

Executive Summary of Performance in 2008-2009

HIGHLIGHTS

- 2,578 persons served (5% increase over 2007-08; 7% increase over 2006-07) These numbers do not include the 559 children receiving services at the Bangor Health Center (121 of whom received counseling services).
- **95%** of the operating plan objectives were met (same percentage as 2007-08).
- The results of the 11th annual independent assessment of customer satisfaction again indicate a **significantly higher level of customer satisfaction** with services through VBCMHA than found nationally, and in some cases regionally. Ratings higher than “good” were achieved for all service programs and for all questions asked.
- **All** standards set by DCH for performance indicator data involving customer care were exceeded.
- Highlights include continued demonstration of **excellence in access to care**.
- **Employment** objectives were exceeded again this year.
- Percentage served per population in community (called penetration rates) for children, elders and persons with Medicaid improved.
- Continued implementation of **Evidenced Based Practices** (EBP) and demonstrated fidelity to model. EBPs offered include Integrated Treatment for persons with Co-Occurring Disorders including IDDT; Dialectical Behavior Therapy for persons with Borderline Personality Disorder; Cognitive Therapy for depression and anxiety, Assertive Community Treatment , Peer Support Services.
- **Administrative expenses were down** to 10.2% of total budget using state mandated definitions of administrative costs (down from 11.3%).
- Implemented plan to improve internal communication and collaboration.
- Completed successful first year of sponsorship of Bangor School Based Health Center.

Other Performance highlights that were not included in operating plan

- Veteran’s Service Specialist funded through county continued office hours at CMH site in Paw Paw.
- Maintained high standards and increased numbers of persons served while coping with budget cuts.
- Increased advocacy with state legislators.