

COPE, INC. ANNUAL PERFORMANCE AND QUALITY IMPROVEMENT REPORT 2015

Introduction

COPE is a 501(c)(3) corporation with a mission to provide education, prevention and treatment services to all segments of the community.

COPE's goal is to develop, implement, maintain and document structured and on-going quality assurance/improvement activities for the purpose of monitoring, evaluating and improving the quality of care and appropriateness of consumer care and the correction of identified problems.

The monitoring process is designed to identify patterns or trends of clinical events. Files on each Therapist will be reviewed quarterly.

The evaluation is designed to determine the presence or absence of an opportunity to improve consumer care:

II. Objectives:

1. To objectively and systematically reviews, monitor and evaluate the quality and appropriateness of consumer care on an ongoing.
2. To pursue opportunities to improve consumer care and resolve identified problems that affect consumer care.
3. To continuing to integrate the quality assurance/improvement program into the operational activities of the staff.
4. To assure integration of all assurance/improvement activities and risk management functions.
5. To modify or revise, when necessary, the quality assurance/improvement program to improve identification and solution of problems that affect consumer care.
6. To provide ongoing continued assessment of the quality assurance/improvement approach with emphasis on development and utilization of indicators that are objective, measurable and based on current knowledge and experience.
7. To assure that all consumers receive the same individualized level/quality of care from qualified staff.
8. To provide data to the Board of Directors, staff, and stakeholders about achievements relative to desired outcomes, indicators and benchmarks or targets.
9. To keep staff informed and involved throughout the cycle.

Client Demographics

Query Filter: Patient Status = Admitted AND Service Date Between '1/1/2015' and '12/31/2015'

Total Number of Clients by Age Group

| 0-5 | 6-17 | 18-25 | 26-40 | 41-65 | 66-85 | 86+ | Total |
|-------|-------|--------|--------|--------|-------|-------|-------|
| 0 | 25 | 171 | 574 | 301 | 8 | 1 | 1080 |
| 0.00% | 2.31% | 15.83% | 53.15% | 27.87% | 0.74% | 0.09% | 100% |

Total Number of Clients by Age Sex Group

| 0-5 | | | 6-17 | | | 18-25 | | | 26-40 | | | 41-65 | | | 66-85 | | | 86+ | | | Total |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| M | F | U | M | F | U | M | F | U | M | F | U | M | F | U | M | F | U | M | F | U | Total |
| 0 | 0 | 0 | 17 | 8 | 0 | 86 | 83 | 2 | 345 | 227 | 2 | 250 | 51 | 0 | 8 | 0 | 0 | 1 | 0 | 0 | 1080 |
| 0.00% | 0.00% | 0.00% | 1.57% | 0.74% | 0.00% | 7.96% | 7.69% | 0.19% | 31.94% | 21.02% | 0.19% | 23.15% | 4.72% | 0.00% | 0.74% | 0.00% | 0.00% | 0.09% | 0.00% | 0.00% | 100% |

Total Number of Clients by Age Race Group

| Race | 0-5 | 6-17 | 18-25 | 26-40 | 41-65 | 66-85 | 86+ | Total |
|------------------|-------|-------|--------|--------|--------|-------|-------|-------|
| White | 0 | 8 | 84 | 334 | 176 | 5 | 1 | 608 |
| Asian | 0 | 0 | 2 | 5 | 2 | 0 | 0 | 9 |
| American Indian | 0 | 2 | 18 | 77 | 39 | 0 | 0 | 136 |
| Pacific Islander | 0 | 0 | 0 | 4 | 1 | 0 | 0 | 5 |
| Black | 0 | 19 | 72 | 195 | 96 | 3 | 1 | 386 |
| Hispanic | 0 | 5 | 25 | 52 | 17 | 0 | 0 | 99 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Not Hispanic | 0 | 19 | 124 | 452 | 250 | 7 | 1 | 853 |
| | 0 | 53 | 325 | 1119 | 581 | 15 | 3 | 2096 |
| | 0.00% | 2.53% | 15.51% | 53.39% | 27.72% | 0.72% | 0.14% | 100% |

