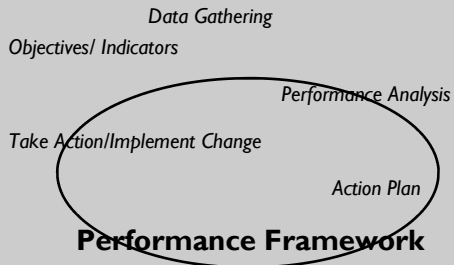


## Alternative Paths Quality Improvement Program

Alternative Paths is committed to high-quality services as demonstrated by its continuous efforts to review, analyze and implement programs to address the complex needs of the people we serve.

### Performance Improvement Processes



Measures Outcomes for the Following

- **Effectiveness**
- **Efficiency**
- **Service Access**
- **Feedback**



AP strives to exceed our stakeholders' expectations for High-Quality Services

## What's New in 2009

CARF Three-Year Accreditation

New Programs:

Pre-Trial Diversion Program

Northland Place

Girl's Circle

Juvenile Court

Common Pleas Court Crossroads Counselor

Strategic Plan 2009-2011

Agency Website

Telephone System

Alternative Paths' revenue originates from resources such as the Medina County Alcohol, Drug Addiction and Mental Health Board (ADAMH), entitlements, insurance, client fees, contracts to provide Forensic, Juvenile Detention, and Vocational Program services, and tax-deductible donations. Agency operating revenues totaled \$2,618,587 for FY09.



Leading you to new opportunities  
through behavioral healthcare.



Ohio Department  
of Mental Health



Leading you to new opportunities  
through behavioral healthcare.

2009

## Quality Improvement and Performance Review



Alternative Paths, Inc.  
246 Northland Drive  
Medina, OH 44256

[www.alternativepaths.org](http://www.alternativepaths.org)  
330.725.9195

## The People of Alternative Paths

We are a multidisciplinary team of physicians, psychiatric nurses, social workers, counselors, case managers supported by administrative professionals committed to partnering with the people we serve in promoting recovery-based services.

## Who we Serve

AP provides an array of behavioral health services for adults diagnosed with severe and persistent mental illnesses, as well as general mental health concerns. The agency specializes in the treatment of schizophrenia, bi-polar disorder, major depression, anxiety disorders, phobias, and other serious mood and thought disorders.

Emergency Psychiatric Services are available 24 hours/ 7 days-a-week to all individuals in Medina County regardless of age.

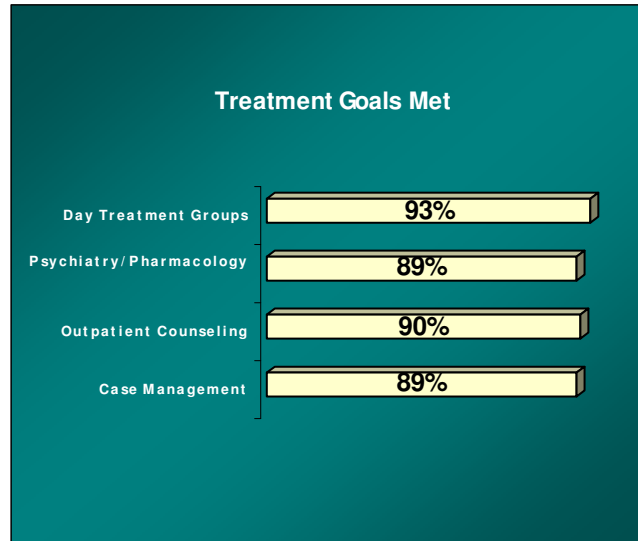
## What we Offer

Diagnostic Assessment  
 Medical Somatic Services/Pharmacology  
 Individual and Group Counseling  
 Day Treatment  
 Community Support Program /  
     Case Management  
 Forensic Services  
 Violence Prevention Program  
 Pre-trial Diversion Program

## How Busy Were We?

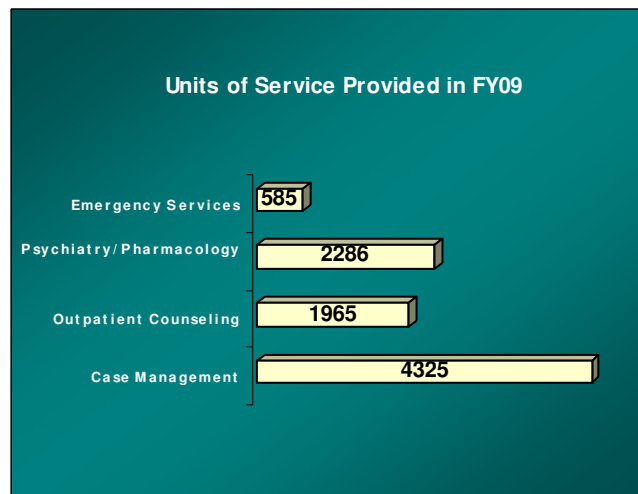
AP served over 1798 consumers and our clinical staff had over **31,204** contacts in which mental health services were provided to consumers in FY09.

## Effectiveness



Percent of clients who self-report treatment has been effective in helping them meet their recovery goals.

## Efficiency



Alternative Paths provided over 9100 hours of service for the programs illustrated in this graph. The agency carefully manages its resources in order to provide quality mental health services to the greatest number of people in need.

## Service Access

In FY2009 Alternative Paths provided outpatient services to 802 persons. Emergency Psychiatric Services had 2200 contacts with 854 consumers, and performed 621 crisis mental health assessments.

## Community Collaboration

A few of our community initiatives include:

- American Red Cross
- CIT (Law Enforcement Training)
- Domestic Violence Taskforce
- Family First Council
- Housing Network
- Mid I-CAT
- NAMI
- Senior I-CAT
- Step up to Health
- Volunteer Guardianship Program

## Feedback

Consumer surveys averaged **96%** satisfaction rate for our agency in 2009. Feedback is solicited on a regular basis and is used when planning new programs and improving existing offerings.

“The Staff has given us a lot of helpful information that has helped us lead a more useful and fulfilling life. We are all applying the information learned to be healthier and happier people.”  
 – Day Treatment Participant

“Alternative Paths helped me to ‘live in the today’ and not dwell on past problems. I am happier because of that and leading a fuller life.” – Mrs. R.

“Alternative Paths has truly embraced collaborative service and programming initiatives and has been responsive to the growing mental health needs of senior citizens in our county.”

–Nancy Likens, Wadsworth Center for Older Adults

“It is wonderful to know that there is a local organization where one can turn to when no other options seem available. AP actually works with me.”

–Richard Rhines, Adult Parole