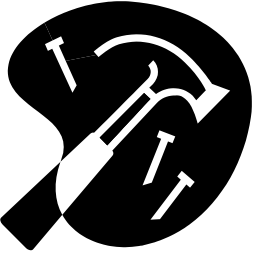


PBH has demonstrated that public management of a privately operated system of care can be a win-win for consumers, stakeholders and state government.

**As of April 1, 2011 PBH will have
successfully operated the Medicaid
waivers for six years!**



Supplemental Slides



Managed Care Tools:

- Capitation provides local flexibility and control of resources
- Payor of claims ensures that funds are spent in accordance with authorizations
- Rate setting authority allows us to adjust rates according to local conditions
- Closed Network allows for competition and choice while rightsizing the marketplace; ensures health of providers
- Utilization Management gives us the tools to ensure consumers receive both the appropriate service and amount of treatment to meet their needs
- Care Coordination is an important activity that directly intervenes to ensure consumers receive the care needed when it is needed in order to prevent use of higher cost services when appropriate treatment is delayed.

PBH Core Indicators 2008-2009

Blue = PBH higher value

DOMAIN: CONSUMER OUTCOMES		Overview: Consumer outcome indicators concern how well the public system aids adults with developmental disabilities to work, participate in their communities, have friends and sustain relationships and exercise choice and self-determination. Other indicators in this domain probe how satisfied individuals are with services and supports		
SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs¹
Community Inclusion (Section II)	<i>People have support to participate in everyday community activities</i>	The proportion of people who go shopping	96.7 (29/30)	84.8 (799/942)
		The proportion of people who go out on errands or appointments	86.2 (25/29)	79.6 (747/939)
		The proportion of people who go out for entertainment	73.3 (22/30)	66.0 (622/943)
		The proportion of people who go out to eat	100.0 (29/29)	84.2 (796/945)
		The proportion of people who go to religious services	83.3 (25/30)	64.6 (607/940)
		The proportion of people who exercise or play integrated sports	66.7 (20/30)	56.0 (528/943)
		The proportion of people who go on vacation	53.6 (15/28)	49.1 (460/937)

SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs¹
Choice and Decision-Making (Section II)	<i>People make choices about their lives and are actively engaged in planning their services and supports</i>	The proportion of people who chose(or had input in choosing) the place where they live	53.3 (16/30)	41.4 (376/908)
		The proportion of people who chose(or had input in choosing) their roommates	30.0 (9/30)	38.4 (349/910)
		The proportion of people who chose (or had input in choosing) the staff to help them at home	45.0 (9/20)	56.9 (406/713)
		The proportion of people who chose (or had input) in choosing their job	85.7 (6/7)	72.3 (154/213)
		The proportion of people who chose (or had input in choosing) the staff who help them at work	42.9 (3/7)	59.2 (106/179)
		The proportion of people who chose (or had input) in choosing their day activity	52.2 (12/23)	53.6 (352/659)
		The proportion of people who chose (or had input in choosing) the staff who help them at their day activity	30.4 (7/23)	59.1 (390/660)
		The proportion of people who chose their case manager/service coordinator	42.1 (8/19)	64.2 (560/872)
		The proportion of people who choose their daily schedule	66.7 (20/30)	77.5 (729/941)
		The proportion of people who choose how to spend their free time	70.0 (21/30)	86.3 (814/943)
		The proportion of people who choose what to buy with their spending money	76.7 (23/30)	84.6 (560/872)

SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs ¹
Choice and Decision-Making (continued)		The proportion of people who looked at more than one home.	26.9 (7/26)	24.8 (97/793)
		The proportion of people who looked at more than one job.	50.0 (3/6)	51.7 (92/178)
Relationships (Section I – Restricted Sample)	People have friends and relationships	The proportion of people who have friends and caring relationships with people other than support staff and family members	100.0 (22/22)	77.4 (459/593)
		The proportion of people who have a close friend, someone they can talk to about personal things.	95.5 (21/22)	78.9 (442/560)
		The proportion of people who are able to see their families when they want.	90.0 (18/20)	79.4 (444/559)
		The proportion of people who are able to see their friends when they want.	81.0 (17/21)	76.8 (401/522)
			50.0 (10/20)	40.1 (224/558)
		The proportion of people who feel lonely.		
Satisfaction (Section I – Restricted Sample)	People are satisfied with the services and supports they receive	The proportion of people who are satisfied with where they live	100.0 (22/22)	94.3 (566/600)
		The proportion of people who are satisfied with their home staff	100.0 (15/15)	98.6 (412/418)
		The proportion of people who are satisfied with their neighborhood	95.2 (20/21)	93.3 (540/579)
		The proportion of people who are satisfied with their job	100.0 (7/7)	97.3 (145/149)
		The proportion of people who are satisfied with their day activity	100.0 (18/18)	96.0 (388/404)
		The proportion of people who are satisfied with their day activity staff	100.0 (15/15)	98.9 (376/380)

