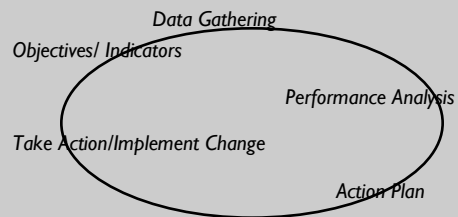


Alternative Paths Quality Improvement Program

AP 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



Performance Framework

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 FY2017

AoD Outpatient Treatment
Electronic Health Records Implementation
Expanded Youth Outpatient Services
Wadsworth Office Expansion

Alternative Paths' revenue originates from resources such as the Medina County Alcohol, Drug Addiction and Mental Health Board (ADAMH), entitlements, insurance, client fees, service contracts, grants and donations.



Leading you to new opportunities
through behavioral healthcare.



Leading you to new opportunities
through behavioral healthcare.

FY2017 Quality Improvement and Performance Review



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

www.alternativepaths.org
330.725.9195

The People of Alternative Paths

AP features 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 persons diagnosed with severe and persistent mental illnesses, general mental health concerns and Substance Use Disorders and other addictions. The agency specializes in the treatment of substance use disorders, schizophrenia, bi-polar disorder, major depression, anxiety disorders, phobias, and other serious mood and thought disorders.

Crisis Intervention Services are available 24 hours seven-days-a-week to all individuals in Medina County regardless of age.

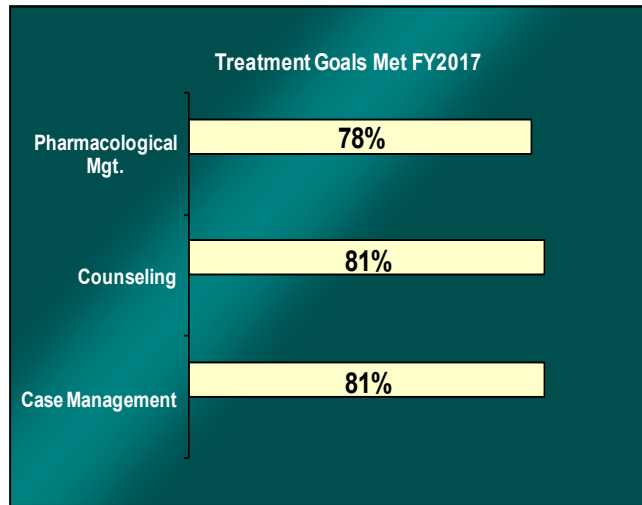
What we Offer

- Diagnostic Assessment
- Crisis Intervention Services
- Pharmacologic Management
- Individual and Group Counseling
- Individual and Group
- Community Psychiatric Supportive Treatment
- Forensic Services
- Violence Prevention Program
- Pre-trial Diversion Program
- Driver Intervention Program
- Outpatient Counseling -
 - Lodi Community Hospital
 - Buckeye School District
 - Cloverleaf School District
 - Wadsworth Office

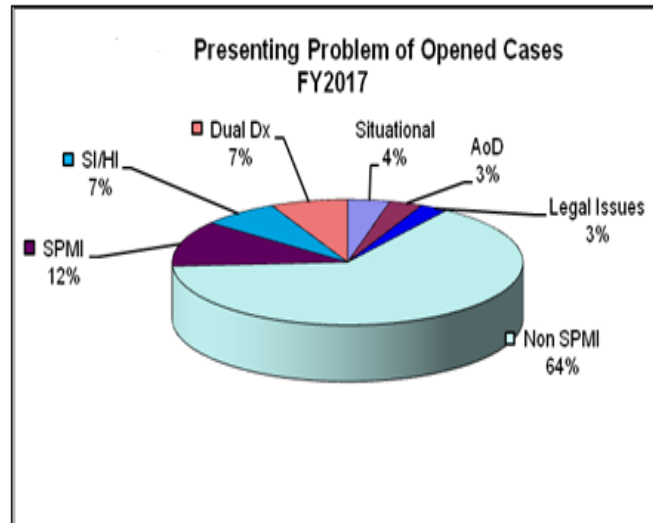
How Busy Were We?

AP served over 6,367 consumers and our clinical staff had over 21,500 contacts in which behavioral health services were provided to consumers in FY2017.

Effectiveness



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



The types of issues our clients are dealing with at admission include SPMI (Severe and Persistent Mental Illness, Suicidal/Homicidal Ideation, AoD—Alcohol and other Drugs, Legal and Situational Stressors.

Service Access

In FY2017 Alternative Paths provided outpatient services to 1,854 persons. Crisis Intervention Services had 3,626 contacts with 1,167 Consumers, and performed 498 crisis mental health assessments.

Community Collaboration

A few of our community collaboratives:

- Adult Services Coordination—Medina County
- Akron General Hospital/Lodi Community Hospital
- Buckeye School District
- Cloverleaf School District
- Cathy's House
- CIT (Law Enforcement Training)
- Cleveland Clinic
- Domestic Violence Taskforce
- Family First Council
- Medina County Housing Network
- NAMI
- Step up to Health
- Suicide Prevention Coalition
- United Way of Medina County

Feedback

Consumer surveys averaged 91% satisfaction rate for our agency in FY2017. 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.”

— Group 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.