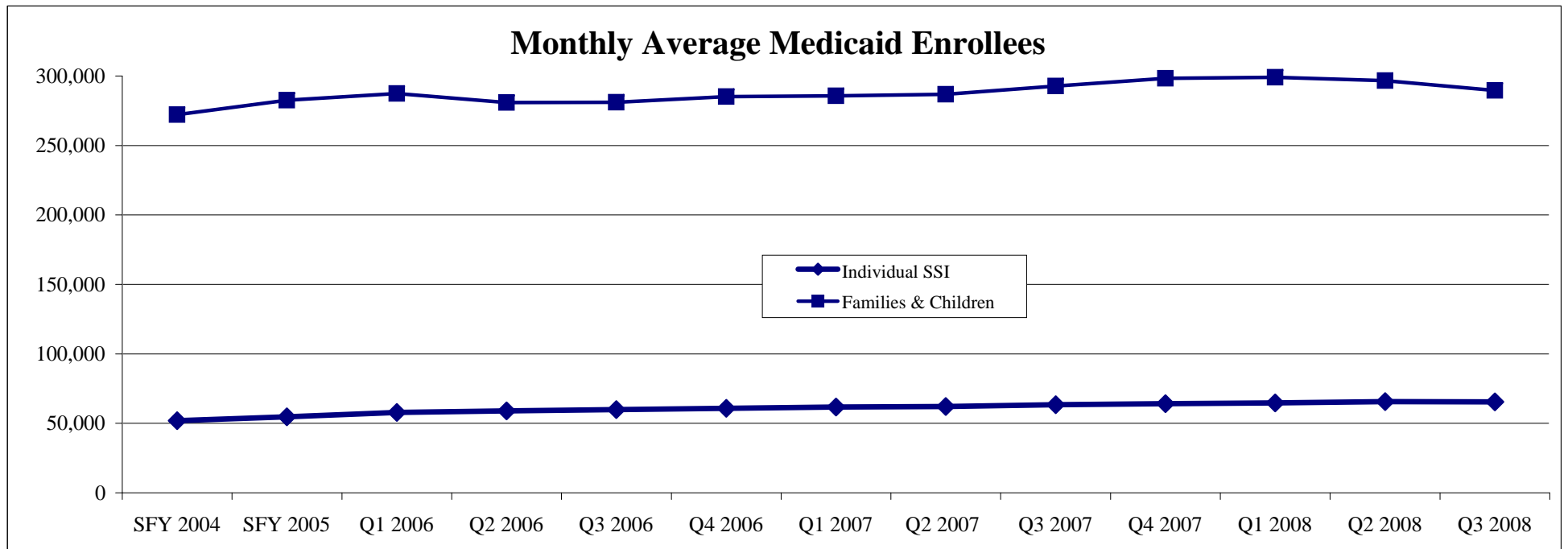


## NorthSTAR Medicaid Enrollment

### Average Medicaid

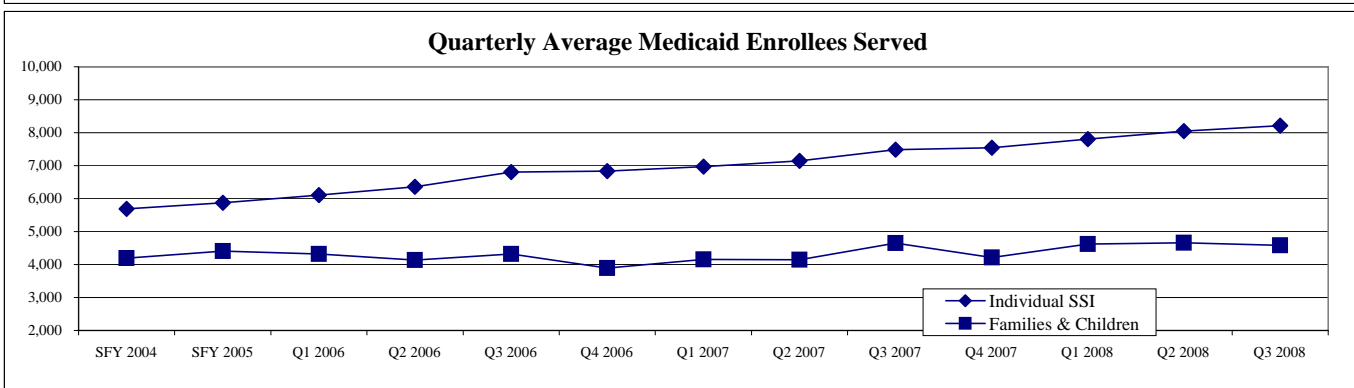
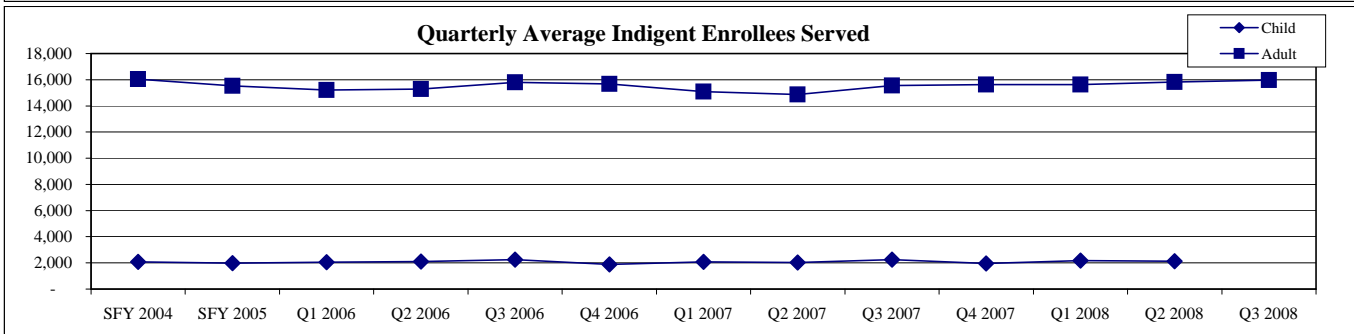
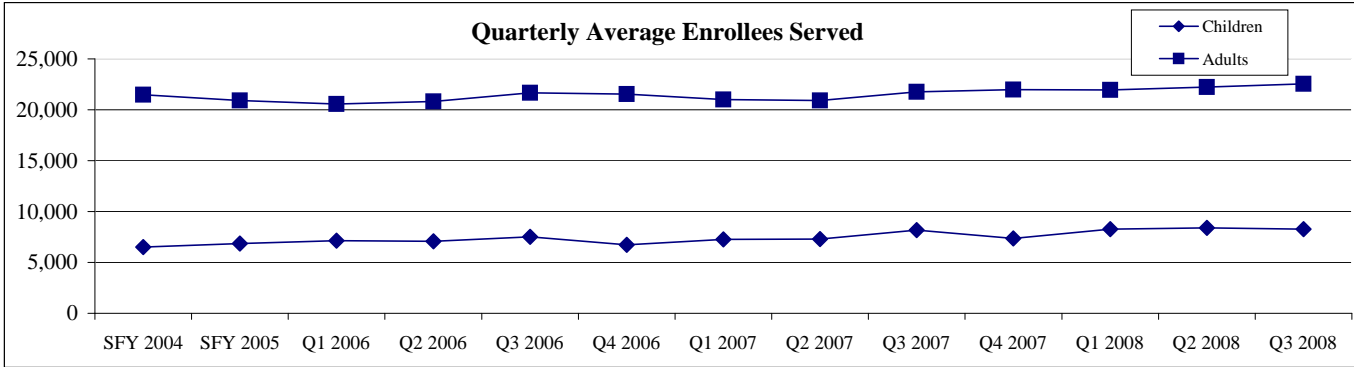
Enrollees	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
SSI Child	9,512	10,811	12,035	12,419	12,835	13,147	13,532	13,733	14,505	14,816	15,036	15,485	15,493
SSI Adult	26,480	27,855	29,395	29,917	30,336	30,746	31,179	31,417	31,834	32,313	32,591	33,060	32,937
SSI Aged	15,879	16,079	16,499	16,622	16,720	16,921	17,076	17,017	17,016	17,036	17,019	17,059	16,986
TANF Child	251,012	263,505	269,148	263,190	263,715	267,759	268,701	270,201	276,048	281,751	283,192	281,546	275,680
TANF Adult	21,238	19,145	18,219	17,659	17,424	17,441	17,069	16,720	16,647	16,506	15,929	15,112	13,937

**NorthSTAR began July 1, 1999 with coverage for all Non-Medicaid eligible Behavioral Health Indigent persons. Some Medicaid eligible individuals participated voluntarily. December 1, 1999, most Medicaid eligible individuals were required to participate in NorthSTAR.**

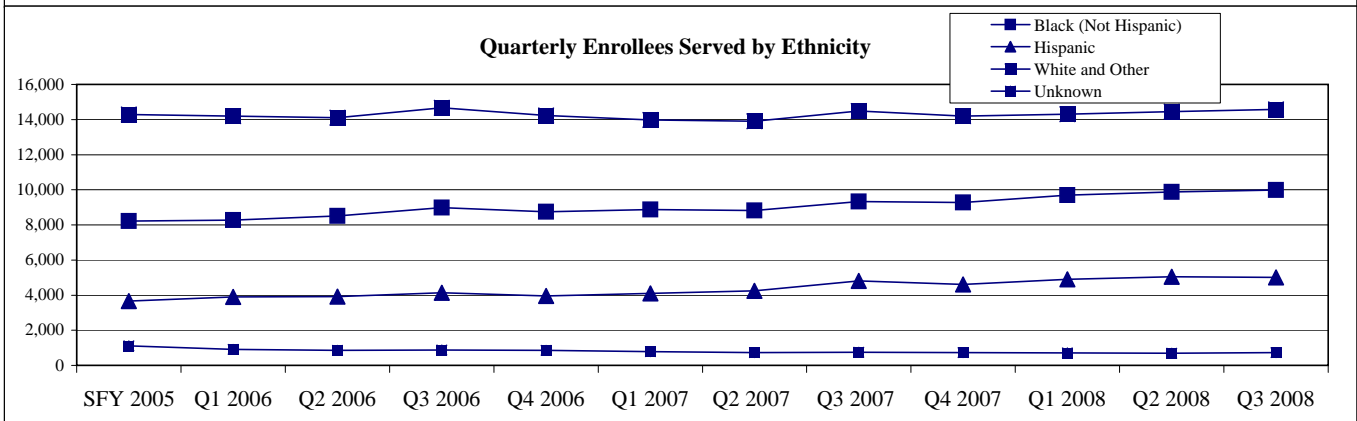
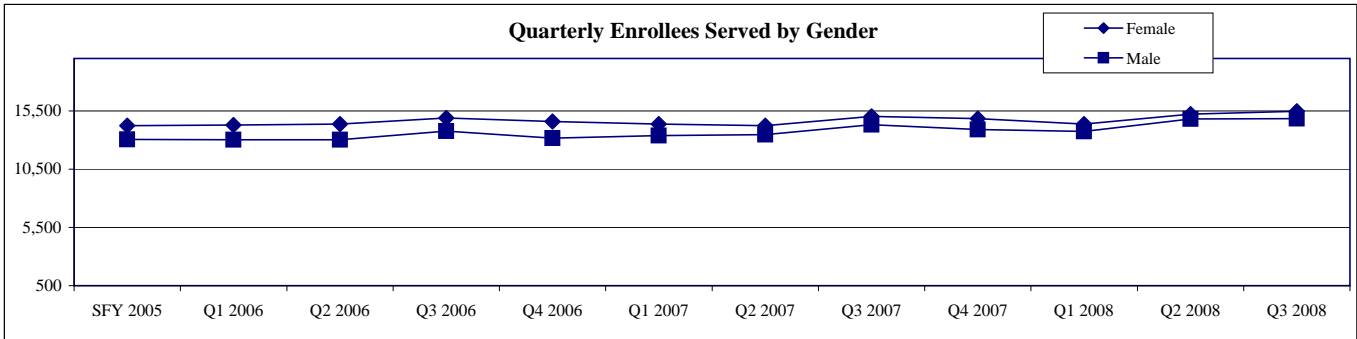
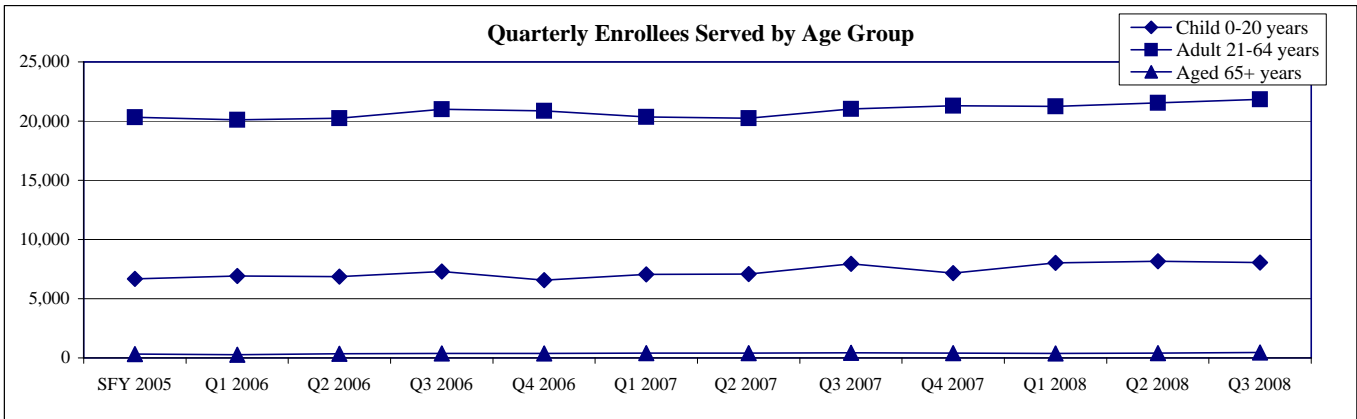