Total Number of Clients by Race

| Race | Number | Percentage |
|------------------|--------|------------|
| White | 608 | 29.01% |
| Asian | 9 | 0.43% |
| American Indian | 136 | 6.49% |
| Pacific Islander | 5 | 0.24% |
| Black | 386 | 18.42% |
| Hispanic | 99 | 4.72% |
| Other | 0 | 0.00% |
| Not Hispanic | 853 | 40.70% |
| | 2096 | 100% |

Total Number of Clients by Sex

| Male | Female | Unknown | Total |
|--------|--------|---------|-------|
| 707 | 369 | 4 | 1080 |
| 65.46% | 34.17% | 0.37% | 100% |

Effectiveness Outcomes:

(Goal: 80% of clients GAF scores increasing two points at each review.)

| | |
|--|-----|
| # of GAF scores that increased two or more points: | 232 |
| # of GAF scores that did not increase two points: | 624 |

Total Number of Clients by Age Language Group

| Language | 0-5 | 6-17 | 18-25 | 26-40 | 41-65 | 66-85 | 86+ | Total |
|-----------------|-------|-------|--------|--------|--------|-------|-------|-------|
| English | 0 | 25 | 170 | 570 | 300 | 8 | 1 | 1074 |
| Spanish | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Chinese | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other Languages | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 5 |
| | 0 | 25 | 171 | 574 | 301 | 8 | 1 | 1080 |
| | 0.00% | 2.31% | 15.83% | 53.15% | 27.87% | 0.74% | 0.09% | 100% |

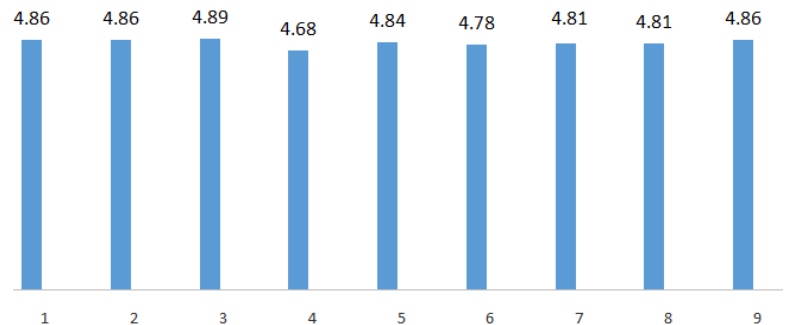
| Payment Source | Patient Count | Units | Hours |
|------------------------------------|---------------|-----------|-----------|
| Department of Corrections | 25 | 4506.00 | 1128.00 |
| Private Insurance | 3 | 28.00 | 7.00 |
| Medicaid | 28 | 990.00 | 254.58 |
| Non-Billable | 390 | 12381.17 | 3904.17 |
| Reserved Non-Billable | 6 | 12.00 | 6.83 |
| Self-Pay | 15 | 1288.00 | 322.00 |
| ODMHSAS (Do not use if new client) | 481 | 80262.00 | 19853.50 |
| Community Service Sentencing | 3 | 139.00 | 34.75 |
| DHS-Child Welfare | 1 | 1.00 | 0.08 |
| Total: | 952 | 99,607.00 | 25,512.00 |

Client Outcomes

Client Satisfaction

Client Satisfaction Survey continues to be administered quarterly. In all programs offered through COPE Inc., clients reported a high degree of overall satisfaction with services received.