2008-2009

Blue = PBH higher value

DOMAIN: SYSTEM PERFORMANCE		Overview: The system performance indicators address the following topics: (a) service coordination; (b) family and individual participation in provider-level decisions; (c) the utilization of and outlays for various types of services and supports; (d) cultural competency; and (e) access to services. Information on (b), (c), and (d) come from data sources other than the consumer survey.		
SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs ¹
Service Coordination (Section I – Restricted Sample)	Service coordinators are accessible, responsive, and support the person's participation in service planning	The proportion of people who report that they have met their case manager	100.0 (11/11)	97.0 (558/575)
		The proportion of people reporting that service coordinators help them get what they need	100.0 (13/13)	88.0 (449/510)
		The proportion of people who report that their service coordinators asked about their preferences	100.0 (8/8)	80.8 (287/355)
		The proportion of people who report participating in their Person-Centered plan	78.9 (15/19)	81.8 (419/512)
Access (Section I – Restricted Sample)	Publicly-funded services are readily available to individuals who need and qualify for them	The proportion of people who report having adequate transportation when they want to go somewhere	90.0 (18/20)	81.6 (461/565)
		The proportion of people who report that they do not get the services they need	22.7 (5/22)	36.2 (210/580)

DOMAIN: HEALTH, WELFARE, AND RIGHTS	Overview: These indicators concern the following topics: (a) safety and personal security; (b) health and wellness; and (c) protection of and respect for individual rights			
SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs ¹
Safety	<i>People are safe from abuse, neglect, and injury</i>	The proportion of people who report that they feel safe at home	95.5 (21/22)	77.6 (447/576)
		The proportion of people who report that they feel safe in their neighborhood	90.5 (19/21)	81.6 (456/559)
		The proportion of people who report that they feel safe at their work or day activity	95.2 (20/21)	85.5 (400/468)
Health (Source: Background Information)	<i>People secure needed health services</i>	The proportion of people who had a physical exam in the past year	96.4 (27/28)	90.8 (918/1011)
		The proportion of women who had a pap test in the past year	30.0 (3/10)	49.6 (170/343)
		The proportion of men who had a prostate specific antigen test in the past year	22.2 (2/9)	27.4 (104/380)
		The proportion of people who saw their dentist in the past six months	52.0 (13/25)	53.6 (514/959)
		The proportion of people who had a flu vaccination within the past year	70.0 (21/30)	65.2 (543/833)
		The proportion of women over 40 who have had a mammogram ever	50.0 (4/8)	63.8 (104/163)

2008-2009

Blue = PBH higher value

SUBDOMAIN (Data Source)	CONCERN	INDICATOR	LME	All other LMEs ¹
Medications (Background Information)	Medications are managed effectively and appropriately	The proportion of people taking medications for mood, anxiety, behavior problems, or psychotic disorders	43.8 (14/32)	50.3 (549/1091)
Wellness (Background Information)	People are supported to maintain healthy habits	The proportion of people for whom weight is a concern (underweight or overweight)	Underweight = 4.2 (1/24) Overweight = 33.3 (8/24) Obese = 54.2 (13/24)	Underweight = 9.7 (93/941) Overweight = 26.6 (250/941) Obese = 30.7 (250/941)
		The proportion of people who smoke or chew tobacco	20.7 (6/29)	9.4 (102/1081)
		The proportion of people who are physically inactive	36.7 (11/30)	45.8 (486/1061)
Respect/Rights	People receive the same respect and protections as others in the community	The proportion of people reporting that they read their mail or e-mail and that others can read them only with their permission	100.0 (26/26)	88.8 (698/786)
		The proportion of people reporting that they can be alone with friends or visitors at home	74.1 (20/27)	85.0 (676/795)
		The proportion of people reporting that they are allowed to use the phone or internet when they want to	96.2 (25/26)	90.9 (650/715)

DOMAIN: CONSUMER OUTCOMES	Overview: Consumer outcome indicators concern how well the public system aids adults with developmental disabilities to work, participate in their communities, have friends and sustain relationships and exercise choice and self-determination. Other indicators in this domain probe how satisfied individuals are with services and supports			
SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs¹
Community Inclusion (Section II)	<i>People have support to participate in everyday community activities</i>	The proportion of people who go shopping	73.7 (14/19)	87.2 (766/878)
		The proportion of people who go out on errands or appointments	85.0 (17/20)	79.6 (695/873)
		The proportion of people who go out for entertainment	73.7 (14/19)	68.5 (596/870)
		The proportion of people who go out to eat	94.7 (18/19)	84.6 (743/878)
		The proportion of people who go to religious services	78.9 (15/19)	62.5 (539/863)
		The proportion of people who exercise or play integrated sports	60.0 (12/20)	57.3 (501/874)
		The proportion of people who go on vacation	50.0 (10/20)	49.0 (425/868)