### NorthSTAR Enrollees Served

Paid Services	SFY	SFY											
	2004	2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
SSI Child	960	1,128	1,294	1,341	1,487	1,435	1,544	1,594	1,813	1,697	1,931	2,030	2,077
SSI Adult	4,590	4,658	4,727	4,911	5,198	5,270	5,302	5,422	5,540	5,716	5,763	5,896	5,986
SSI Aged	135	85	83	110	123	128	127	134	137	131	114	127	153
TANF Child	3,484	3,753	3,777	3,622	3,785	3,414	3,661	3,679	4,123	3,700	4,157	4,255	4,153
TANF Adult	714	653	545	515	538	484	490	471	523	516	460	402	429
Indigent Child	2,068	1,984	2,055	2,103	2,253	1,893	2,068	2,032	2,242	1,954	2,171	2,121	2,042
Indigent Adult	16,037	15,520	15,223	15,291	15,792	15,672	15,098	14,875	15,560	15,621	15,618	15,818	15,971
Grand Total	27,454	27,269	27,289	27,409	28,660	27,776	27,749	27,702	29,365	28,812	29,616	30,057	30,307



## NorthSTAR Enrollees Served



\*Based on at least one paid encounter

## NorthSTAR Enrollees Served by County

Collin	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008
SSI Child	71	89	91	98	104	105	124	137	139	110	112	124
SSI Adult	277	281	289	309	326	317	297	313	317	337	337	336
SSI Aged	10	6	7	8	11	13	8	8	11	13	10	7
TANF Child	302	346	336	303	317	300	315	299	336	301	284	298
TANF Adult	77	81	65	56	55	41	49	41	53	63	59	46
Indigent Child	191	184	219	215	215	206	221	191	189	192	188	182
Indigent Adult	1,511	1,407	1,455	1,367	1,411	1,427	1,354	1,312	1,403	1,349	1,263	1,336
<b>Collin Total</b>	<b>2,403</b>	<b>2,362</b>	<b>2,432</b>	<b>2,321</b>	<b>2,412</b>	<b>2,392</b>	<b>2,323</b>	<b>2,260</b>	<b>2,418</b>	<b>2,327</b>	<b>2,214</b>	<b>2,301</b>

Dallas	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008
SSI Child	735	844	938	991	1,104	1,061	1,145	1,170	1,348	1,280	1,499	1,567
SSI Adult	3,730	3,715	3,709	3,855	4,071	4,111	4,164	4,226	4,281	4,442	4,519	4,657
SSI Aged	103	62	59	77	86	94	98	99	100	94	83	101
TANF Child	2,487	2,665	2,590	2,482	2,590	2,306	2,567	2,624	2,968	2,661	3,042	3,175
TANF Adult	529	460	378	373	386	346	337	329	371	356	306	285
Indigent Child	1,550	1,444	1,430	1,503	1,647	1,360	1,532	1,540	1,702	1,467	1,633	1,592
Indigent Adult	12,551	11,921	11,325	11,425	11,897	11,813	11,373	11,113	11,592	11,679	11,829	11,984
<b>Dallas Total</b>	<b>21,284</b>	<b>20,722</b>	<b>20,158</b>	<b>20,419</b>	<b>21,415</b>	<b>20,690</b>	<b>20,830</b>	<b>20,738</b>	<b>21,929</b>	<b>21,594</b>	<b>22,468</b>	<b>22,900</b>

Ellis	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008
SSI Child	43	53	71	67	73	68	77	88	86	82	83	91
SSI Adult	124	134	145	157	178	180	187	203	212	214	212	208
SSI Aged	4	2	2	3	1	2	2	2	3	2	2	2
TANF Child	215	223	233	223	231	224	206	212	213	196	208	221
TANF Adult	39	35	33	34	35	33	39	34	25	22	21	20
Indigent Child	115	120	115	103	119	109	94	96	107	91	109	105
Indigent Adult	574	605	665	679	714	722	699	739	765	761	747	785
<b>Ellis Total</b>	<b>1,087</b>	<b>1,145</b>	<b>1,237</b>	<b>1,249</b>	<b>1,333</b>	<b>1,317</b>	<b>1,282</b>	<b>1,345</b>	<b>1,390</b>	<b>1,348</b>	<b>1,360</b>	<b>1,411</b>

Hunt	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008
SSI Child	61	68	85	81	90	83	91	83	100	94	102	104
SSI Adult	224	243	240	258	267	282	291	283	290	289	282	282
SSI Aged	12	9	5	11	10	8	9	10	10	9	10	6
TANF Child	239	248	272	274	279	254	232	224	260	239	274	238
TANF Adult	23	25	22	15	20	15	14	10	21	25	30	22
Indigent Child	74	89	110	117	119	81	77	74	85	71	103	102
Indigent Adult	547	525	527	579	564	581	548	565	608	657	606	-
<b>Hunt Total</b>	<b>1,154</b>	<b>1,181</b>	<b>1,243</b>	<b>1,310</b>	<b>1,320</b>	<b>1,277</b>	<b>1,236</b>	<b>1,228</b>	<b>1,347</b>	<b>1,380</b>	<b>1,410</b>	<b>1,331</b>

Kaufman	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008
SSI Child	19	21	29	28	34	38	39	43	47	46	52	52
SSI Adult	132	144	162	158	173	171	174	185	208	202	198	194
SSI Aged	5	5	3	5	5	4	5	6	5	4	4	6
TANF Child	140	145	142	162	168	159	162	160	157	135	163	155
TANF Adult	30	30	22	19	28	28	28	28	29	29	23	17
Indigent Child	63	61	67	61	60	51	51	47	64	48	53	59
Indigent Adult	460	486	509	533	498	487	515	526	560	559	544	557
<b>Kaufmann Total</b>	<b>837</b>	<b>879</b>	<b>913</b>	<b>955</b>	<b>955</b>	<b>928</b>	<b>950</b>	<b>981</b>	<b>1,049</b>	<b>1,000</b>	<b>1,032</b>	<b>1,022</b>

## NorthSTAR Enrollees Served by County

Navarro	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008
SSI Child	24	40	62	50	61	58	58	60	73	70	67	76
SSI Adult	87	131	156	143	159	170	173	190	215	214	191	191
SSI Aged	2	3	6	5	7	6	5	9	8	9	5	5
TANF Child	61	86	115	108	122	119	118	101	127	117	137	115
TANF Adult	11	18	21	17	12	11	17	19	20	18	15	9
Indigent Child	24	32	41	41	36	40	37	24	31	31	30	38
Indigent Adult	168	296	328	307	356	323	324	336	365	368	354	341
<b>Navarro</b>	<b>371</b>	<b>596</b>	<b>715</b>	<b>662</b>	<b>743</b>	<b>709</b>	<b>719</b>	<b>731</b>	<b>827</b>	<b>816</b>	<b>791</b>	<b>764</b>

Rockwall	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008
SSI Child	13	16	18	18	22	23	19	19	24	19	22	21
SSI Adult	29	25	30	31	29	28	35	38	36	39	42	40
SSI Aged	1	1	-	-	-	-						
TANF Child	62	56	76	59	69	63	73	76	76	62	64	60
TANF Adult	8	6	5	2	2	7	7	10	4	5	6	4
Indigent Child	21	16	19	17	20	23	18	25	25	14	24	19
Indigent Adult	132	135	131	128	126	129	122	119	127	134	128	138
<b>Rockwall Total</b>	<b>260</b>	<b>251</b>	<b>266</b>	<b>248</b>	<b>261</b>	<b>269</b>	<b>274</b>	<b>284</b>	<b>289</b>	<b>268</b>	<b>282</b>	<b>276</b>

Out of Area	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008
Indigent Child	45	48	46	29	34	27	40	38	43	46	32	23
Indigent Adult	183	201	256	230	199	160	189	176	157	128	96	84
<b>Out of Area Total</b>	<b>227</b>	<b>254</b>	<b>422</b>	<b>321</b>	<b>286</b>	<b>246</b>	<b>229</b>	<b>214</b>	<b>200</b>	<b>174</b>	<b>128</b>	<b>107</b>
<b>Grand Total</b>	<b>27,454</b>	<b>27,269</b>	<b>27,288</b>	<b>27,412</b>	<b>28,641</b>	<b>27,749</b>	<b>27,749</b>	<b>27,702</b>	<b>29,365</b>	<b>28,812</b>	<b>29,616</b>	<b>30,057</b>

Data are based on service date and include all services except State Hospital and pharmacy activity.