- 1 Information on Rights/ Responsibilities 97.2%
- 2 Treated with Respect and Courtesy 97.2%
- 3 Respectful of Confidentiality/Privacy 97.8%
- 4 Availability of Services At That Time 93.6%
- 5 Cleanliness 96.8%
- 6 Safety on Property 95.6%
- 7 Self Plan Services and Set Goals 96.2%
- 8 Return to COPE If Services Needed 96.2%
- 9 Overall satisfaction 97.2%



Mental Health and Substance Abuse Outcome

Goal 1: improvements of functional status

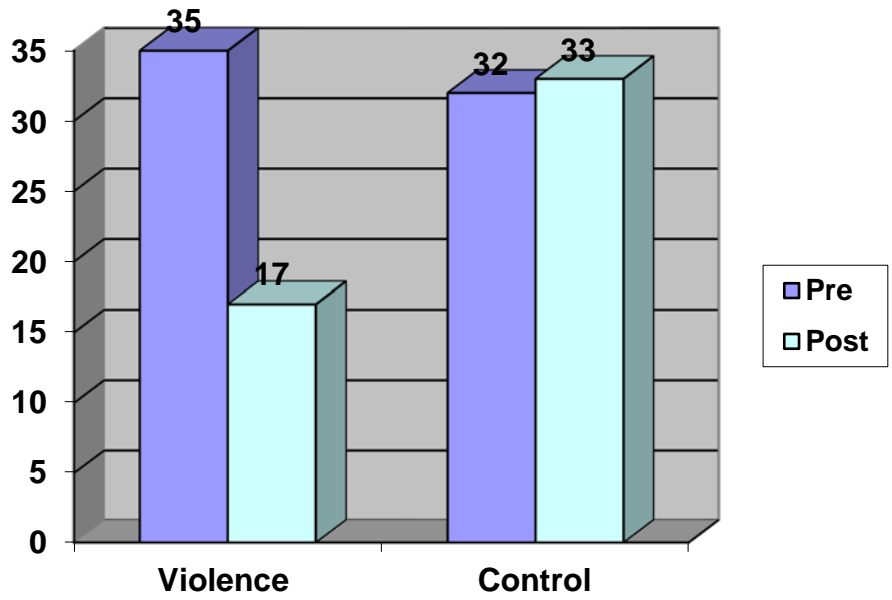
| Level of Care | Measure | Current Time Period (1/1/2015 to 12/31/2015) | | | | | | Previous Time Period (1/1/2014 to 12/31/2014) | | | | | | |
|-------------------|--|---|--------------------|----------------|-------------|-------------------|----------|--|----------------|--------------------|----------------------|---------------------|-----|---|
| | | Provider Denominator | Provider Numerator | Provider Score | State Score | Provider vs State | Rank | Quartiles Bottom Middle 2 Top | Provider Score | Provider Numerator | Provider Denominator | Current vs Previous | | |
| ASI Scores | | | | | | | | | | | | | | |
| Outpatient | Change in ASI (1 Pt): Domain 1 - Medical | 68 | 49 | 72.1 | 55.7 | ▲ | 9 of 43 | | ☺ | | 60.2 | 56 | 93 | ↔ |
| | Change in ASI (1 Pt): Domain 2 - Employ/Support | 60 | 35 | 58.3 | 57.9 | ▲ | 25 of 47 | | ☹ | | 57.8 | 52 | 90 | ↔ |
| | Change in ASI (1 Pt): Domain 3 - Alcohol Use | 148 | 118 | 79.7 | 64.8 | ▲ | 8 of 48 | | | ☺ | 72.0 | 103 | 143 | ↔ |
| | Change in ASI (1 Pt): Domain 4 - Drug Use | 220 | 165 | 75.0 | 61.7 | ▲ | 10 of 51 | | | ☺ | 69.5 | 171 | 246 | ↔ |
| | Change in ASI (1 Pt): Domain 5 - Legal Status | 87 | 55 | 63.2 | 59.5 | ▲ | 18 of 46 | | ☹ | | 59.8 | 70 | 117 | ↔ |
| | Change in ASI (1 Pt): Domain 6 - Family | 85 | 54 | 63.5 | 57.6 | ▲ | 19 of 50 | | ☹ | | 58.5 | 55 | 94 | ↔ |