Core Indicators 2009-2010

Green = PBH Higher Value

SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs¹
Choice and Decision-Making (Section II)	<i>People make choices about their lives and are actively engaged in planning their services and supports</i>	The proportion of people who chose(or had input in choosing) the place where they live	40.0 (8/20)	42.1 (355/844)
		The proportion of people who chose(or had input in choosing) their roommates	38.9 (7/18)	34.6 (293/848)
		The proportion of people who chose (or had input in choosing) the staff to help them at home	50.0 (9/18)	58.7 (315/537)
		The proportion of people who chose (or had input) in choosing their job	85.7 (6/7)	78.2 (111/142)
		The proportion of people who chose (or had input in choosing) the staff who help them at work	50.0 (3/6)	60.3 (76/126)
		The proportion of people who chose (or had input) in choosing their day activity	85.7 (6/7)	61.7 (279/452)
		The proportion of people who chose (or had input in choosing) the staff who help them at their day activity	62.5 (5/8)	61.6 (265/430)
		The proportion of people who chose their case manager/service coordinator	36.8 (7/19)	70.1 (560/799)
		The proportion of people who choose their daily schedule	80.0 (16/20)	78.0 (685/878)
		The proportion of people who choose how to spend their free time	95.0 (19/20)	88.0 (771/876)
		The proportion of people who choose what to buy with their spending money	95.0 (19/20)	87.8 (768/875)

SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs ¹
Choice and Decision-Making (continued)		The proportion of people who looked at more than one home.	26.7 (4/15)	22.7 (165/726)
		The proportion of people who looked at more than one job.	75.0 (3/4)	57.7 (71/123)
Relationships (Section I)	<i>People have friends and relationships</i>	The proportion of people who have friends and caring relationships with people other than support staff and family members	72.7 (8/11)	77.2 (420/544)
		The proportion of people who have a close friend, someone they can talk to about personal things.	90.0 (9/10)	77.4 (405/523)
		The proportion of people who are able to see their families when they want.	81.8 (9/11)	76.9 (403/524)
		The proportion of people who are able to see their friends when they want.	100.0 (8/8)	77.6 (374/482)
			30.0 (3/10)	47.5 (246/518)
		The proportion of people who feel lonely.		
Satisfaction (Section I)	<i>People are satisfied with the services and supports they receive</i>	The proportion of people who are satisfied with where they live	81.8 (9/11)	89.8 (495/551)
		The proportion of people who are satisfied with their home staff	90.9 (10/11)	95.0 (360/379)
		The proportion of people who are satisfied with their neighborhood	81.8 (9/11)	87.2 (462/530)
		The proportion of people who are satisfied with their job	66.7 (2/3)	90.3 (112/124)
		The proportion of people who are satisfied with their day activity	83.3 (5/6)	91.7 (322/351)
		The proportion of people who are satisfied with their day activity staff	100.0 (6/6)	95.4 (288/302)

2009-2010

Green = PBH
Higher Value

DOMAIN: SYSTEM PERFORMANCE	Overview: The system performance indicators address the following topics: (a) service coordination; (b) family and individual participation in provider-level decisions; (c) the utilization of and outlays for various types of services and supports; (d) cultural competency; and (e) access to services. Information on (b), (c), and (d) come from data sources other than the consumer survey.			
SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs ¹
Service Coordination (Section I)	<i>Service coordinators are accessible, responsive, and support the person's participation in service planning</i>	The proportion of people who report that they have met their case manager	100.0 (9/9)	93.5 (491/525)
		The proportion of people reporting that service coordinators help them get what they need	87.5 (7/8)	87.0 (402/462)
		The proportion of people who report that their service coordinators asked about their preferences	75.0 (6/8)	85.4 (411/481)
		The proportion of people who report participating in their Person-Centered plan	100.0 (7/7)	86.0 (386/449)
Access (Section I)	<i>Publicly-funded services are readily available to individuals who need and qualify for them</i>	The proportion of people who report having adequate transportation when they want to go somewhere	100.0 (10/10)	79.4 (424/534)
		The proportion of people who report that they do not get the services they need	26.3 (5/19)	26.2 (174/665)

