

## GOALS FOR FISCAL YEAR 2012

### FY Goals 2012 Agency Goal

Decide date for implementation of  
Electronic Health Records

### Case Management

85% of Case managers will obtain  
annual productivity of 50% or  
higher.

### Outpatient Treatment

Hospital discharges will obtain ser-  
vice within 7 days of discharge.

### Crisis Intervention

100% of crisis staff will be trained  
in detoxification  
protocols.

**Vision:** It is the vision of L & P Services, Inc. that every person in our community lives in such a manner that they fulfill their potential as an individual and a member of the community, if they so choose.

**Mission:** It is the mission of L & P Services, Inc. to help individuals and families to maintain their independence and gain and maintain the highest quality of life.

**Values:** L & P Services, Inc. is committed to integrating the values of Respect, Integrity, Dedication, Quality, and Professionalism into every activity and service provided.

### **L&P SERVICES**

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# L & P SERVICES ANNUAL REPORT



## FISCAL YEAR 2011

*Quality and Comprehensive  
Mental Health and  
Substance Abuse Services*

# Goal Report for Fiscal Year 2011

## CEO / President

### Increase Service Delivery by 15%

Service Hours provided increased 7.48%  
Revenue increased 17.15%

### Case Management

**90% of case management clients will be seen at a minimum monthly.**

Sampling shows 78% of case management clients were seen monthly. Corrective measures were implemented.

### Outpatient Treatment

**ISP completion will average 90% for completion in first 30 days or 5 visits whichever is longer.**

Completion averaged 85%. Corrective measures were implemented.

### Crisis Intervention

**A tickler system for required training will be developed and utilized to assure all training needs are current.**

Ticker system was developed and maintained by Human Resources.  
All trainings are current.

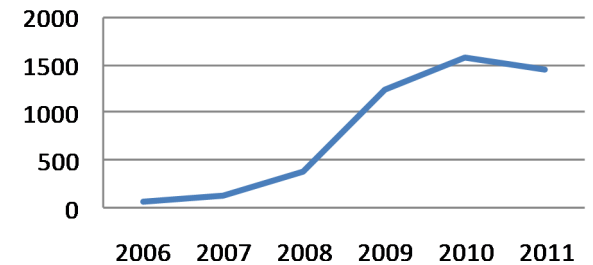
In August of 2010 our agency received it's third CARF survey. Our programs received the highest accreditation possible by CARF, a three year accreditation. Of over 1500 standards that our agency was asked to meet we received only two recommendations. The surveyors seemed particularly impressed at what lengths the agency went to ensure the timely and smooth transfer of clients from Washington County Community Mental Health and our dedication to the clients we serve. Quoting their survey report, "The administrative and professional staff members are a group of highly skilled, dedicated, and caring individuals who are extremely committed to the goals of the organization and to the highest level of service delivery. During a recent merger with another organization the administrative staff members made a very person centered transition with the other organization by renting space next to the other organization and introducing L & P Services staff members on a gradual basis."

"Staff members take pride in their strong, well-organized programs and in the progress of the persons served."

On the down side came another year of decreased funding and increased need for services. The agency has continued to provide services with state and local budget cuts from almost every revenue source. Our inability to serve those clients with a sliding fee schedule for treatment services for mental health is of particular concern. We continue to try to provide core treatment services to those with the highest need in an atmosphere of ever dwindling financial resources. Again we owe much of our ability to serve to those referral and funding agencies in our community such as Marietta Municipal Court, Washington County Juvenile Court, Washington County Common Pleas, Washington County Children Services, Marietta Memorial Hospital, Camden Clark Hospital, Washington County Home, and the Washington County Mental Health and Addiction Recovery Board. Thank you all for your cooperation and partnership.

Brent Phipps  
CEO / President

**L & P Services Open Caseload  
by Fiscal Year**



**L & P Services Expenses  
by Fiscal year**