| | Change in ASI (1 Pt): Domain 7 - Psych Status | 101 | 78 | 77.2 | 58.3 | ▲ | 7 of 45 | | | ☺ | 57.1 | 64 | 112 | ↔ |
| | Change in ASI (2 Pts): Domain 1 - Medical | 68 | 43 | 63.2 | 48.2 | ▲ | 12 of 43 | | ☹ | | 58.1 | 54 | 93 | ↔ |
| | Change in ASI (2 Pts): Domain 2 - Employ/Support | 60 | 32 | 53.3 | 50.1 | ▲ | 23 of 47 | | ☹ | | 57.8 | 52 | 90 | ↔ |
| | Change in ASI (2 Pts): Domain 3 - Alcohol Use | 148 | 112 | 75.7 | 54.2 | ▲ | 5 of 48 | | | ☺ | 69.2 | 99 | 143 | ↔ |
| | Change in ASI (2 Pts): Domain 4 - Drug Use | 220 | 161 | 73.2 | 49.7 | ▲ | 6 of 51 | | | ☺ | 66.7 | 164 | 246 | ↔ |
| | Change in ASI (2 Pts): Domain 5 - Legal Status | 87 | 53 | 60.9 | 47.3 | ▲ | 7 of 46 | | | ☺ | 59.0 | 69 | 117 | ↔ |
| | Change in ASI (2 Pts): Domain 6 - Family | 85 | 52 | 61.2 | 48.3 | ▲ | 12 of 50 | | | ☺ | 57.4 | 54 | 94 | ↔ |
| | Change in ASI (2 Pts): Domain 7 - Psych Status | 101 | 72 | 71.3 | 49.6 | ▲ | 7 of 45 | | | ☺ | 50.9 | 57 | 112 | ↔ |
| | Change in ASI (3 Pts): Domain 1 - Medical | 68 | 41 | 60.3 | 43.5 | ▲ | 9 of 43 | | | ☺ | 52.7 | 49 | 93 | ↔ |
| | Change in ASI (3 Pts): Domain 2 - Employ/Support | 60 | 30 | 50.0 | 45.2 | ▲ | 21 of 47 | | ☹ | | 55.6 | 50 | 90 | ↔ |
| | Change in ASI (3 Pts): Domain 3 - Alcohol Use | 148 | 109 | 73.6 | 45.9 | ▲ | 3 of 48 | | | ☺ | 69.2 | 99 | 143 | ↔ |
| | Change in ASI (3 Pts): Domain 4 - Drug Use | 220 | 157 | 71.4 | 40.6 | ▲ | 3 of 51 | | | ☺ | 65.4 | 161 | 246 | ↔ |
| | Change in ASI (3 Pts): Domain 5 - Legal Status | 87 | 52 | 59.8 | 38.4 | ▲ | 3 of 46 | | | ☺ | 54.7 | 64 | 117 | ↔ |
| | Change in ASI (3 Pts): Domain 6 - Family | 85 | 52 | 61.2 | 41.0 | ▲ | 9 of 50 | | | ☺ | 55.3 | 52 | 94 | ↔ |
| | Change in ASI (3 Pts): Domain 7 - Psych Status | 101 | 65 | 64.4 | 43.2 | ▲ | 6 of 45 | | | ☺ | 50.0 | 56 | 112 | ↔ |