2009-
2010

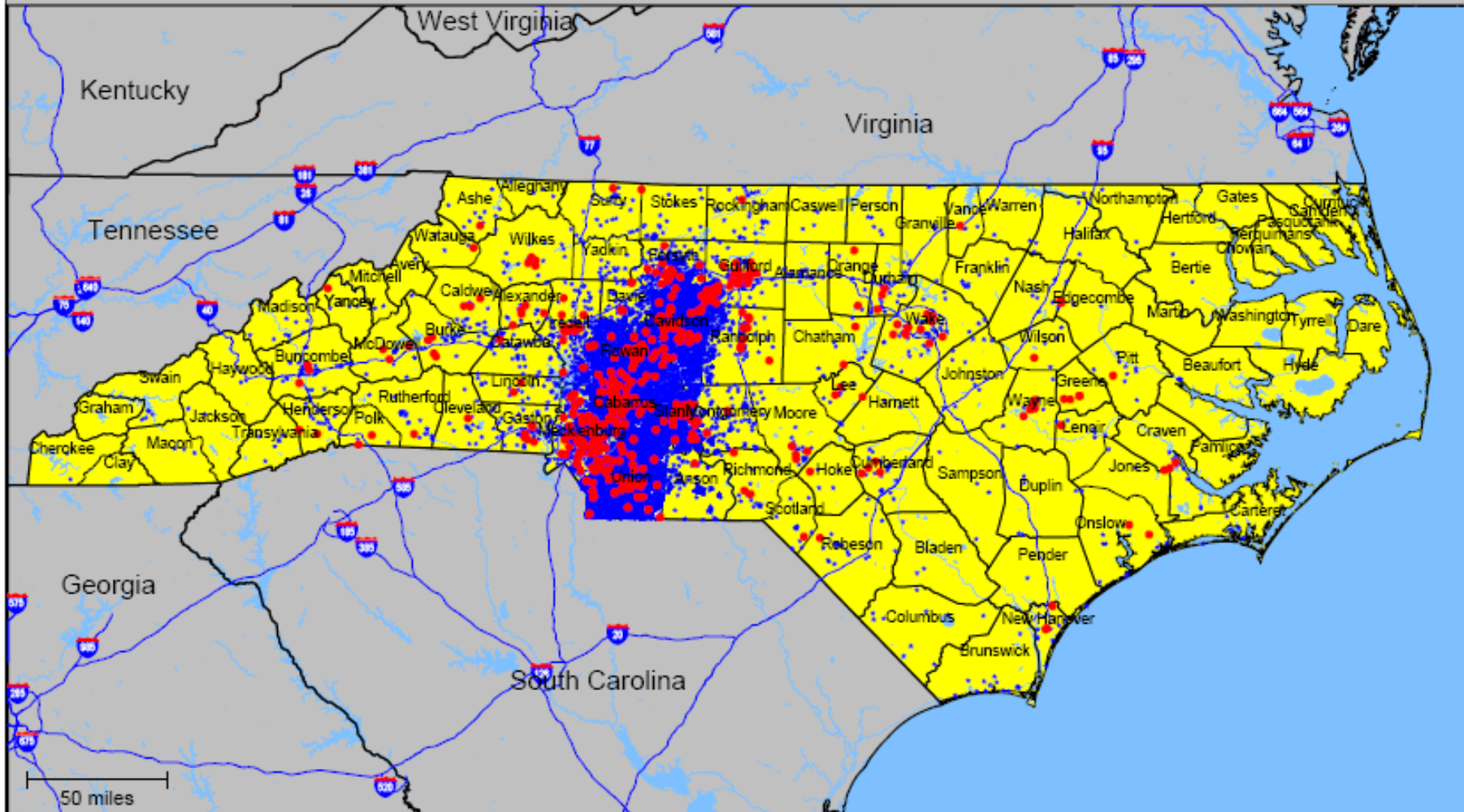
Green =
PBH
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Value

DOMAIN: HEALTH, WELFARE, AND RIGHTS	Overview: These indicators concern the following topics: (a) safety and personal security; (b) health and wellness; and (c) protection of and respect for individual rights			
SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs ¹
Safety (Section I)	<i>People are safe from abuse, neglect, and injury</i>	The proportion of people who report that they feel safe at home	81.8 (9/11)	82.7 (446/539)
		The proportion of people who report that they feel safe in their neighborhood	90.0 (9/10)	84.7 (447/528)
		The proportion of people who report that they feel safe at their work or day activity	83.3 (5/6)	88.5 (361/408)
Health (Source: Background Information)	<i>People secure needed health services</i>	The proportion of people who had a physical exam in the past year	93.8 (15/16)	89.0 (757/851)
		The proportion of women who had a pap test in the past 3 years	60.0 (3/5)	72.2 (208/288)
		The proportion of men over 50 who had a prostate specific antigen test in the past year	100.0 (1/1)	54.7 (47/86)
		The proportion of people who saw their dentist in the past year	94.4 (17/18)	79.3 (644/812)
		The proportion of people who had a flu vaccination within the past year	78.6 (11/14)	69.2 (510/737)
		The proportion of women over 40 who have had a mammogram in the past 2 years	100.0 (5/5)	83.5 (116/139)

SUBDOMAIN (Data Source)	CONCERN	INDICATOR	LME	All other LMEs ¹
Medications (Background Information)	Medications are managed effectively and appropriately	The proportion of people taking medications for mood, anxiety, behavior problems, or psychotic disorders	72.2 (13/18)	50.7 (442/872)
Wellness (Background Information)	People are supported to maintain healthy habits	The proportion of people for whom weight is a concern (underweight or overweight)	Underweight = 21.4 (3/14) Overweight = 7.1 (1/14) Obese = 28.6 (4/14)	Underweight = 7.3 (57/786) Overweight = 27.4 (215/786) Obese = 32.8 (258/786)
		The proportion of people who smoke or chew tobacco	10.0 (2/20)	8.5 (76/893)
		The proportion of people who are physically inactive	75.0 (15/20)	74.5 (610/819)
Respect/Rights (Section II)	People receive the same respect and protections as others in the community	The proportion of people reporting that they read their mail or e-mail and that others can read them only with their permission	100.0 (14/14)	88.3 (652/738)
		The proportion of people reporting that they can be alone with friends or visitors at home	88.9 (16/18)	84.3 (648/769)
		The proportion of people reporting that they are allowed to use the phone or internet when they want to	81.3 (13/16)	90.4 (630/697)

