

## GOALS FOR FISCAL YEAR 2010

### - Agency Goal

Increase facility space for services

### - Case Management

85% of Case Management staff will achieve average productivity of 55% or more.

### - Outpatient Treatment

ISP completion will average 95% for completion in first 30 days or 5 visits, whichever is longer.

### - Crisis Intervention

Crisis service will respond to hospital pre screenings within one hour of time of call.

### **L&P SERVICES**

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# L & P Services Annual Report



Fiscal Year 2009

Quality and Comprehensive  
Mental Health and  
Substance Abuse Services

# Goals Achieved in Fiscal Year 2009

## Explore expansion of our employee benefits program.

A 401 K safe harbor retirement plan was enacted for all employees who work over 1000 hours per year. A health insurance plan was enacted with an added benefit of a health savings account which the agency contributes to for all eligible employees.

**Develop Consumer Information Cards (bookmarks) that describe other county resources** available with their phone numbers. This was completed in February of this past year and are given to consumers at time of intake.

## Complete the merger with Washington County Mental Health in an orderly, timely fashion.

Approximately 150 new clients were added to L & P monthly during the last months of Washington County Mental Health being open. They closed June 18 with the transfer of most clients and several of their staff members to our agency. We had minimal complaints regarding the transfer and the ones we received were mostly due to charges they now had to incur which were a result of decreased funding from the State of Ohio and the Washington County Mental Health Board.

## Continue to explore expansion of our facilities in order to better serve our clients.

Efforts to find additional large, affordable and suitable space to move mental health services to were unsuccessful. As a result our agency re-leased previously occupied space at 207 Colegate and opened a satellite office in Beverly, Ohio.

**Continue expansion and training of our staff to meet the community's needs.** Numerous additional therapists, counselors, and case managers were added to meet the number of referrals. Educational opportunities were offered through our annual in-service training, separate trainings provided by Dr. Leah Jaquith, Ph.D. and educational offerings paid for by our agency at Marietta Memorial Hospital.

## Improve our billing process

Additional billing staff was hired and Marietta Health Care Physicians was contracted with to provide insurance and Medicare billing for our agency.

## ISP/Chart completion will exceed 95% in FY 2009

ISP completion within the 30 day or 5 session timeline was estimated to be 80 % based on document and peer reviews conducted by the agency.

## From the President

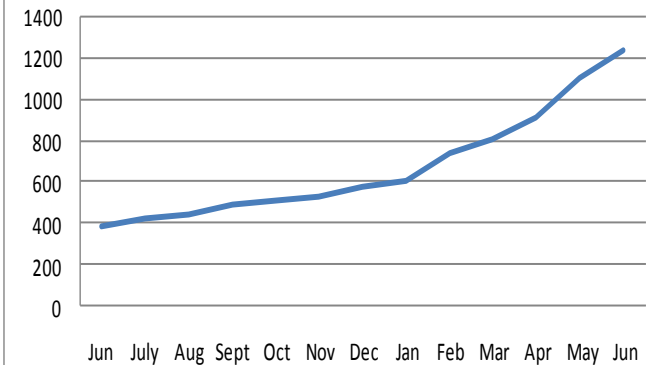
It has been a year of tremendous growth for our agency. Last July we started the fiscal year with 380 clients, this past June we ended the year with 1233 clients. We completed the transition with Washington County Community Mental Health and have taken over Crisis Intervention Services for the County. We have added numerous staff to help with the increased client admissions and we continue to struggle with space issues. We have done this in an unprecedented atmosphere of cutbacks from the State of Ohio for funding. It has been a year full of challenges. Our new goals for our agency for FY 2010 are a direct result of both the growth in referrals to us and the cutbacks in state and local funding for our agency.

I would like to take this opportunity to thank our staff, clients, and our referral sources for L & P's ability to grow and serve the citizens of Washington County. Special thanks goes to the Washington County Mental Health Board, Washington County Children's Services, Washington County Juvenile Court, Washington County Common Pleas Courts, Marietta Municipal Court and all of our consumers who have had good things to say about our agency and staff.

We look forward to continuing to provide our services to the citizens of Washington County in FY 2010.

Brent Phipps  
CEO / President

L & P Services Open Caseload by Fiscal Year  
2009



L & P Services Expenses by Fiscal year