Goal 2: reduction of substance use and/or maintain sobriety

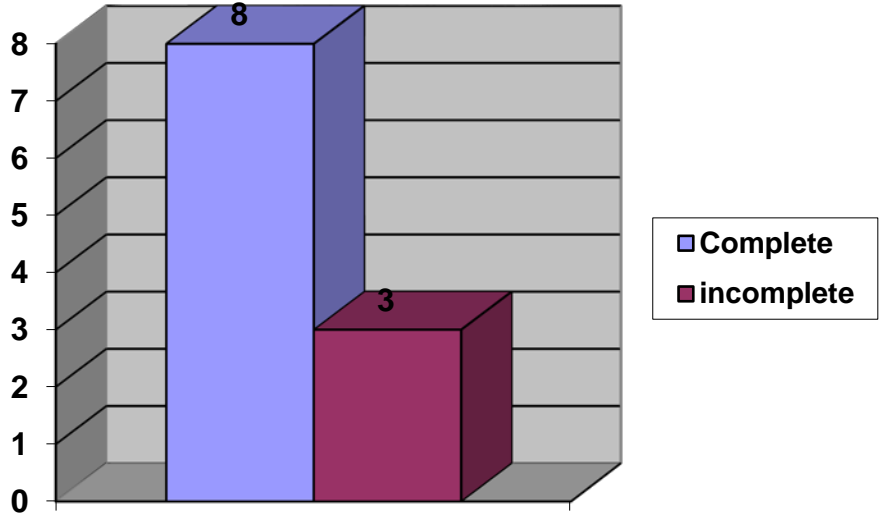
| Level of Care | Measure | Current Time Period (1/1/2015 to 12/31/2015) | | | | | | Previous Time Period (1/1/2014 to 12/31/2014) | | | | | | |
|---------------|--|---|--------------------|----------------|-------------|-------------------|----------|--|----------------|--------------------|----------------------|---------------------|-----|---|
| | | Provider Denominator | Provider Numerator | Provider Score | State Score | Provider vs State | Rank | Quartiles Bottom Middle 2 Top | Provider Score | Provider Numerator | Provider Denominator | Current vs Previous | | |
| Outpatient | Reduction in Substance Use (Primary) | 142 | 91 | 64.1 | 60.2 | ▲ | 28 of 52 | | ☹ | | 68.4 | 65 | 95 | ↔ |
| | Reduction in Substance Use (Secondary) | 38 | 25 | 65.8 | 63.5 | ▲ | 25 of 43 | | ☹ | | 53.7 | 22 | 41 | ↔ |
| | Reduction in Substance Use (Tertiary) | 7 | 4 | 57.1 | 61.7 | ▼ | 16 of 33 | | ☹ | | 100.0 | 3 | 3 | ↔ |
| | Reduction in Unemployment | 64 | 13 | 20.3 | 48.4 | ▼ | 46 of 51 | ☹ | | | 51.3 | 41 | 80 | ↔ |
| | Maintained Sobriety | 200 | 194 | 97.0 | 93.6 | ▲ | 19 of 53 | | ☹ | | 97.7 | 212 | 217 | ↔ |

