



PUTTING IT IN PERSPECTIVE



*A Caring
Alternative*

BEHAVIORAL HEALTH SERVICES

PERFORMANCE HIGHLIGHTS 2014



DEAR COMMUNITY PARTNER,

Thank you for taking the time to review the enclosed information. This report is designed to provide you with outcomes data across several key areas as a measure of our overall performance in 2014. A Caring Alternative, LLC (ACA) is a well-established comprehensive care agency providing mental health and substance abuse services to adults, adolescents, and children in western North Carolina. The agency has served as a provider for behavioral health since 2006 and was founded on the belief that when people truly care and are willing to go the extra mile, we not only improve lives, we will create success in the lives of the people we support. At A Caring Alternative, personal service means access, flexibility, convenience and responsiveness. Our staff understand how to best meet the behavioral health needs of the individuals we serve.

We compile a variety of data sets which we anticipate will be useful to individuals, consumers, and families who may be searching for a quality provider, as well as stakeholders who are looking for effective and efficient care.

ACA provides the full array of behavioral health services, including, Outpatient Therapy and Medication Management, Intensive In-Home Services, Day Treatment, Foster Care & Therapeutic Foster Care, Peer Support, Assertive Engagement, Community Support Team, and Assertive Community Treatment.

We have chosen to open this report with a section outlining our ongoing initiatives to ensure that our services incorporate best practice standards and evidence-based approaches in order to reinforce our enduring commitment to providing the highest quality of care. The information compiled for this report includes North Carolina-Treatment Outcomes and Program Performance System (NC-TOPPS) annual outcomes, Emergency Department visits for behavioral health, and several quality measures specific to the safety and efficacy of our programming. Throughout the report we have included testimonies from our patients and families providing a more personalized perspective of our care and treatment from those actually receiving it.

Thanks again for taking the time to review our report. I encourage you to visit our website at www.caringalternative.com for more information and I look forward to hearing your feedback, thoughts, or questions regarding this report. I can be reached at mrhoney@caringalternative.com.

Sincerely,



Melaina S. Rhoney
Chief Executive Officer





Everyone who works at A Caring Alternative is kind and considerate. They make you feel a part of their family. Thanks for giving us the opportunity to get help when we felt like there was nowhere to turn. Thanks to all the staff who patiently take the time for us!

-Parent of a Consumer

RIGHT TIME SERVICES AND RIGHT TIME CARE

A Caring Alternative is committed to offering efficient and effective access to services. We believe that when individuals are offered support when they need it, we will increase engagement and assist in promoting recovery. In May 2014, A Caring Alternative ventured into a collaborative relationship with a shared risk and cost savings model with local and known providers in Burke County. A Caring Alternative, Burke Primary Care, Catawba Valley Behavioral Health Care, Community Care of North Carolina-Access Care, and The Cognitive Connection began working together in developing the innovative concept of an integrated "one stop shop." The idea is to provide physical and

behavioral health services in one location. This facility, to be named Burke Integrated Health, will be one of the few in the state of North Carolina and is expected to open May 2015.

In January 2015, A Caring Alternative will implement an Open Access clinic, which encourages individuals who need services to walk-in for their first visit without an appointment. Individuals are screened, triaged, and referred to the appropriate service by a licensed professional the same day or within 24 hours of their first visit. By implementing a comprehensive care clinic, we will be able to help people when they are in need, increase engagement, and promote recovery.



“They meet people “where they are” in a nonjudgmental manner - no matter “where” that might be. We are given the opportunity to see options that are hard for us, and at the same time the strength from their support to be different and HEALTHIER!”
-Consumer

INNOVATIVE SERVICES TO ASSIST INDIVIDUALS IN LIVING INDEPENDENTLY

When it comes to thinking “outside of the box,” A Caring Alternative leads the way in implementing evidence based services with specialty populations. Partners Behavioral Health Management and A Caring Alternative joined forces by gearing services towards those who were identified as “Transition to Community Living.” Transition to Community Living is part of the Department of Justice settlement which offers individuals with behavioral health needs the opportunity to live independently in the community, with wrap-around supports in place. Oftentimes, individuals who are hospitalized have nowhere to go upon discharge and have been inappropriately placed in Adult Care Facilities or are homeless. In efforts to assist those individuals who wish to live independently, A Caring Alternative will offer the following service:

Critical Time Intervention

This is a nine month intensive case management service to assist adults with behavioral health needs during critical transitions.

The service may include, but is not limited to...