# NorthSTAR Enrollees Served by County

Q3 2008

117
343
11
330
48
187
1,303
2,313

Q3 2008

1,614
4,727
117
3,012
291
1,509
12,136
23,026

Q3 2008

93
215
4
256
20
122
764
1,456

Q3 2008

114
291
9
229
20
80
603
1,319

Q3 2008

50
196
7
153
23
59
586
1,060

# NorthSTAR Enrollees Served by County

Q3 2008

70
190
5
124
19
47
369
810

Q3 2008

22
40
69
9
27
151
313

Q3 2008

11
60
0

30,307
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## Selected Quality and Outcome Measures; NorthSTAR Program Measures

### 1. Percent of customers receiving services for Mental Health, Chemical Dependency and Dual Diagnosis

Diagnosis	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Pct Chemical Dependence	7%	6%	6%	6%	6%	5%	5%	6%	6%	6%	6%
Percent Both	19%	21%	21%	22%	21%	23%	24%	24%	22%	24%	24%
Percent Mental Health	74%	74%	73%	72%	73%	72%	71%	69%	72%	76%	76%
Chemical Dependency Cust.	1,820	1,574	1,656	1,628	1,626	1,427	1,590	1,718	1,882	1,771	1,710
Dual Diagnosis Customers	5,301	5,648	6,082	6,107	5,772	6,293	6,930	6,994	6,406	6,816	6,926
Mental Health Customers	20,160	20,184	20,918	20,018	20,313	19,855	20,610	19,846	21,124	21,266	21,408
Total Customers	27,281	27,406	28,656	27,753	27,711	27,575	29,130	28,558	29,412	28,082	28,334

### 2. Percent of enrollees new to NorthSTAR Care

New Enrollees	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent New in NorthSTAR	18%	15%	15%	14%	14%	14%	16%	15%	15%	15%	15%
Not Served Previously	4,800	4,113	4,440	4,021	3,986	3,763	4,710	4,319	4,576	4,405	4,526
Total Customers	27,289	27,410	28,664	27,776	27,748	27,702	29,366	28,813	29,642	30,182	31,168

### 3. Percent of NorthSTAR enrollees who receive COMMUNITY SERVICES within 7 and 30 days after receiving Emergency Room Services (including 23 hours obs. not admitted to a Hospital)

ER Followup	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent within 7 Days	29%	32%	28%	31%	32%	35%	33%	30%	27%	30%	29%
Number within 7 Days	594	534	559	622	593	628	648	665	486	491	521
Percent within 30 Days	46%	47%	45%	47%	48%	49%	49%	46%	42%	46%	47%
Number within 30 Days	963	790	906	939	877	887	968	1,026	764	758	861
Number of Discharges	2,082	1,687	2,011	2,006	1,842	1,819	1,967	2,227	1,818	1,645	1,817

### 4. Percent of inpatient enrollees who received Emergency Room Services within 30 and 90 days

ER Followup Emergency Services after ER or 23 hrs svcs	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent within 30 Days	9%	9%	9%	8%	9%	9%	9%	12%	9%	9%	7%
Number within 30 Days	262	257	266	258	235	262	265	395	246	251	202
Percent within 90 Days	14%	16%	16%	14%	15%	16%	16%	18%	15%	15%	11%
Number within 90 Days	423	426	477	437	425	445	469	597	421	408	295
Number of Discharges	2,995	2,712	3,055	3,055	2,751	2,781	3,015	3,339	2,819	2,701	2,698

## Selected Quality and Outcome Measures; NorthSTAR Mental Health Performance

### 1. Percent of Northstar mental Health enrollees who received Medication Services only

Med Services Only	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent	24%	20%	15%	14%	14%	15%	14%	14%	15%	14%	13%
Med Only	6,056	5,094	4,062	3,631	3,693	3,803	3,724	3,762	4,163	3,981	3,838
MH Customers	25,461	25,831	26,996	26,125	26,086	26,148	27,538	26,838	27,481	28,190	29,122

### 2. Percent of NorthStar mental health enrollees who received Specialty Network Provider Services

SPN Services	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent	82%	83%	83%	83%	83%	82%	81%	82%	82%	80%	80%
SPN Persons Served	20,848	21,329	22,350	21,622	21,626	21,377	22,250	22,001	22,557	22,483	23,274

Analysis of the service history and diagnoses of customers receiving SPN services show that they tend to be high need individuals. This is an informational item. Change prompts examination of other areas of performance (diagnosis, # services, service

Analysis of the service history and diagnoses of customers receiving SPN services show

### 3. Percent of enrollees that received Community Services within 7 and 30 days of State Hospital discharge

Med Services Only	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent within 7 Days	36%	42%	38%	48%	43%	43%	38%	40%	48%	40%	42%
Number within 7 Days	130	168	153	197	149	185	174	193	217	177	199
Percent within 30 Days	59%	64%	63%	67%	66%	66%	61%	59%	69%	61%	61%
Number within 30 Days	211	255	251	275	229	284	280	282	309	270	287
Number of Discharges	360	396	398	413	348	430	456	480	451	440	474

### 4. Percent of enrollees that received Community Services within 7 and 30 days of Community Hospital discharge

Med Services Only	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent within 7 Days	36%	42%	36%	38%	40%	41%	39%	33%	36%	36%	37%
Number within 7 Days	317	342	307	338	313	359	435	323	380	386	350
Percent within 30 Days	57%	61%	57%	57%	61%	62%	57%	54%	55%	58%	57%
Number within 30 Days	502	495	493	513	472	543	633	519	577	623	540
Number of Discharges	876	813	864	895	780	879	1,112	970	1,055	1,071	946

### 5. Percent of inpatient enrollees who received Emergency or Crisis Services within 7 and 30 days of State Hospital Discharge

Emergency after SH	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent within 7 Days	1%	2%	1%	1%	1%		2%	2%	1%	2%	3%
Number within 7 Days	3	7	5	6	5	8	8	11	3	7	12
Percent within 30 Days	3%	4%	4%	3%	6%		5%	6%	3%	4%	4%
Number within 30 Days	12	17	16	14	21	18	22	30	13	19	20
Number of Discharges	360	396	398	413	348	430	456	480	451	440	474

## Selected Quality and Outcome Measures; NorthSTAR Mental Health Performance

### 6. Percent of inpatient enrollees who received Emergency or Crisis Services within 7 and 30 days of Community Hospital discharge

Emergency after CH	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent within 7 Days	1%	2%	2%	2%	2%		1%	2%	1%	1%	1%
Number within 7 Days	8	16	15	15	14	13	12	15	15	6	6
Percent within 30 Days	3%	5%	4%	4%	4%		3%	4%	3%	2%	3%
Number within 30 Days	26	38	34	34	29	32	38	37	27	26	26
Number of Discharges	876	813	864	895	780	879	1,112	970	1,055	1,071	946

### 7. Percent NorthStar enrollees readmitted after discharged from a Psychiatric Hospital

Recidivism	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent within 30 Days	13%	15%	16%	13%	16%	12%	14%	11%	15%	17%	22%
Number w/in 30 Days	211	252	267	214	254	194	239	212	258	319	296
Percent Within 1 Year	38%	41%	40%	40%	42%	38%	44%	35%	Insufficient Time Elapsed to Calculate Recidivism for a Year		
One Year Recidivism	620	663	680	663	646	634	740	685			
Number Discharged	1,612	1,631	1,701	1,677	1,542	1,675	1,675	1,944	1,776	1,840	1,367

### 8. Percent of inpatient enrollees admitted to a Psychiatric Hospital within 30 and 90 days of ER

Admission after ER or 23 hrs obs	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent within 30 Days	33%	38%	34%	36%	36%	37%	42%	41%	35%	43%	38%
Number within 30 Days	963	1,022	1,059	1,095	997	1,016	1,152	1,218	1,117	1,166	1,047
Percent within 90 Days	36%	42%	38%	40%	41%	41%	46%	45%	38%	46%	41%
Number within 90 Days	1,071	1,116	1,172	1,213	1,109	1,128	1,265	1,348	1,214	1,254	1,123
Number of Discharges	2,940	2,683	3,090	3,042	2,736	2,751	2,751	2,991	3,235	2,708	2,728

### 9. Percent enrollees with Schizophrenia receiving New Generation Medication

	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Percent New Gen Meds Receiving New Gen Meds	45%	41%	38%	32%	32%	31%	31%	31%	33%	32%	24%
	2,485	2,480	2,235	1,861	1,840	1,823	1,833	1,874	1,981	2,232	1,787
Cust. w Schizophrenia	5,519	5,983	5,906	5,887	5,839	5,881	5,966	5,995	5,938	7,040	7,424

**Selected Quality and Outcome Measures; NorthSTAR Mental Health Performance**


that they tend to be high need

<b>Commercial</b>
56%
76%

<b>Commercial</b>	Q2 2008
56%	
76%	

Q2 2008

Selected Quality and Outcome Measures; NorthSTAR Mental Health Performance

Q2 2008

Q2 2008

#DIV/0!
-

Q2 2008

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Q2 2008

## Selected Quality and Outcome Measures; NorthSTAR Chemical Dependency Performance Measures

### 1. Percent of enrollees who received CD Residential treatment and returned to CD Residential treatment >30 days and within a year of treatment.

CD Recidivism		SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Recidivism		8%	8%	14%	15%	16%	15%	15%	11%	10%	Insufficient Time Elapsed to Calculate for a Year			
Returned to Res., >30 days		148	140	257	240	255	236	218	183	166				
CD Residential Svcs		1870	1,688	1,870	1,560	1,573	1,598	1,450	1,599	1,736				

### 2. Percent of enrollees who received at least 7 days of CD Residential Services and step down to outpatient services within 15 days.

Continue CD Treatment	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Receive CD Outpatient Svc	65%	68%	41%	41%	34%	26%	26%	49%	30%	35%	15%	15%	13%
Outpatient Services w/ 15 days	38	32	44	29	49	27	34	54	52	53	24	16	16
Persons Received Res 7+ days	58	47	108	71	144	103	132	110	173	151	165	109	124

### 3. Percent of CD enrollees who continue course of treatment for 90 days (no break in service of over 15 days).

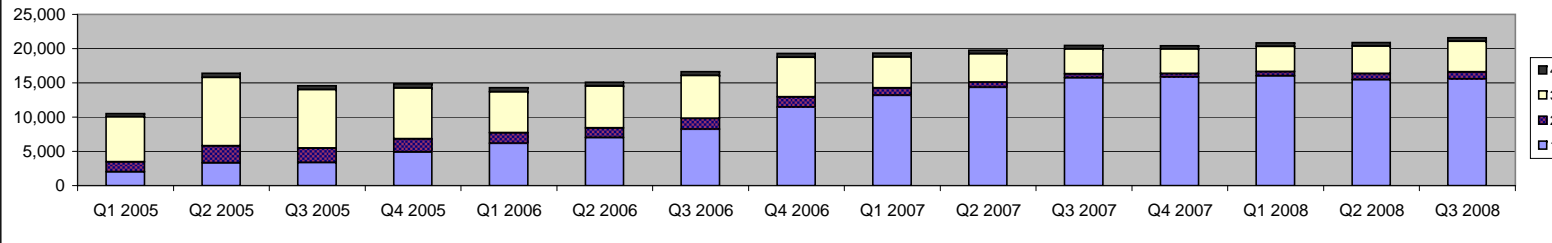
Continue CD Treatment	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Continue CD Treatment	9%	15%	14%	14%	15%	14%	13%	17%	18%	17%	14%	14%	Insufficient Time Elapsed to Calculate for a Year
Persons Continuous Service	134	195	260	221	252	220	211	240	292	285	266	246	
Persons - CD Specific Svcs	1,447	1,316	1,820	1,574	1,656	1,628	1,626	1,427	1,590	1,718	1,882	1,748	

NorthSTAR Enrollees by Level of Care Authorized

Adult Service Package Assignment

	Q1 2005	Q2 2005	Q3 2005	Q4 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
1	2,021	3,337	3,351	4,899	6,172	6,993	8,229	11,451	13,155	14,353	15,768	15,856	16,031	15,460	15,573
2	1,450	2,457	2,137	1,930	1,539	1,401	1,561	1,485	1,080	756	554	503	626	887	999
3	6,586	10,009	8,529	7,430	5,961	6,123	6,277	5,823	4,568	4,127	3,643	3,576	3,693	4,024	4,489
4	464	611	574	616	612	571	557	545	554	538	515	499	504	505	520