Batterer's Intervention Program Outcome

Goal: reduction of Domestic Violence Inventory (DVI) Violence and Control scales

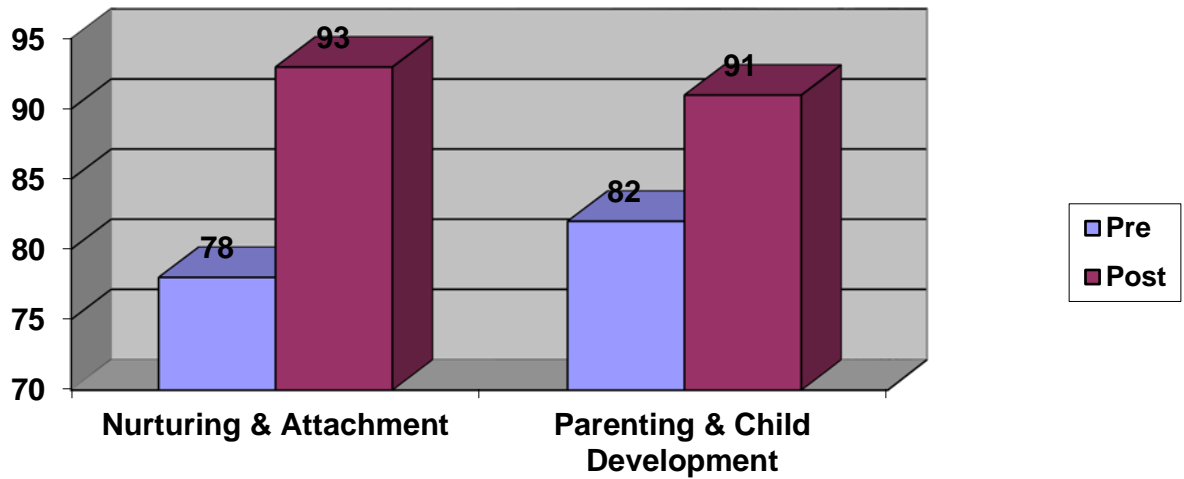


Goal: Completed service goals



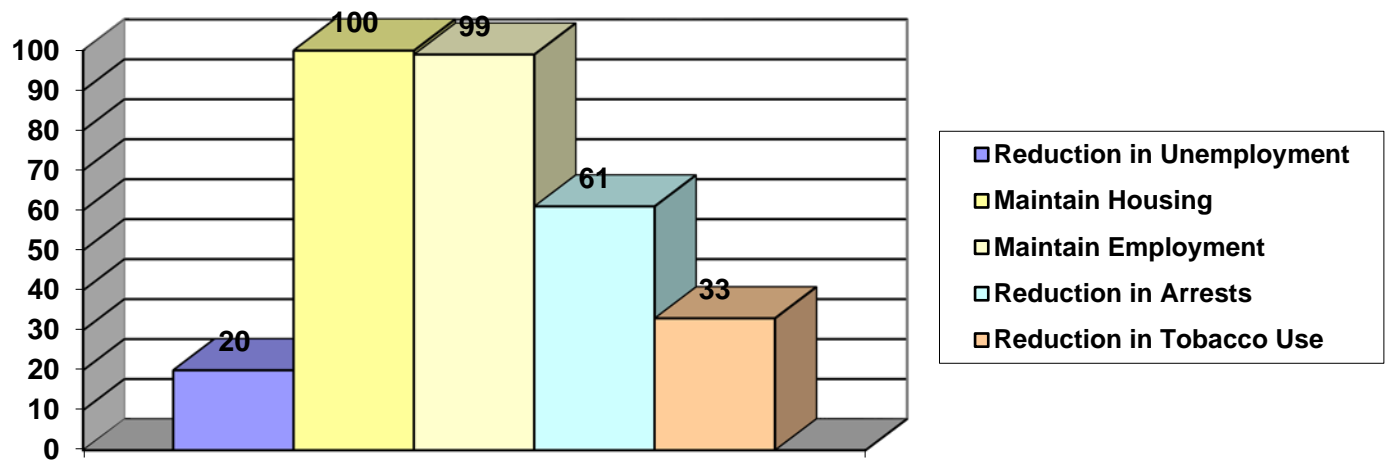
Parenting/ Fatherhood Program Outcome

Goals Increase nurturing and attachment, and Increase knowledge of parenting and child development