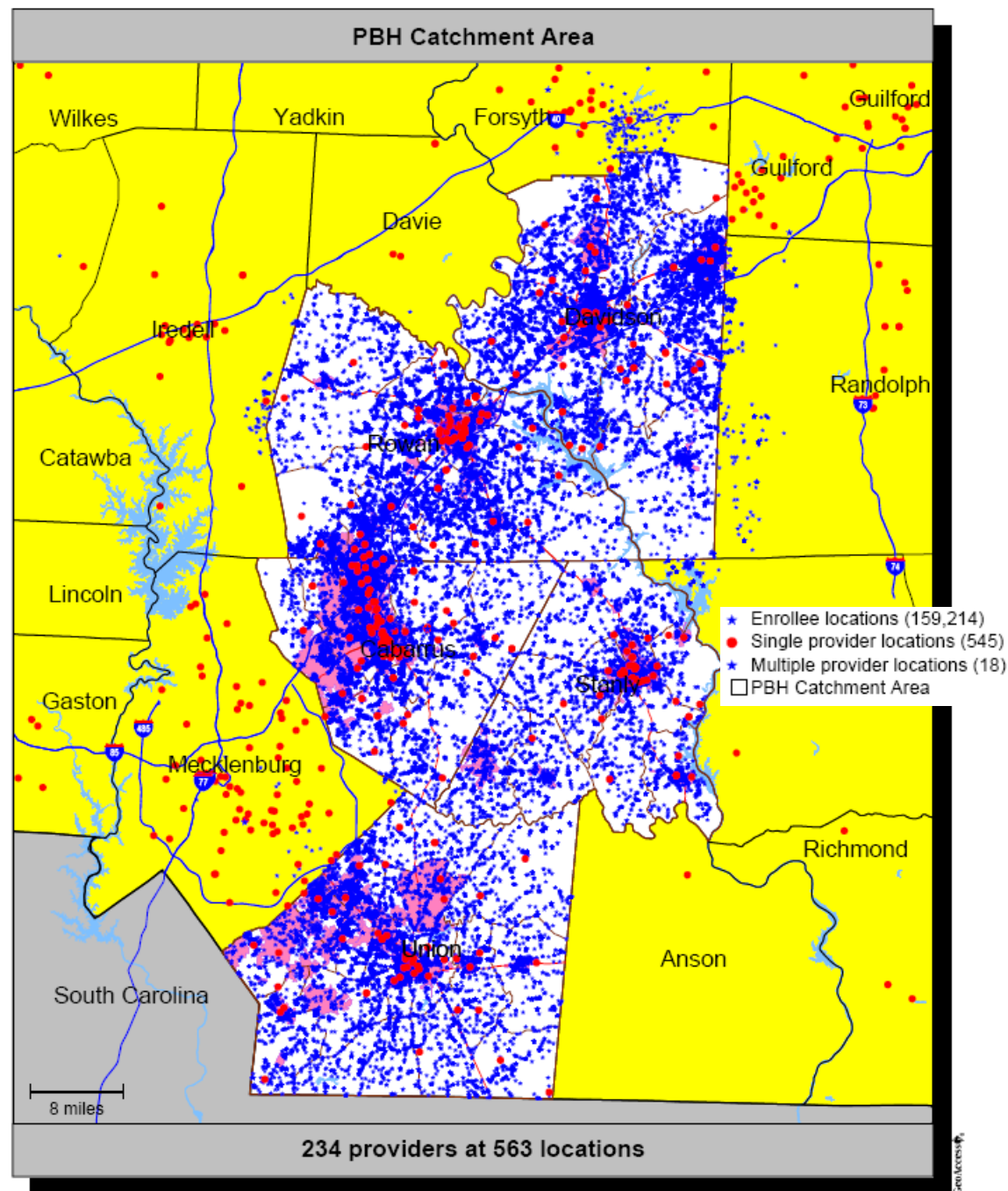
Accessibility Study:

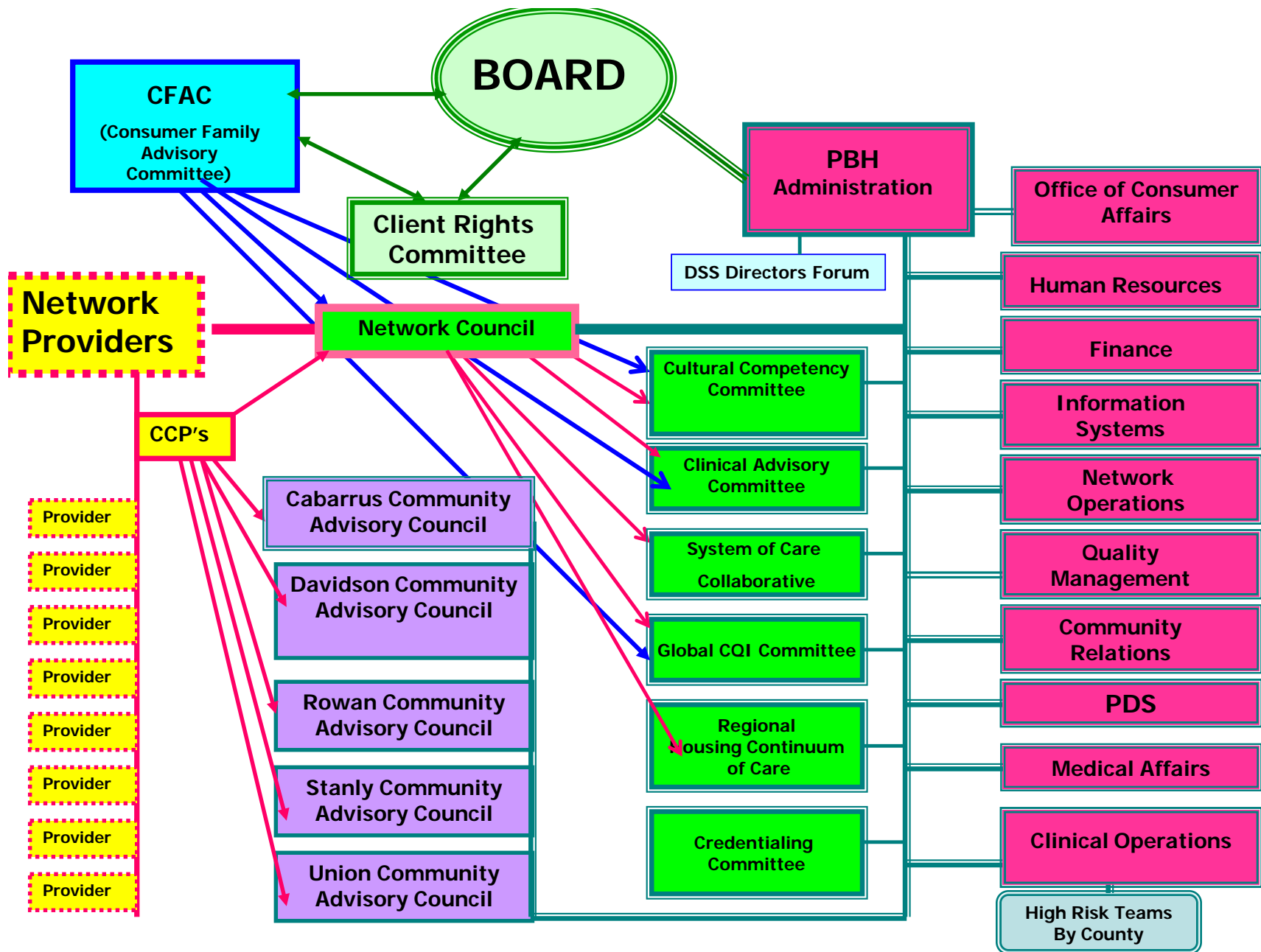
All Provider and Enrollee Sites

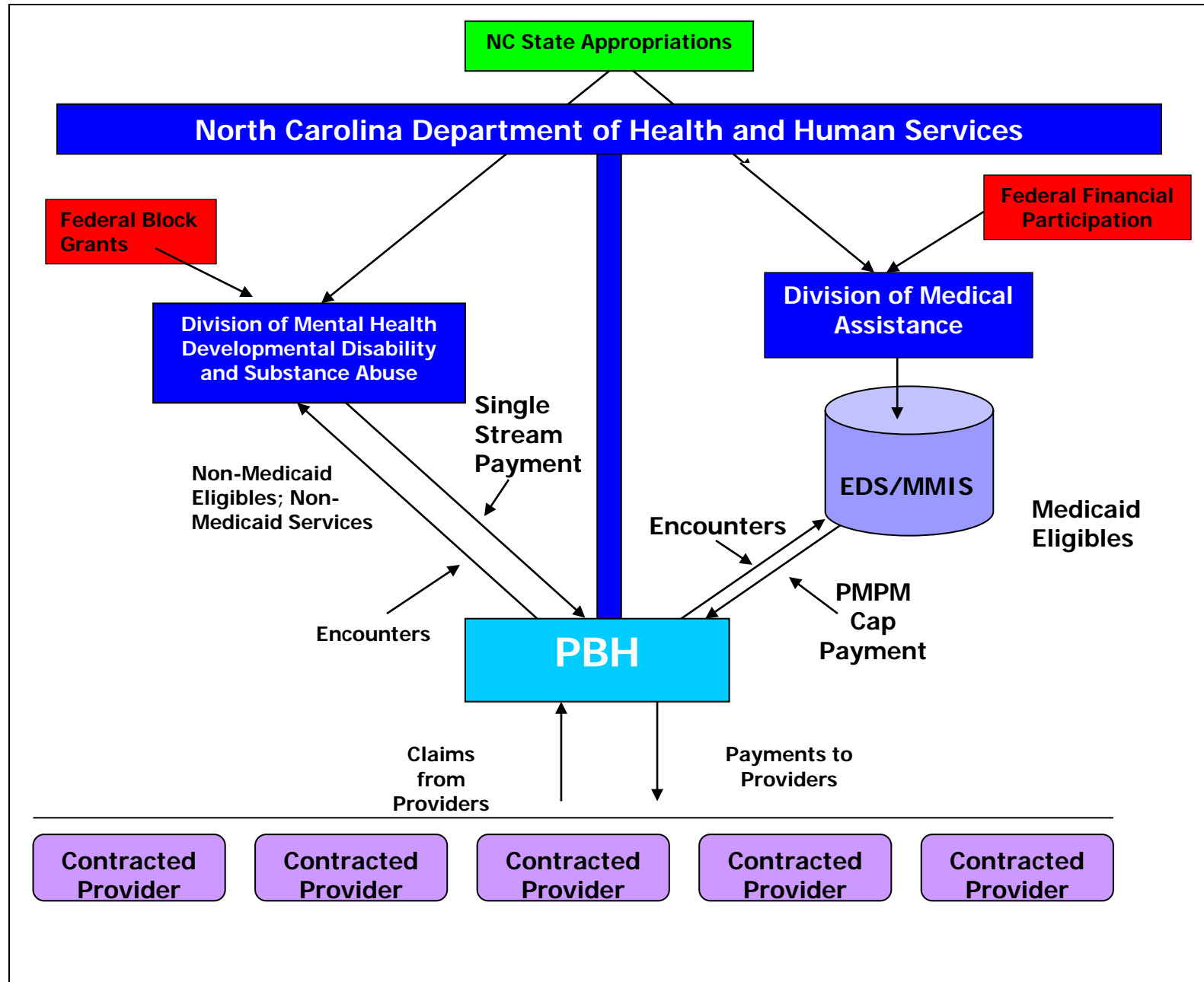


234 providers at 563 locations

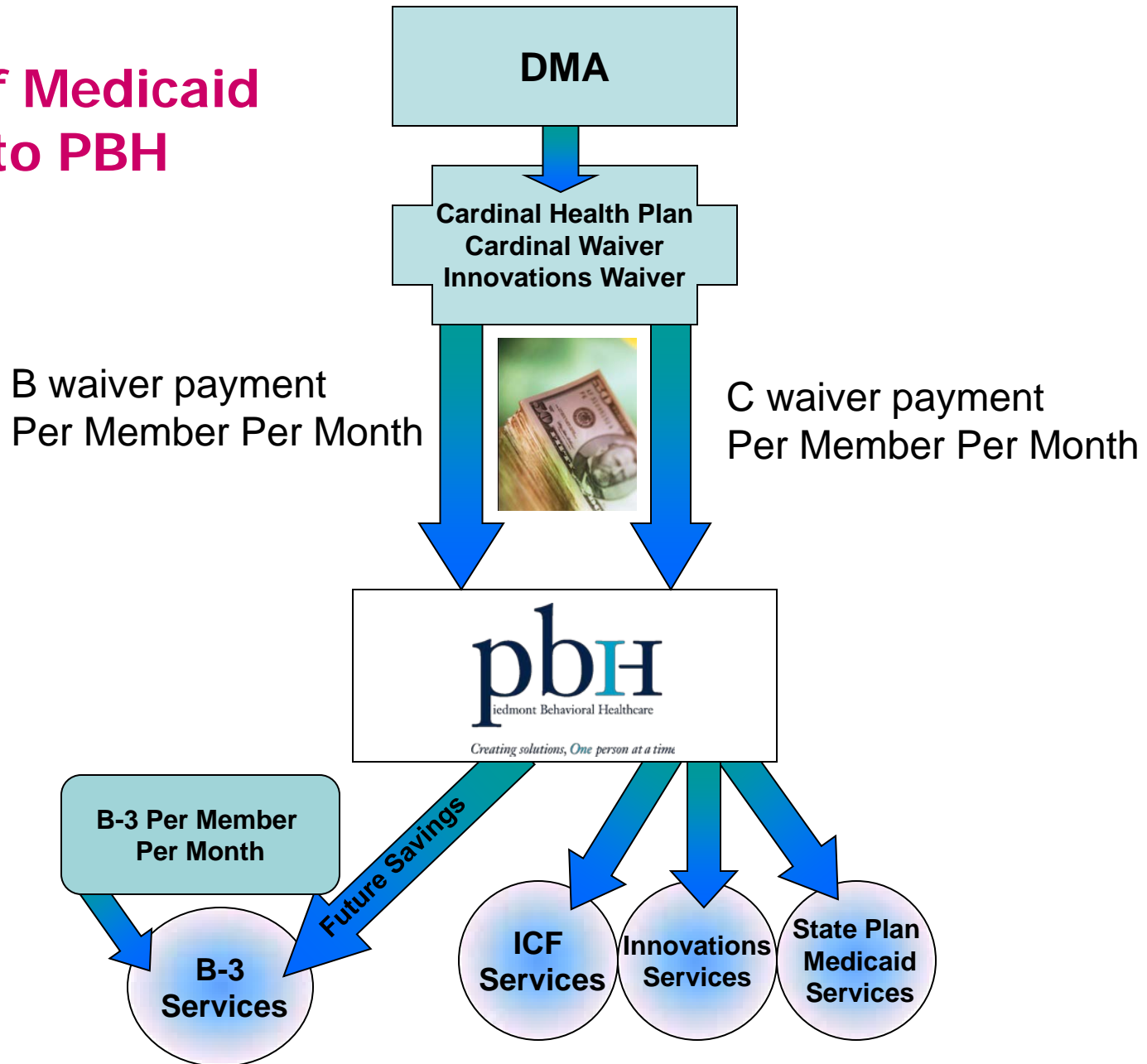
Accessibility Study: PBH Counties



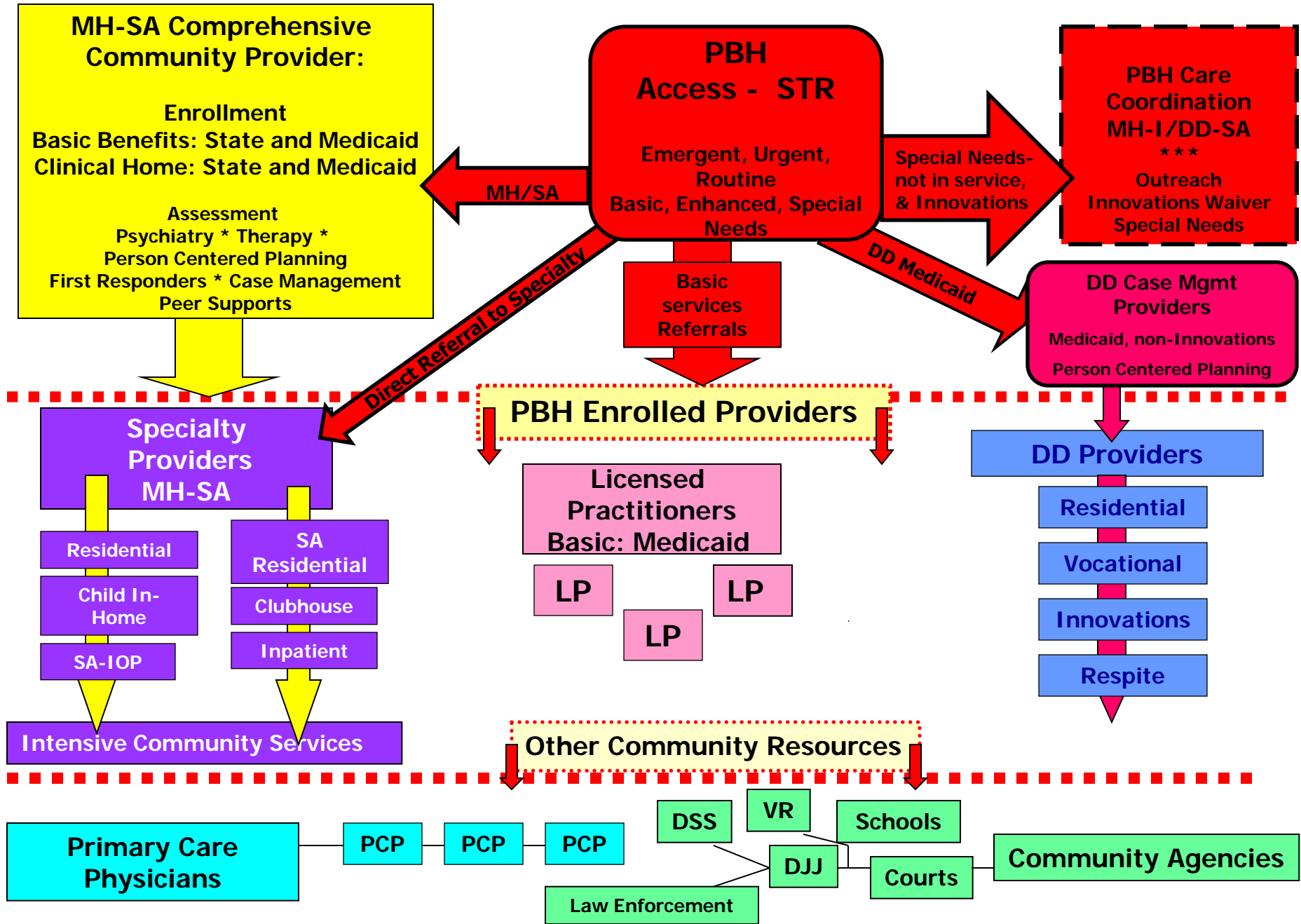




Flow of Medicaid Funds to PBH



PBH Provider Network



Role of Comprehensive Community Providers (CABHAs)

Clinical Home – Enhanced Services

Enrollment * Assessment * Psychiatry * Therapy
Person Centered Planning * First Responders
Case Management * Peer Support
Referral

DAYMARK Recovery
Services
CCP

Monarch
CCP

RHA
CCP

Coordinate care with other Network Providers and Community Agencies

PBH Network Providers

LP

SA TX

LP

LP

LP

Respite

Residential

Supported
Employment

Clubhouse

Supported
Employment

Residential

SA TX

Crisis

Community Services

Physicians

PCP

PCP

PCP

Specialty MD

Community Agencies:

Law Enf.

Public Transportation

VR

DSS

Public Health

DJJ

Courts

Schools