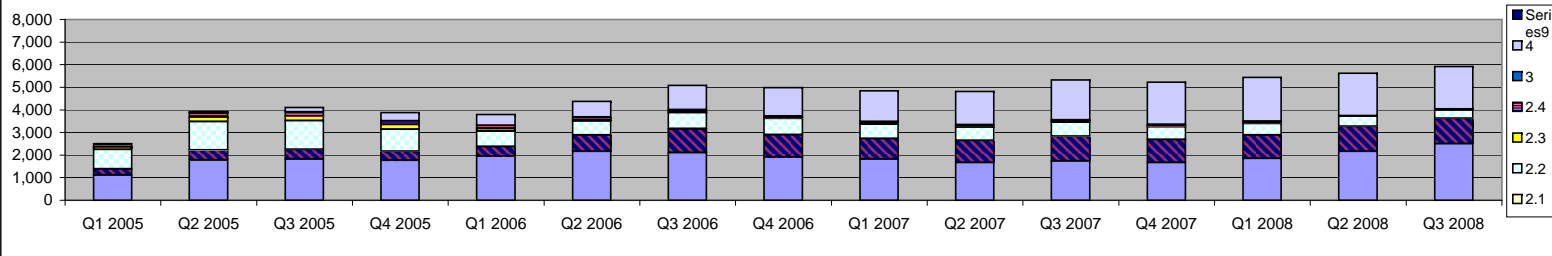
Unduplicated Quarterly Adults Authorized Package Trend



Children Service Package Assignment

	Q1 2005	Q2 2005	Q3 2005	Q4 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
1.1	1,116	1,777	1,820	1,764	1,959	2,162	2,113	1,916	1,822	1,669	1,747	1,676	1,858	2,166	2,513
1.2	270	446	435	397	420	725	1,050	986	912	985	1,086	1,015	1,028	1,110	1,115
2.1	1	1	1	1		2	3	1		1					
2.2	866	1,266	1,267	987	680	628	716	717	641	591	626	572	508	442	359
2.3	118	198	206	203	111	33	22	14	26	28	24	17	23	27	51
2.4	122	179	175	160	143	127	101	88	86	73	78	76	82	78	91
3			1	1		1	1								
4	6	51	207	373	488	704	1,084	1,268	1,362	1,462	1,764	1,869	1,945	1,870	1,880

Unduplicated Quarterly Children Authorized Package Trend



**RDM Outcome Measures FY 2006**

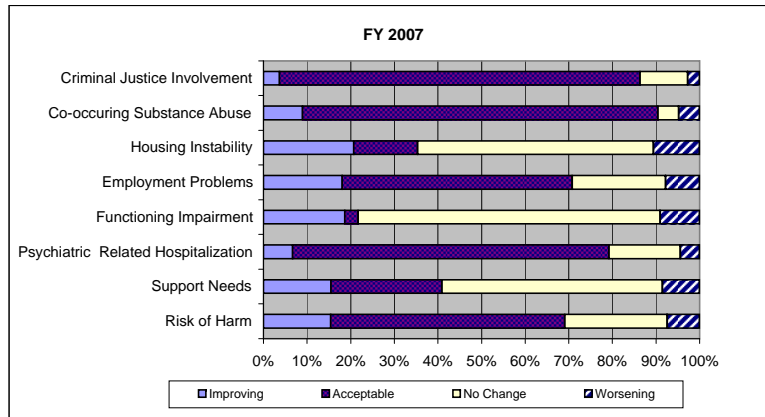
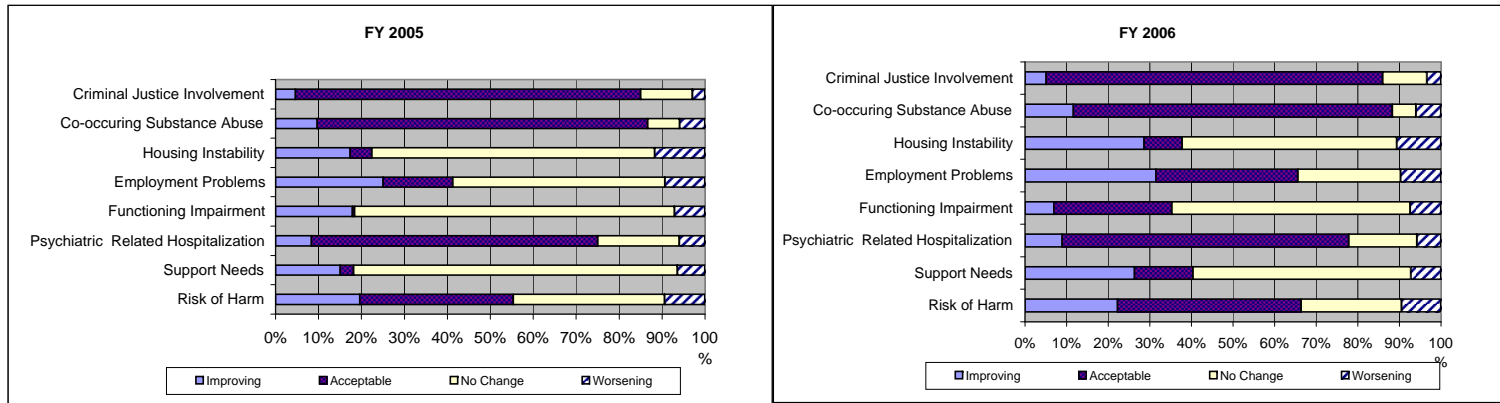
The outcomes for Resiliency Disease Management (RDM) is for fiscal year 2006, looking at an initial assessment during the fiscal year, and a follow-up assessment during that time frame which occurred at least 90 days after the initial assessment. Excluding level of care of crisis service.

improving=scores improved over time showing better functioning, acceptable=scores did not change but show good functioning

no change=scores did not change but show poor functioning, worsening=scores deteriorate over time showing more problems and poor functioning

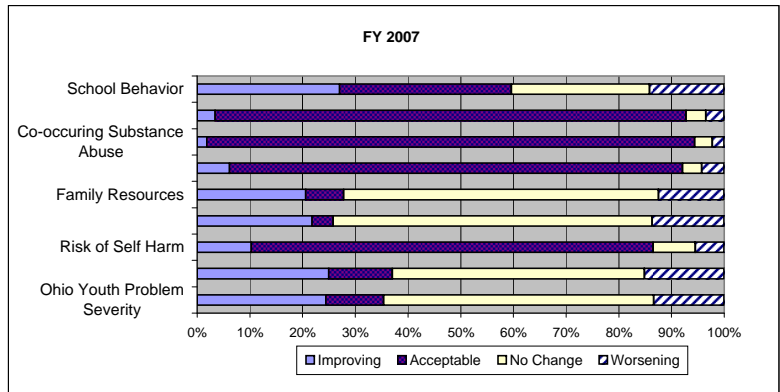
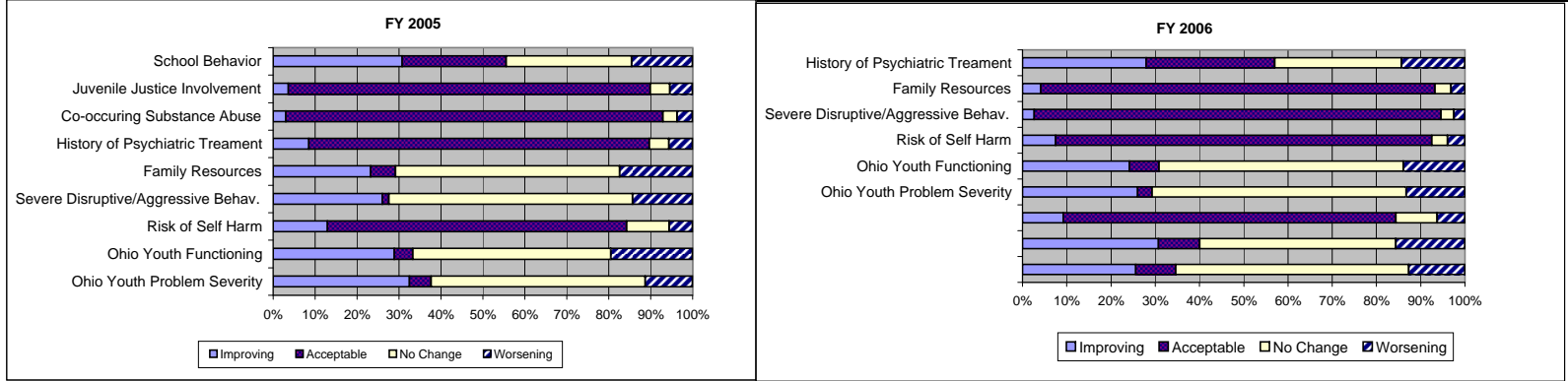
**ADULT OUTCOMES**

	FY05 N=16,610				FY06 N=13,242				FY07 N=12,076			
	Improving	Acceptable	No Change	Worsening	Improving	Acceptable	No Change	Worsening	Improving	Acceptable	No Change	Worsening
Risk of Harm	2,078	3,794	3,737	997	3,150	6,263	3,421	1,344	2,129	7,440	3,254	1,024
Support Needs	1,594	337	7,995	680	3,725	2,006	7,427	1,020	2,142	3,524	7,001	1,180
Psychiatric Related Hospitalization	884	7,076	2,012	634	1,265	9,773	2,318	822	926	10,043	2,265	613
Functioning Impairment	1,894	61	7,900	751	1,033	4,255	8,592	1,107	2,576	428	9,589	1,254
Employment Problems	2,659	1,718	5,241	988	4,458	4,845	3,503	1,372	2,499	7,304	2,963	1,081
Housing Instability	1,838	540	6,984	1,244	4,052	1,299	7,317	1,510	2,867	2,033	7,480	1,467
Co-occurring Substance Abuse	1,027	8,165	786	628	1,642	10,879	810	847	1,241	11,282	667	657
Criminal Justice Involvement	490	8,531	1,276	309	715	11,477	1,507	479	509	11,446	1,512	380



CHILDREN OUTCOMES

	FY05 N=3,408				FY06 N=5,578				FY07 N=4,328			
	Improving	Acceptable	No Change	Worsening	Improving	Acceptable	No Change	Worsening	Improving	Acceptable	No Change	Worsening
Ohio Youth Problem Severity	759	122	1,195	263	597	211	1,229	296	731	329	1,535	400
Ohio Youth Functioning	676	103	1,105	455	717	217	1,035	364	748	361	1,434	452
Risk of Self Harm	303	1,669	237	130	215	1,754	217	147	307	2,284	240	164
Severe Disruptive/Aggressive Beh	608	38	1,358	335	607	77	1,339	310	652	121	1,813	409
Family Resources	543	139	1,250	407	563	157	1,289	324	616	217	1,790	372
History of Psychiatric Treatment	198	1,900	109	132	175	1,984	83	91	183	2,575	110	127
Co-occurring Substance Abuse	70	2,103	79	87	62	2,145	67	59	55	2,772	101	67
Juvenile Justice Involvement	84	2,019	109	127	96	2,081	85	73	101	2,677	113	104
School Behavior	719	580	701	339	652	680	668	335	809	977	785	424