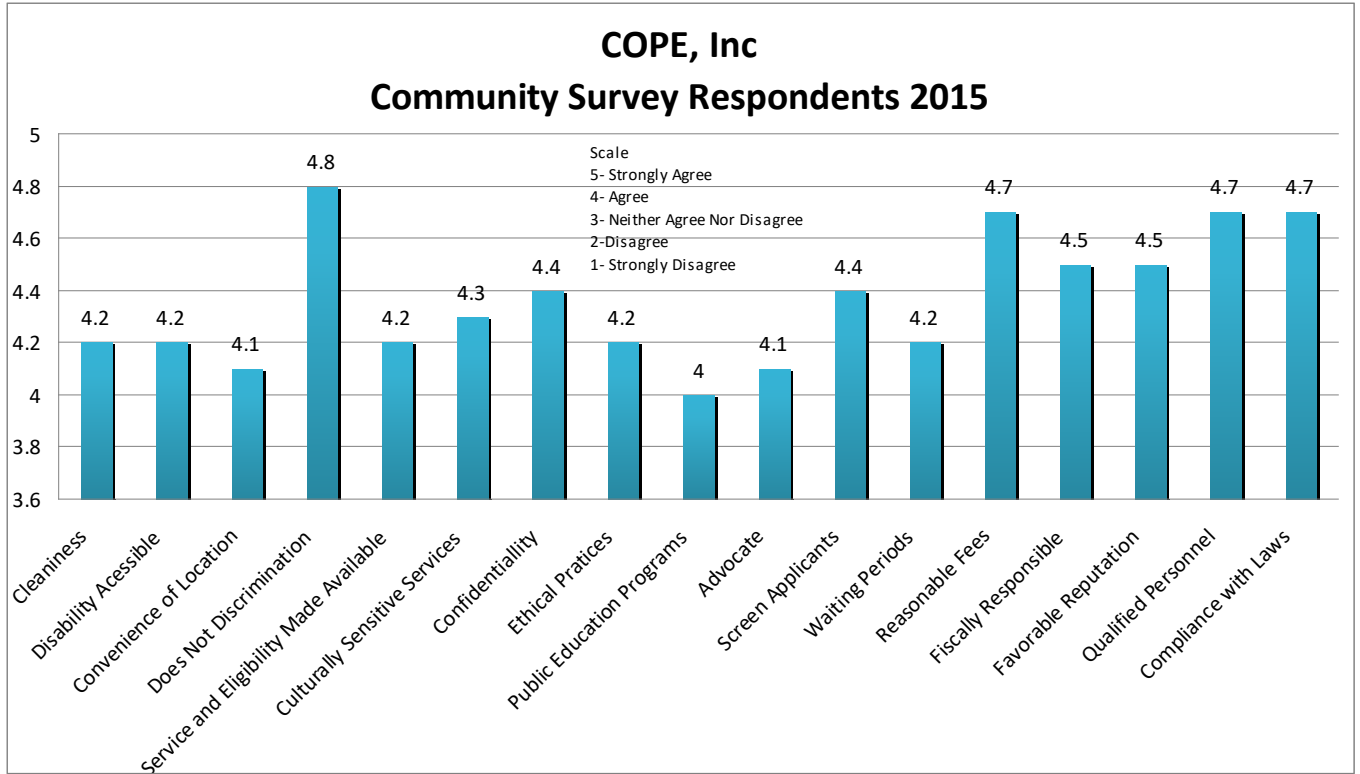


Case Management Outcome

Goals: reduction in unemployment, maintained housing, and maintained employment.