- Implementing an individualized service plan to address immediate needs related to critical transition.
- Home visits or visits in the community including in shelters or on the street.
- Focusing on urgent/basic needs such as food, immediate medical care, shelter, warm clothing or blankets, access to essential medications.
- Linkage to social service systems, and assisting individuals to apply for available benefits as indicated (phone, food and nutrition benefits, Medicaid, Disability, etc.).
- Developing community resources and natural supports.
- Encouragement for engagement in recovery.
- Strengthening communication for self and system advocacy and supports employment.

IMPROVING OUTCOME MEASURES

A Caring Alternative is striving to collect outcome measures which are more meaningful. We have researched and gathered information on tools to be utilized. A Caring Alternative will begin implementing two new rating scales outlined below:

Brief Psychiatric Rating Scale (BPRS)

- Measures the individual's level of severity of psychiatric symptomology.
- Administered upon admission and every six months thereafter unless there is a dramatic change in the individual's mental status.
- Available for the child and adolescent population called the (BPRS-C) with different items reflective of age and populations.
- Results of the tool will be synthesized and utilized for comparative analysis.

DLA-20

- Measures Daily Living Activities as a functional assessment indicating the individuals overall level of functioning including such things as managing money, housing stability, and safety.
- Evidence based instrument with validity and reliability.
- Administered upon admission and every six months thereafter unless there is a profound change in functioning noted.
- Also available in a child and adolescent version.
- Results of these tools will be synthesized and utilized for comparative analysis as well.

Together, these instruments will demonstrate the effectiveness of treatment and be a tool for A Caring Alternative to track individual progress or more globally a specific areas of progress.