## NorthSTAR Enrollees Served by Type of Service Received

<b>Paid Services</b>	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
SSI Child	960	1,128	1,294	1,341	1,487	1,435	1,544	1,594	1,813	1,697	1,931	2,030	2,077
SSI Adult	4,590	4,658	4,727	4,911	5,198	5,270	5,302	5,422	5,540	5,716	5,763	5,896	5,986
SSI Aged	135	85	83	110	123	128	127	134	137	131	114	127	153
TANF Child	3,484	3,753	3,777	3,622	3,785	3,414	3,661	3,679	4,123	3,700	4,157	4,255	4,153
TANF Adult	714	653	545	515	538	484	490	471	523	516	460	402	429
Indigent Child	2,068	1,984	2,055	2,103	2,253	1,893	2,068	2,032	2,242	1,954	2,171	2,121	2,042
Indigent Adult	16,037	15,520	15,223	15,291	15,792	15,672	15,098	14,875	15,560	15,621	15,618	15,818	15,971
<b>Grand Total</b>	<b>27,454</b>	<b>27,269</b>	<b>27,289</b>	<b>27,409</b>	<b>28,660</b>	<b>27,776</b>	<b>27,749</b>	<b>27,702</b>	<b>29,365</b>	<b>28,812</b>	<b>29,616</b>	<b>30,057</b>	<b>30,307</b>

<b>RDM Services*</b>	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
SSI Child	550	611	638	731	920	890	1,001	972	1,060	947	977	1,137	1,297
SSI Adult	2,985	3,156	2,931	3,438	3,849	3,993	4,138	4,247	4,381	4,420	4,436	4,629	4,809
SSI Aged	74	74	67	98	111	117	123	128	124	123	106	117	139
TANF Child	2,559	2,573	2,428	2,411	2,569	2,341	2,454	2,260	2,655	2,357	2,619	2,832	2,870
TANF Adult	363	364	272	268	316	292	314	294	331	295	270	244	271
Indigent Child	1,239	1,161	1,096	1,224	1,279	1,107	1,185	1,101	1,183	1,002	1,117	1,207	1,174
Indigent Adult	7,964	8,663	7,869	8,932	9,814	10,073	10,095	9,902	10,191	10,147	10,120	10,490	10,861
<b>Grand Total</b>	<b>15,406</b>	<b>16,291</b>	<b>15,092</b>	<b>16,817</b>	<b>18,575</b>	<b>18,504</b>	<b>18,948</b>	<b>18,587</b>	<b>19,578</b>	<b>18,989</b>	<b>19,282</b>	<b>20,292</b>	<b>21,083</b>

\* Rehab, MH Outpatient, Case Management and ACT services

<b>Community Inpatient</b>	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
SSI Child	54	47	62	64	56	64	70	64	88	68	84	89	103
SSI Adult	180	173	181	192	218	239	206	211	240	270	235	232	229
SSI Aged	1	2		2	2		1		1		2		
TANF Child	123	110	163	96	126	97	125	127	151	96	139	153	139
TANF Adult	23	15	17	16	18	15	10	12	12	17	13	11	9
Indigent Child	108	118	144	152	151	119	143	169	203	157	186	172	175
Indigent Adult	443	551	591	645	669	712	585	622	752	776	723	749	582
<b>Grand Total</b>	<b>927</b>	<b>1,012</b>	<b>1,160</b>	<b>1,164</b>	<b>1,234</b>	<b>1,237</b>	<b>1,135</b>	<b>1,204</b>	<b>1,443</b>	<b>1,379</b>	<b>1,380</b>	<b>1,397</b>	<b>1,232</b>

### **ER / Observation**

<b>Room Services</b>	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
SSI Child	35	50	51	49	52	36	50	46	50	37	38	52	40
SSI Adult	279	327	364	341	442	454	417	437	485	525	436	426	450
SSI Aged	2	3		1	2	1	1	1	1	2	3	1	
TANF Child	81	120	78	54	61	45	55	40	43	33	46	45	32
TANF Adult	47	41	46	37	47	39	32	32	28	46	23	27	23
Indigent Child	182	231	209	193	253	202	196	188	201	188	175	188	164
Indigent Adult	1,519	1,762	1,907	1,749	1,888	1,954	1,716	1,736	1,896	2,062	1,795	1,685	1,644
<b>Grand Total</b>	<b>2,143</b>	<b>2,527</b>	<b>2,691</b>	<b>2,419</b>	<b>2,736</b>	<b>2,722</b>	<b>2,463</b>	<b>2,471</b>	<b>2,698</b>	<b>2,879</b>	<b>2,511</b>	<b>2,414</b>	<b>2,348</b>

## NorthSTAR Enrollees Served by Type of Service Received

<b>Medication Services</b>	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
SSI Child	644	845	975	978	1,113	1,064	1,162	1,199	1,357	1,273	1,524	1,554	1,745
SSI Adult	2,813	3,143	3,120	3,117	3,307	3,303	3,374	3,391	3,571	3,674	3,779	3,927	4,075
SSI Aged	16	16	9	9	8	8	8	5	14	6	6	12	30
TANF Child	1,456	1,777	1,842	1,863	1,971	1,825	1,963	2,024	2,144	1,944	2,264	2,304	2,500
TANF Adult	384	385	294	271	270	243	232	237	256	256	229	213	236
Indigent Child	789	807	835	904	1,003	869	906	924	915	797	969	872	935
Indigent Adult	8,968	9,248	8,396	8,457	8,472	8,204	8,209	7,931	8,274	8,286	8,483	8,573	8,741
Grand Total	14,869	16,008	15,279	15,385	15,917	15,302	15,666	15,491	16,283	16,031	16,976	17,192	17,988
													1

<b>CD Residential &amp; Inpatient</b>	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
SSI Child	1	2	1	2	4	2	4	3	3	5	7	2	4
SSI Adult	53	50	53	49	46	64	47	53	57	59	56	46	45
SSI Aged	-	-	2	1									
TANF Child	7	14	22	17	18	19	35	31	52	25	33	34	27
TANF Adult	36	30	31	26	26	21	21	23	27	32	21	17	27
Indigent Child	42	45	55	62	71	55	49	84	95	65	57	63	66
Indigent Adult	841	807	891	783	836	829	739	747	840	719	630	644	628
Grand Total	976	943	1,055	938	996	984	887	937	1,065	899	799	803	787

<b>CD Non-Residential &amp; Outpatient</b>	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
SSI Child	6	6	9	8	9	9	12	7	7	10	12	9	9
SSI Adult	135	152	172	171	172	175	191	175	177	205	205	210	192
SSI Aged	3	4	7	9	7	5	3	5	3	2	3	2	4
TANF Child	49	65	72	56	73	70	72	90	109	109	81	88	74
TANF Adult	108	91	82	85	92	101	103	87	89	99	90	74	67
Indigent Child	172	181	200	192	203	212	199	192	281	254	232	240	243
Indigent Adult	2,010	1,889	1,868	1,855	1,992	1,944	1,825	1,813	1,970	1,988	1,984	1,993	1,961
Grand Total	2,447	2,358	2,377	2,348	2,512	2,481	2,365	2,334	2,598	2,616	2,568	2,577	2,523

<b>Other Community Services</b>	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
SSI Child	526	144	155	150	178	155	204	205	247	214	325	203	220
SSI Adult	3,045	304	237	289	355	386	365	386	459	519	695	506	598
SSI Aged	114	2			3	2	3	5	7	4	3	2	5
TANF Child	2,156	926	911	847	845	776	908	925	1,112	946	1,163	739	864
TANF Adult	452	153	114	125	156	134	140	117	163	123	122	98	108
Indigent Child	1,231	416	386	404	412	320	404	374	595	444	589	508	500
Indigent Adult	10,372	2,284	1,901	2,163	2,653	2,640	2,556	2,224	2,932	2,790	3,280	3,052	3,686
Grand Total	17,658	4,217	3,741	3,963	4,589	4,400	4,570	4,226	5,499	5,031	6,160	5,096	5,960

Data are based on service date and include all NorthSTAR services except MH State Hospital and pharmacy prescription activity.

## Psychotropic Medications

### State Funded Medications

#### Quarterly Average, All Meds -

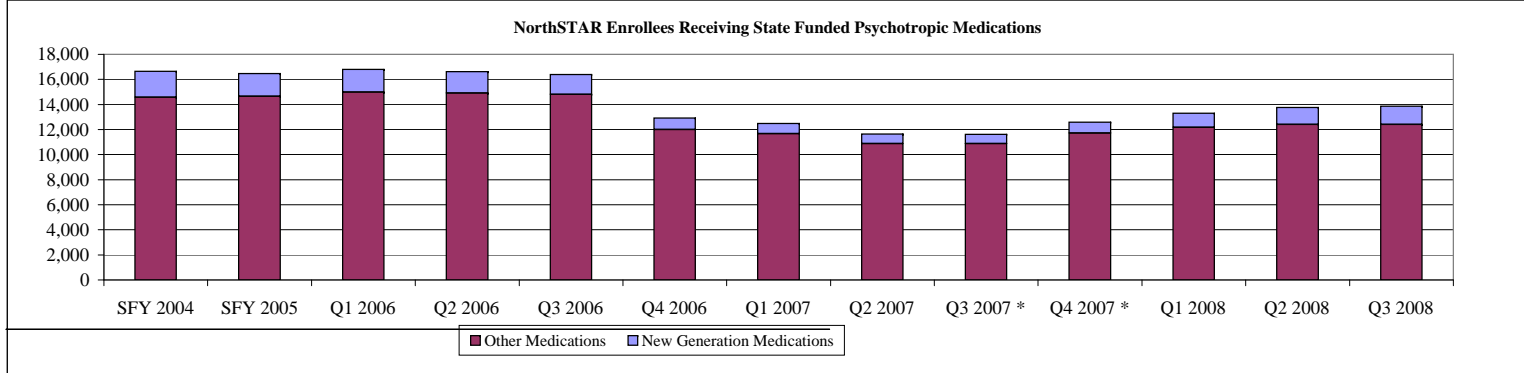
##### General Revenue

	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007 *	Q4 2007 *	Q1 2008	Q2 2008	Q3 2008
Enrollees Served	14,591	14,656	14,988	14,903	14,799	12,012	11,660	10,885	10,881	11,720	12,172	12,405	12,398
Prescriptions Filled	90,620	92,655	92,660	91,838	87,558	68,508	65,736	59,038	56,371	66,779	69,528	70,423	71,893

#### Quarterly Average New Gen

##### Meds - General Revenue

	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Enrollees Served	2,051	1,825	1,817	1,708	1,587	903	818	765	742	863	1,124	1,344	1,461
Prescriptions Filled	6,129	5,466	5,256	4,998	4,078	2,298	2,145	1,850	1,756	2,061	2,743	3,049	3,408