Stakeholder Satisfaction



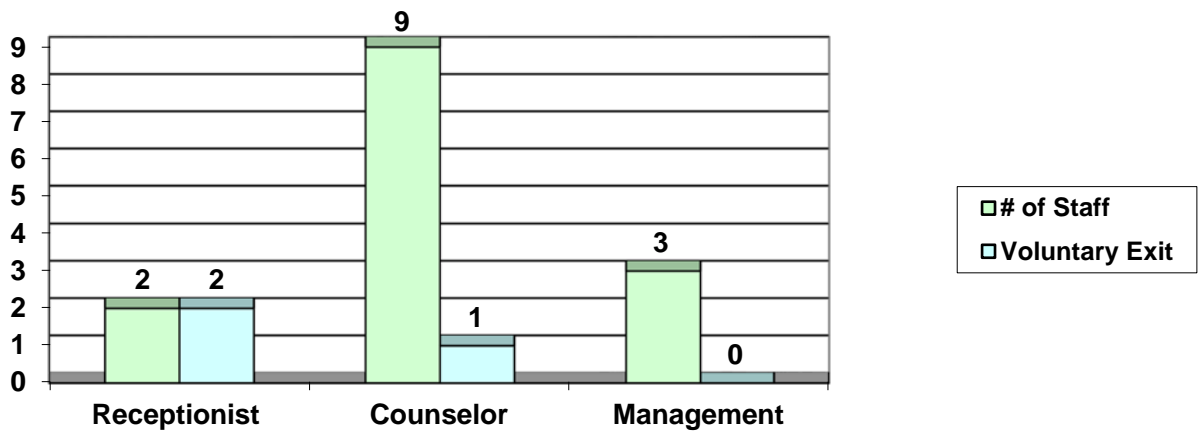
Complaints & Grievances

No client or employees grievance were filed in 2015.

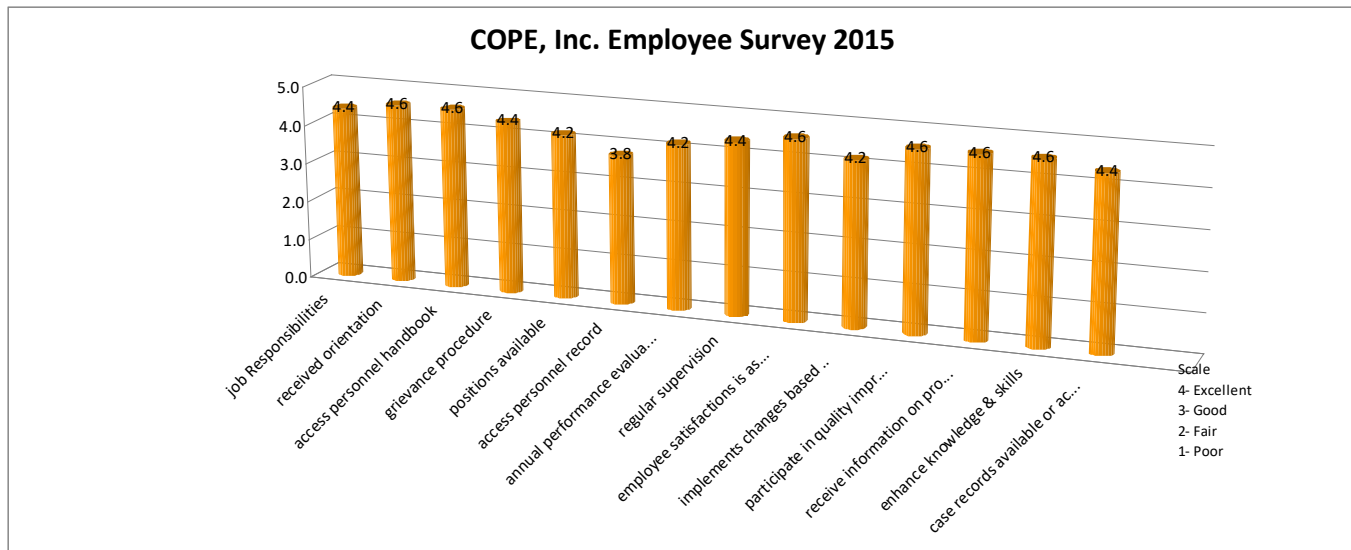
Risk Management

No risk management issues

Employee Turnover Rates



Staff Satisfaction



Conclusion

The following performance benchmarks/goals for 2016 were determined by the PQI Committee:

- Maintain client satisfaction at or above 90%
- Reduction in all substance use at discharge at or above 65%
- Reduction in unemployment at discharge at or above 25%
- Reduction of Domestic Violence Inventory (DVI) Control scale +/- 10%
- Maintain staff satisfaction scores
- Reduce receptionist turnover rates