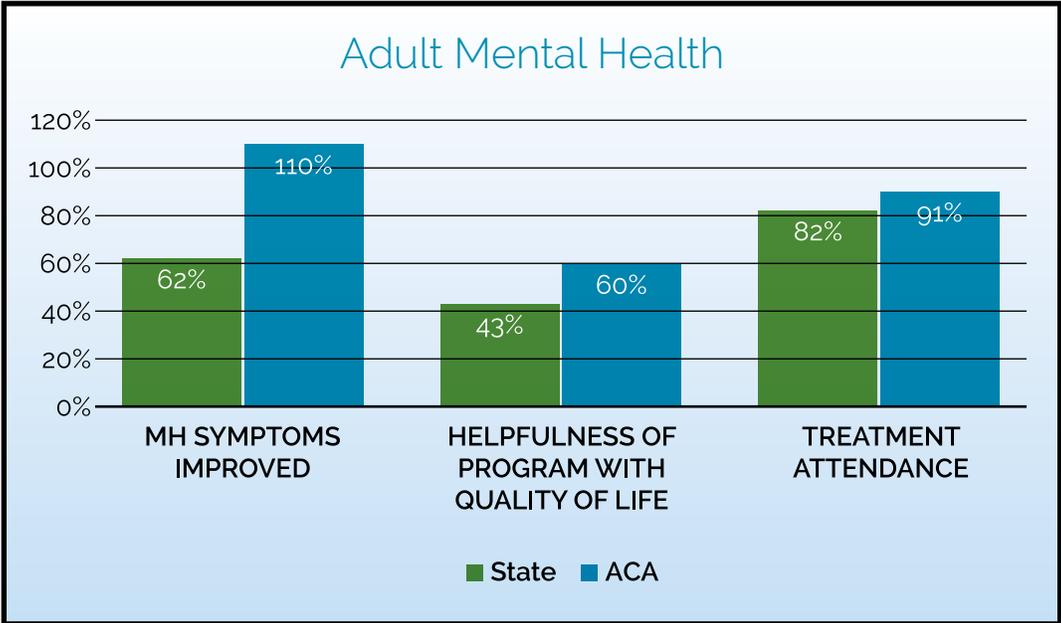




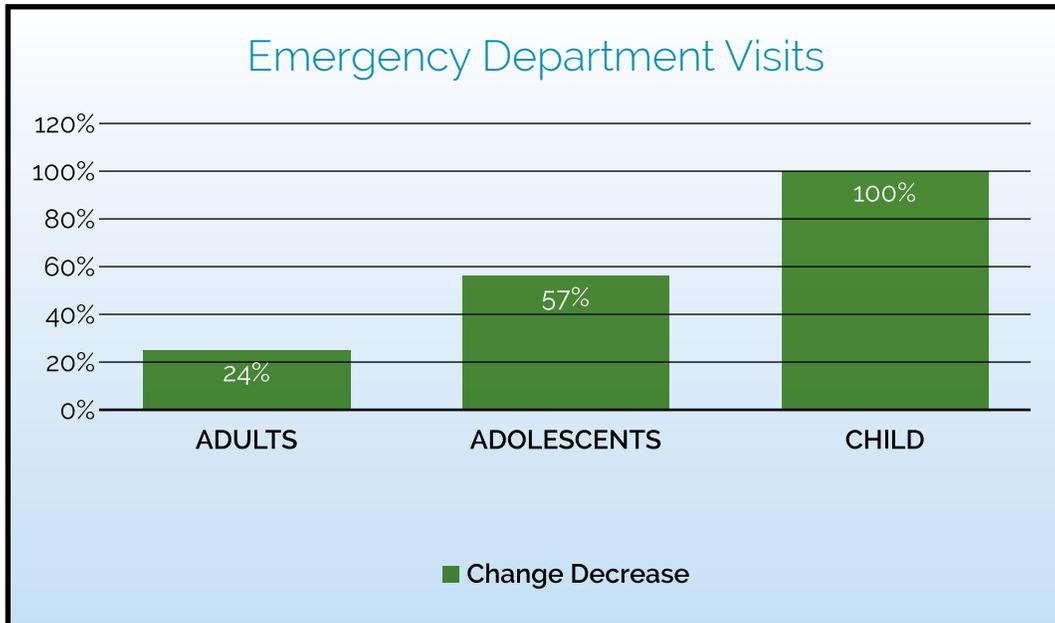
EVIDENCE-BASED PRACTICE

A Caring Alternative is committed to a philosophy of continual performance improvement. We collect and track data in a variety of areas as a part of an ongoing effort to improve the quality of care we provide. ACA's performance data demonstrated very positive trends in 2014. Some of the key indicators measuring how well we compare across the state of North Carolina in Adolescent and Adult Behavioral Health. Our data clearly demonstrates an improvement of mental health symptoms, helpfulness of the program with quality of life, increased treatment attendance, decreased emergency department visits, decreased suspensions or expulsions, and increased family participation in treatment.

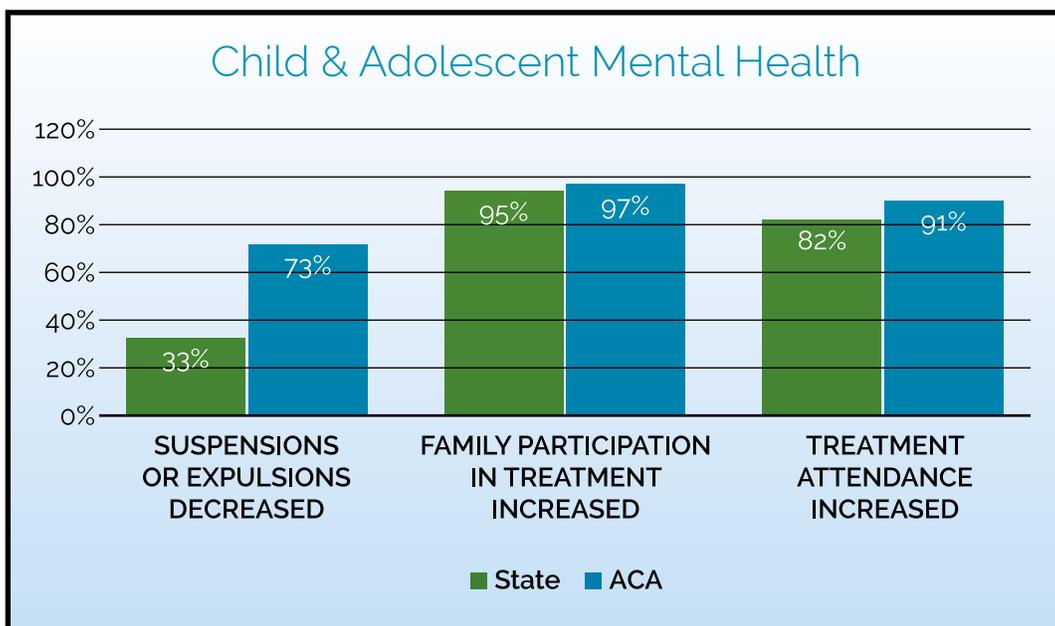
How Do We Compare to the State of North Carolina?



Decreased Visits to Hospital Emergency Department



Child & Adolescent Outcome Measures





We appreciate all the services. We also like that we don't have to wait a long time to see the doctor. All the doctors and therapists are very helpful and easy to communicate with and help with any health concerns and seem to really know their clients.

-Former Consumer



FOR MORE INFORMATION:

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