\*Note: Atypical waiting list eliminated

### Medicaid Funded Medications

#### Quarterly Average, All Meds -

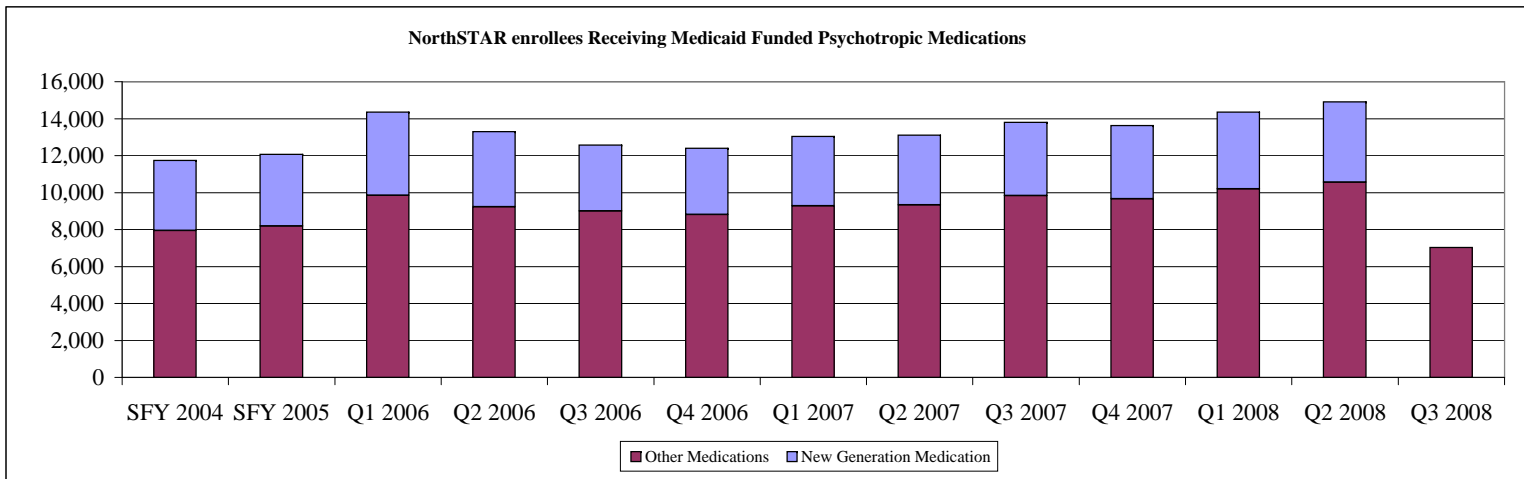
##### Medicaid

	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Enrollees Served	7,940	8,185	9,852	9,232	9,011	8,812	9,280	9,339	9,839	9,663	10,192	10,567	7,024
Prescriptions Filled	22,147	21,865	31,566	31,191	32,246	32,849	33,152	33,518	36,258	36,012	36,705	38,475	13,788

#### Quarterly Average New Gen

##### Meds - Medicaid

	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Enrollees served	3,796	3,887	4,511	4,070	3,569	3,594	3,762	3,770	3,958	3,972	4,160	4,345	Data not available
Prescriptions Filled	7,423	7,645	9,058	8,200	7,907	8,012	8,185	8,167	8,873	8,853	9,173	9,605	3,378

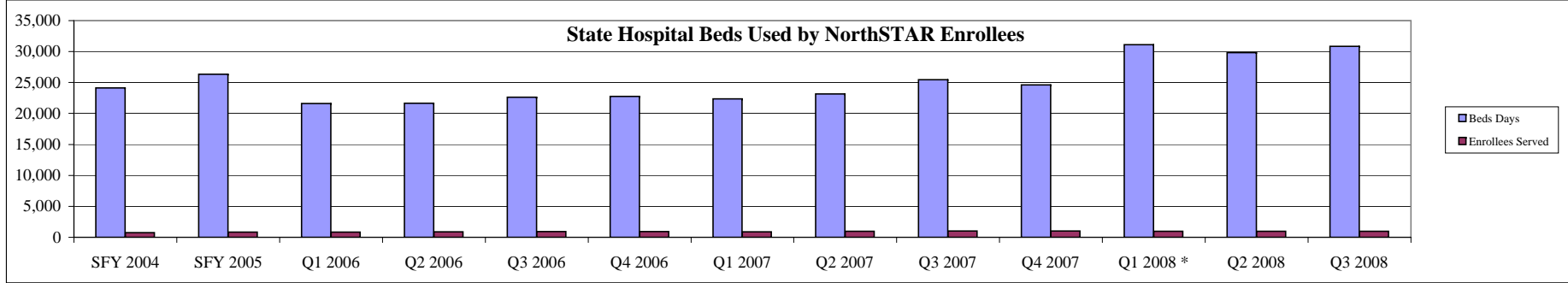


# NorthSTAR Hospital Utilization

## Average quarterly

### State Hospital

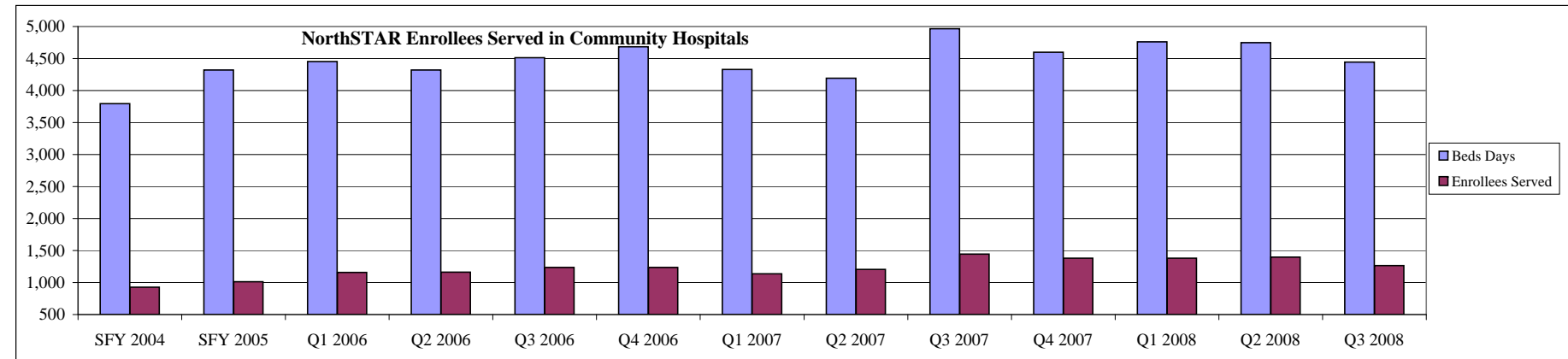
	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008 *	Q2 2008	Q3 2008
Beds Days	24,151	26,353	21,613	21,635	22,640	22,738	22,375	23,164	25,466	24,623	31,095	29,845	30,857
Enrollees Served	769	845	858	884	908	921	903	990	1,034	1,004	961	992	980
Average Bed Days	31	31	25	24	25	25	25	23	25	25	32	30	31



\* Note: Sept 1 2008 NorthStar as well as LMHA include Forensics

### Community Hospital

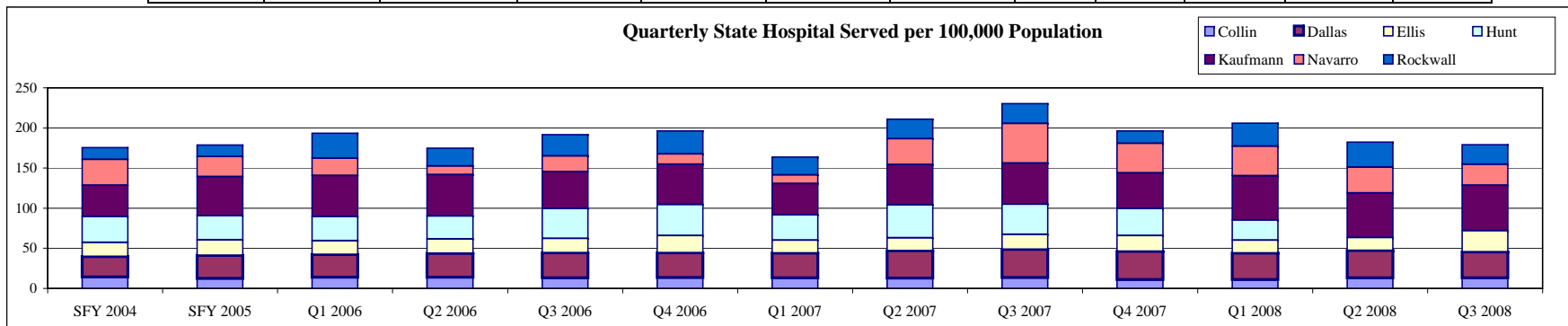
	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Beds Days	3,796	4,321	4,454	4,319	4,514	4,682	4,327	4,191	4,967	4,598	4,761	4,747	4,446
Enrollees Served	927	1,012	1,160	1,164	1,234	1,237	1,135	1,204	1,443	1,380	1,382	1,397	1,264
Average Bed Days	4	4	4	4	4	4	4	4	3	3	3	3	4



## NorthSTAR Hospital Utilization

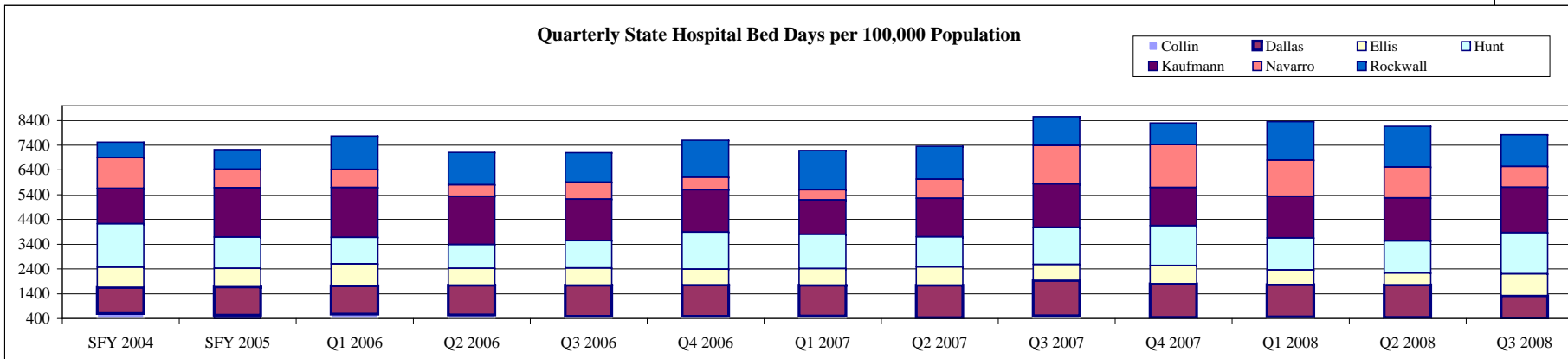
### Quarterly State Hospital NorthSTAR enrollees served Per 100,000 Population, by County

Enrollees Served	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Collin	14	12	14	14	13	13	13	12	13	11	11	13	13
Dallas	26	29	29	30	31	31	31	35	35	35	33	34	33
Ellis	18	19	17	18	18	21	16	16	19	20	16	16	26
Hunt	42	32	30	30	29	37	39	31	41	37	34	25	50
Kaufmann	39	49	51	51	46	50	39	50	51	45	55	55	57
Navarro	32	25	22	11	19	13	11	32	50	37	37	32	26
Rockwall	15	15	31	22	27	29	22	24	24	16	29	31	24



