

ARCH First and Second Quarters Performance Improvement Summary FY 2011 (July –December 2010)

ARCH REFERRALS: We had a total of 96 referrals the 1st quarter of FY11 – 24 residential and 72 outpatient referrals. Second quarter we had 15 residential and 62 outpatient referrals.

ARCH ADMISSIONS: There were a total of 36 residential intakes during this time frame and a total of 115 New Outpatient Appointments.

ARCH 1st Quarter Residential No Show Rate:

3 (no shows) / 21 (scheduled intakes) = 14%

ARCH 1st Quarter Outpatient No Show Rate:

35 (no shows) / 72 (scheduled intakes) = 49%

ARCH 2nd Quarter Residential No Show Rate:

0 (no shows) / 15 (scheduled intakes) = 0%

ARCH 2nd Quarter Outpatient No Show Rate:

11 (no shows) / 43 (scheduled intakes) = 26%

WAITING LIST: Average wait times

| | First Quarter | Second Quarter |
|------------------|----------------------|-----------------------|
| ARCH Residential | 3 | 2 |
| ARCH Outpatient | 3 | 4 |

ARCH Discharge Data:

| | First Quarter | Second Quarter |
|-------------------|----------------------|-----------------------|
| Total Discharges | 15 | 21 |
| Completed Program | 10 | 13 |
| Referred early | 0 | 0 |
| ASA's | 4 | 6 |
| Administrative | 1 | 2 |
| Other | 0 | 0 |
| Completion Rate | 67% | 62% |

ARCH Consumer Satisfaction Surveys

First Quarter – *100% said they would recommend ARCH to others!!!*

Second Quarter – *95% said they would recommend ARCH to others!!!*