### Quarterly State Hospital Bed Days Per 100,000 Population, by County

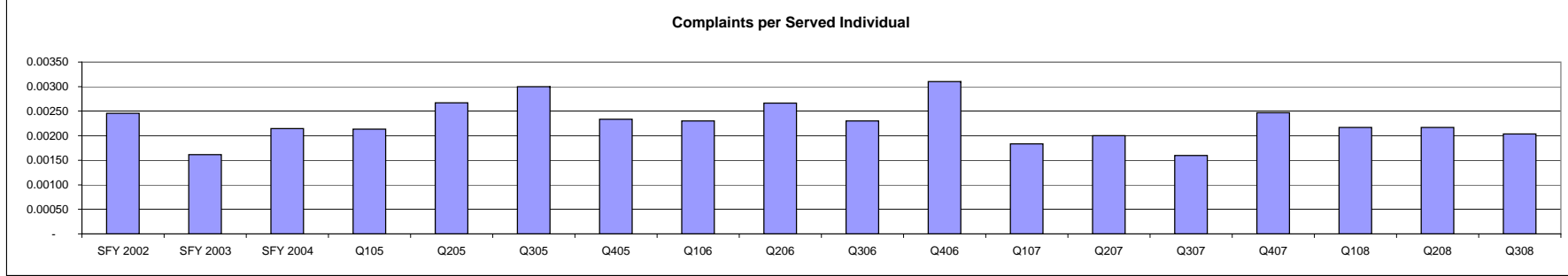
Bed Days	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008
Collin	595	527	562	534	483	481	487	428	496	430	453	432	504
Dallas	1,062	1,153	1,154	1,212	1,257	1,274	1,255	1,320	1,437	1,373	1,307	1,317	1,320
Ellis	807	743	886	679	701	637	672	737	643	730	599	491	880
Hunt	1,757	1,262	1,072	962	1,100	1,500	1,384	1,212	1,507	1,608	1,294	1,293	1,671
Kaufmann	1,435	1,990	2,012	1,941	1,682	1,705	1,390	1,555	1,757	1,554	1,683	1,733	1,826
Navarro	1,239	756	732	470	685	504	409	773	1,551	1,725	1,465	1,256	844
Rockwall	628	786	1,351	1,316	1,191	1,505	1,589	1,336	1,158	873	1,552	1,636	1,282



## NorthSTAR Complaints Received

### Average Quarterly Customer Complaints

	SFY 2002	SFY 2003	SFY 2004	Q105	Q205	Q305	Q405	Q106	Q206	Q306	Q406	Q107	Q207	Q307	Q407	Q108	Q208	Q308
Utilization Review/Management	9.8	4.8	8.0	6.3	5.3	4.3	3.0	2.0	2.7	0.7	4.0	2.0	1.7	1.0	3.3	2.0	1.0	2.0
Accessibility/Availability of Services	5.4	5.4	9.0	10.3	24.3	16.0	18.0	10.7	13.7	21.3	19.0	12.0	5.0	2.3	14.7	12.3	10.3	10.3
Quality of Care	13.5	12.9	18.3	15.3	17.0	21.0	24.3	22.0	23.3	14.0	23.0	11.0	15.3	12.0	20.3	20.3	28.0	22.3
Other	3.8	3.3	3.0	6.0	4.7	2.0	2.7	4.0	5.7	4.7	4.3	3.7	4.7	3.3	5.3	4.7	2.7	3.0
<b>Total Complaints</b>	<b>32.5</b>	<b>26.4</b>	<b>38.3</b>	<b>38.0</b>	<b>51.3</b>	<b>43.3</b>	<b>48.0</b>	<b>38.7</b>	<b>45.3</b>	<b>40.7</b>	<b>50.3</b>	<b>28.7</b>	<b>26.7</b>	<b>18.7</b>	<b>43.7</b>	<b>39.3</b>	<b>42.0</b>	<b>37.7</b>

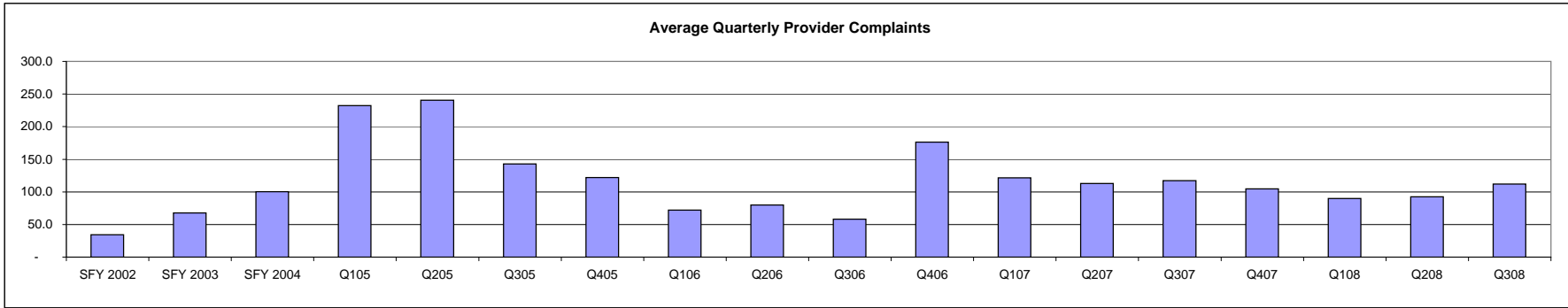


	SFY 2002	SFY 2003	SFY 2004	Q105	Q205	Q305	Q405	Q106	Q206	Q306	Q406	Q107	Q207	Q307	Q407	Q108	Q208	Q308
Complaints per Served Individual	0.00246	0.00162	0.00214	0.00213	0.0027	0.0030	0.0023	0.0023	0.0027	0.0023	0.0031	0.0018	0.0020	0.0016	0.0025	0.0022	0.0022	0.0020
Complaints Resolved in <30 Days	29.7	20.7	31.6	24.3	47.0	30.0	33.7	38.3	45.0	40.0	50.3	33.0	25.0	21.3	41.7	37.3	33.3	33.7
Resolved to Customer Satisfaction	21.9	16.8	25.3	24.3	27.3	15.0	18.7	18.7	15.7	15.0	11.3	12.7	9.7	4.7	23.7	21.0	18.3	26.3
Complaint Unfounded/Not Sat.	10.6	9.6	11.4	13.7	20.3	16.3	18.0	20.0	29.0	25.3	40.0	18.0	18.0	17.0	1.3	1.3	0.0	5.0
Complaints Outstanding	-	0.0	0.0	0.0	3.7	12.0	0.0	0.0	0.0	0.0	0.0	0.0	6.3	2.7	0.0	2.7	7.7	2.3

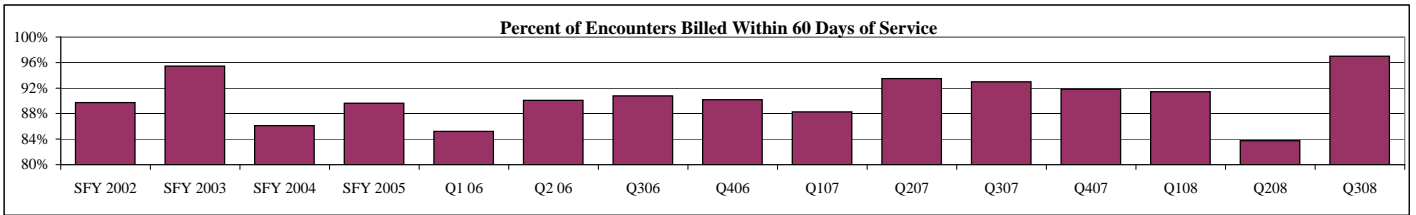
### Average Quarterly Provider Complaints

	SFY 2002	SFY 2003	SFY 2004	Q105	Q205	Q305	Q405	Q106	Q206	Q306	Q406	Q107	Q207	Q307	Q407	Q108	Q208	Q308
Enrollee Issues	6.8	8.1	7.3	8.3	8.0	28.3	23.3	22.3	14.7	11.3	8.0	8.7	6.7	4.0	17.3	9.0	5.3	8.0
Provider Contract	0.4	0.2	1.9	1.0	2.0	0.0	1.3	7.3	5.0	8.0	42.0	21.7	6.7	13.3	2.7	6.3	9.3	45.7
Credentialing	0.2	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.7	0.0	0.0	0.0	0.0	0.0
Claims Payment	26.3	58.9	90.8	223.0	230.0	114.0	97.3	42.0	60.0	39.0	126.3	89.7	98.0	100.0	73.7	94.3	69.0	53.7
Other	0.6	0.4	0.3	0.0	0.3	0.3	0.0	0.3	0.3	0.0	0.0	0.0	0.7	0.0	0.7	0.7	0.7	0.3
<b>Total Complaints</b>	<b>34.2</b>	<b>67.7</b>	<b>100.4</b>	<b>232.3</b>	<b>240.3</b>	<b>142.7</b>	<b>122.0</b>	<b>72.0</b>	<b>80.0</b>	<b>58.3</b>	<b>176.3</b>	<b>121.7</b>	<b>112.7</b>	<b>117.3</b>	<b>104.7</b>	<b>90.0</b>	<b>92.3</b>	<b>112.0</b>

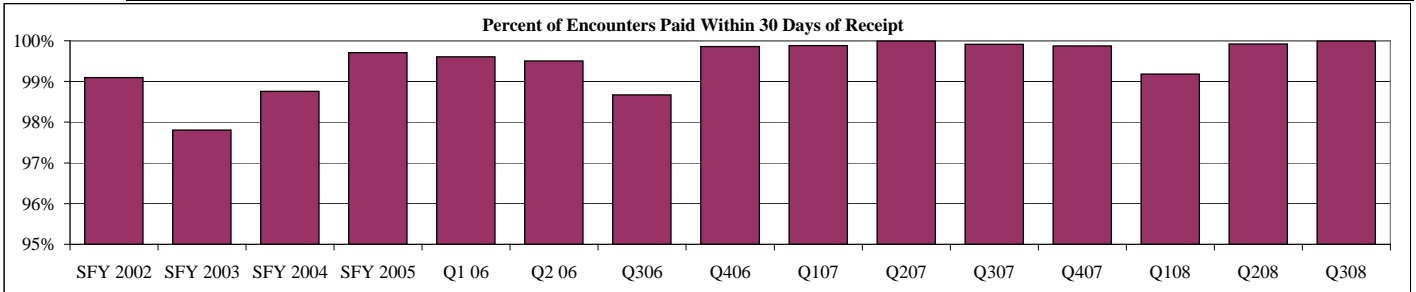
Complaints Resolved in <60 Days	31.8	53.4	89.2	226.3	240.3	142.7	119.7	72.3	80.0	66.7	184.0	170.3	88.3	67.3	92.3	90.3	80.0	110.0
Complaints Outstanding	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	19.0	51.0	0.0	7.0	11.7	0.3



## Provider Billing and Payment

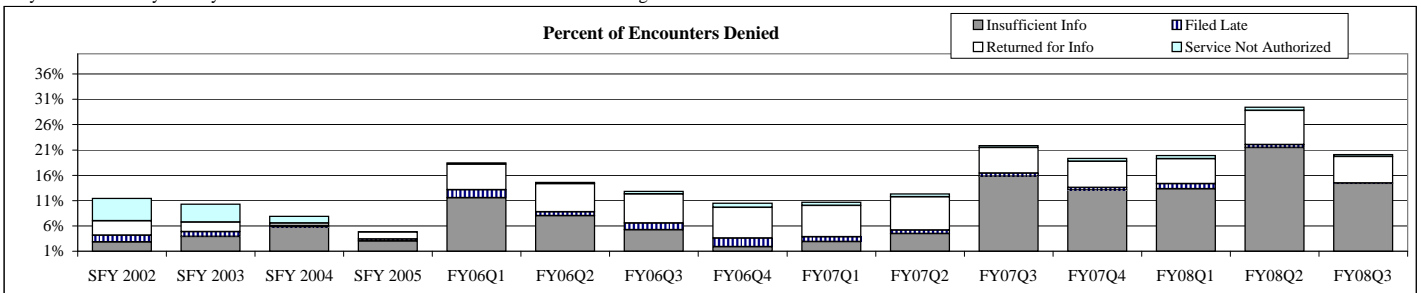


Provider Bills	SFY 2002	SFY 2003	SFY 2004	SFY 2005	Q1 06	Q2 06	Q3 06	Q4 06	Q1 07	Q2 07	Q3 07	Q4 07	Q1 08	Q2 08	Q3 08
% <61 Days	89.7%	95.4%	86.1%	89.6%	85.2%	90.1%	90.8%	90.2%	88.3%	93.5%	93.0%	91.8%	91.4%	83.8%	97.0%
<15	267,559	409,287	347,125	324,775	67,950	65,431	73,905	75,937	69,568	59,504	66,261	59,147	70,308	77,586	97,446
15 to 30 days	152,673	153,790	144,543	136,359	27,821	35,355	41,214	34,338	36,320	50,593	51,615	48,782	49,407	29,502	36,675
31 to 60 days	117,317	122,180	156,377	82,324	21,079	27,598	28,276	25,575	27,194	29,007	35,763	39,778	30,546	25,868	21,747
61 to 90 days	30,241	21,597	54,253	36,432	12,807	11,376	11,602	12,911	14,504	7,391	4,133	4,874	4,867	9,178	4,324
>90 days	31,413	11,107	50,413	26,461	7,469	2,786	2,988	1,887	3,208	2,279	7,473	8,291	9,229	16,589	505
Unknown	2,712	176		869	354	986	692	947	752	895	1				
Total	599,203	717,961	752,711	606,351	137,126	142,546	157,985	150,648	150,794	148,774	165,245	160,872	164,357	158,723	160,697



BHO Payment	SFY 2002	SFY 2003	SFY 2004	SFY 2005	Q1 06	Q2 06	Q3 06	Q4 06	Q1 07	Q2 07	Q3 07	Q4 07	Q1 08	Q2 08	Q3 08
% <31 Days	99.1%	97.8%	98.8%	99.7%	99.6%	99.5%	98.7%	99.9%	99.9%	100.0%	99.9%	99.9%	99.2%	99.9%	100.0%
<15	523,851	552,934	621,387	566,992	90,610	124,572	137,917	147,174	149,252	147,855	161,375	132,885	126,620	141,630	148,691
15 to 30 days	72,595	150,039	145,890	41,964	46,837	17,595	18,910	3,945	2,316	1,658	4,625	27,788	36,389	16,967	11,995
31 to 60 days	3,152	12,217	7,621	1,292	508	684	2,091	177	136	11	136	183	1,303	87	11
61 to 90 days	1,467	1,575	1,715	333	5	7	3	13	25	2	2	2	23	37	
>90 days	843	1,987	345	146	31	17	24	25	12		2	15	22	2	
Total	601,908	718,752	776,958	610,727	137,991	142,875	158,945	151,334	151,741	149,526	166,140	160,873	164,357	158,723	160,697

Days to bill and Days to Pay Tables do not total the same numbers because of missing transaction dates



## NorthSTAR Network Providers

### Provider Network Activity-Adults

#### NorthSTAR Facility Providers Who Have served at Least one Adult NorthSTAR Enrollee

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Collin	30	42	44	45	36	39	38	33	36
Dallas	45	61	64	64	57	47	56	59	45
Ellis	26	33	41	37	36	31	27	34	24
Hunt	25	36	39	36	32	26	27	28	22
Kaufmann	26	36	32	33	30	29	33	30	20
Navarro	19	26	26	27	24	24	23	21	16
Rockwall	22	28	30	30	26	27	26	28	23
Out of Area	28	37	40	34	32	25	28	29	<b>25</b>

#### NorthSTAR Facility Providers Who Have served at Least 10 Adult NorthSTAR Enrollees

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Collin	13	24	26	25	26	24	23	22	19
Dallas	33	43	46	44	40	36	35	39	35
Ellis	8	13	15	15	17	14	12	11	9
Hunt	7	12	17	18	14	14	12	11	12
Kaufmann	7	10	15	14	13	13	12	14	12
Navarro	3	6	7	7	6	7	5	7	6
Rockwall	1	4	11	10	10	10	9	9	10
Out of Area	11	17	16	15	13	15	15	17	<b>10</b>

#### NorthSTAR Individual Providers Who Have served at Least one Adult NorthSTAR Enrollee

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Collin	35	70	87	98	66	53	62	54	58
Dallas	150	209	259	259	209	185	208	184	169
Ellis	20	31	45	49	38	39	47	44	38
Hunt	19	33	36	40	31	22	33	30	30
Kaufmann	17	32	41	49	35	28	32	34	38
Navarro	10	18	16	20	17	11	18	24	22
Rockwall	18	30	30	29	25	22	20	20	23
Out of Area	16	32	27	40	26	30	33	30	<b>25</b>

## NorthSTAR Network Providers

### NorthSTAR Individual Providers Who Have served at Least 10 Adult NorthSTAR Enrollees

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Collin	3	8	11	13	5	2	4	4	6
Dallas	21	48	66	75	54	4	54	55	52
Ellis	1	3	4	9	8	5	4	3	5
Hunt	2	5	3	6	4	3	4	6	8
Kaufmann	0	4	5	5	3	1	2	1	1
Navarro	0	1	4	3	4	2	3	5	4
Rockwall	0	1	1	1	2	1	2	2	1
Out of Area	0	0	0	1	1	0	5	2	<b>2</b>

### Provider Network Activity-Children/Adolescents

#### NorthSTAR Facility Providers Who Have served at Least one Child/Adolescent NorthSTAR Enrollee

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Collin	14	24	29	29	29	23	28	26	25
Dallas	33	43	41	45	39	41	30	33	53
Ellis	11	16	23	22	24	22	18	20	18
Hunt	8	11	16	16	16	16	16	18	16
Kaufmann	8	17	18	21	22	17	20	20	16
Navarro	7	14	15	15	15	15	11	10	11
Rockwall	7	12	20	15	18	17	20	18	17
Out of Area	15	19	19	17	21	21	16	19	<b>15</b>

#### NorthSTAR Facility Providers Who Have served at Least 10 Child/Adolescent NorthSTAR Enrollees

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Collin	2	5	7	9	14	11	12	12	11
Dallas	13	19	27	31	28	24	25	27	27
Ellis	2	5	5	6	7	8	6	7	7
Hunt	2	3	3	4	6	6	5	6	6
Kaufmann	2	3	5	5	6	8	9	8	7
Navarro	1	2	3	4	5	3	4	4	5
Rockwall	0	1	2	5	3	3	3	2	5
Out of Area	2	3	2	4	3	5	2	3	<b>2</b>

## NorthSTAR Network Providers

### NorthSTAR Individual Providers Who Have served at Least one Child/Adolescent NorthSTAR Enrollee

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Collin	19	43	46	46	43	50	63	53	39
Dallas	91	144	154	170	151	155	153	136	120
Ellis	17	28	26	29	37	38	46	35	27
Hunt	11	17	21	24	26	19	25	28	27
Kaufmann	16	22	20	32	21	23	27	28	29
Navarro	9	19	14	18	15	15	20	15	21
Rockwall	12	16	21	17	15	20	22	25	16
Out of Area	10	20	6	6	6	7	15	6	7

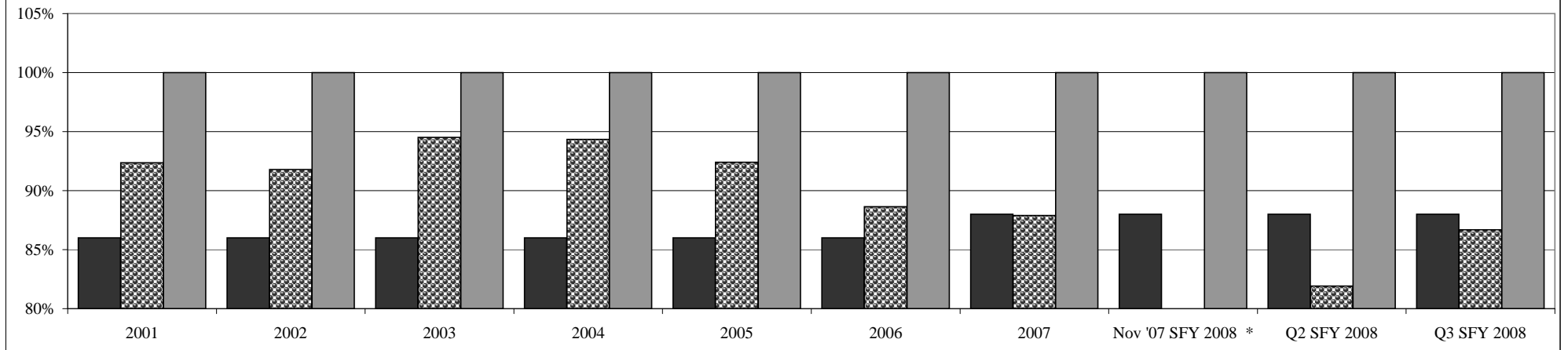
### NorthSTAR Individual Providers Who Have served at Least 10 Child/Adolescent NorthSTAR Enrollees

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Collin	1	2	2	47	3	3	5	6	4
Dallas	8	24	32	45	47	40	58	39	33
Ellis	1	4	6	8	8	7	5	7	5
Hunt	3	5	4	6	6	5	6	7	6
Kaufmann	0	3	4	5	6	4	4	3	4
Navarro	1	1	3	3	2	2	2	5	4
Rockwall	1	2	1	2	3	3	6	6	4
Out of Area	0	0	0	0	0	0	0	0	0

## Financial Status

	2001	2002	2003	2004	2005	2006	2007	Nov '07 SFY 2008 *	Q2 SFY 2008	Q3 SFY 2008	Program Total
BHO Direct Service Expenditures	\$ 94,968,508.00	\$100,045,386	\$109,463,632	\$113,570,395	\$111,692,799	\$106,735,507	\$109,965,772	\$6,556,665	\$20,368,004	\$21,348,777	\$699,746,936
Total Payments to BHOs	\$ 102,824,366.00	\$109,000,903	\$115,829,274	\$120,392,807	\$120,884,468	\$120,430,987	\$125,119,123	\$8,609,508	\$24,866,176	\$24,626,597	\$769,759,842
Direct Service Claim Target (DSCT)	\$88,428,955	\$93,740,777	\$99,613,176	\$103,537,814	\$103,960,642	\$103,570,649	\$110,104,828	\$7,576,367	\$21,882,235	\$21,671,405	\$665,657,893
<b>Direct Service Expenditures</b>											
<b>as a Percent of DSCT</b>	107.4%	106.7%	109.9%	109.7%	107.4%	103.1%	99.9%	86.5%	93.1%	98.5%	105%
<b>as a Percent of Payment*</b>	92.36%	91.78%	94.50%	94.33%	92.40%	88.63%	87.89%	76.16%	81.91%	86.69%	90.90%
*											
Max. Contracted Admin. & Profit	\$14,395,411	\$15,260,126	\$16,216,098	\$16,854,993	\$16,923,826	\$16,860,338	\$15,014,295	\$1,033,141	\$2,983,941	\$2,955,192	\$104,101,950
\$ Available for Admin and Profit	\$7,855,858	\$8,955,517	\$6,365,642	\$6,822,412	\$9,191,669	\$13,695,480	\$15,153,351	\$2,052,843	\$4,498,172	\$3,277,820	\$70,012,906
Gains/(Losses) based on DSCT	(\$6,539,553)	(\$6,304,609)	(\$9,850,456)	(\$10,032,581)	(\$7,732,157)	(\$3,164,858)	\$139,056	\$1,019,702	\$1,514,231	\$322,628	(\$34,089,044)

### Customer Service Expenditures Compared to State Payment and DSCT



**Note:**  
 \* Expenditures and Revenues for previous fiscal years have been changed to reflect information on Texas Department of Insurance Filings. For the contract beginning 11/1/07, this methodology has changed. The expenditures and payments are pulled from ValueOptions encounter and financial reporting to DSHS. This new methodology does not include State Hospital Allocation as a revenue or expense.