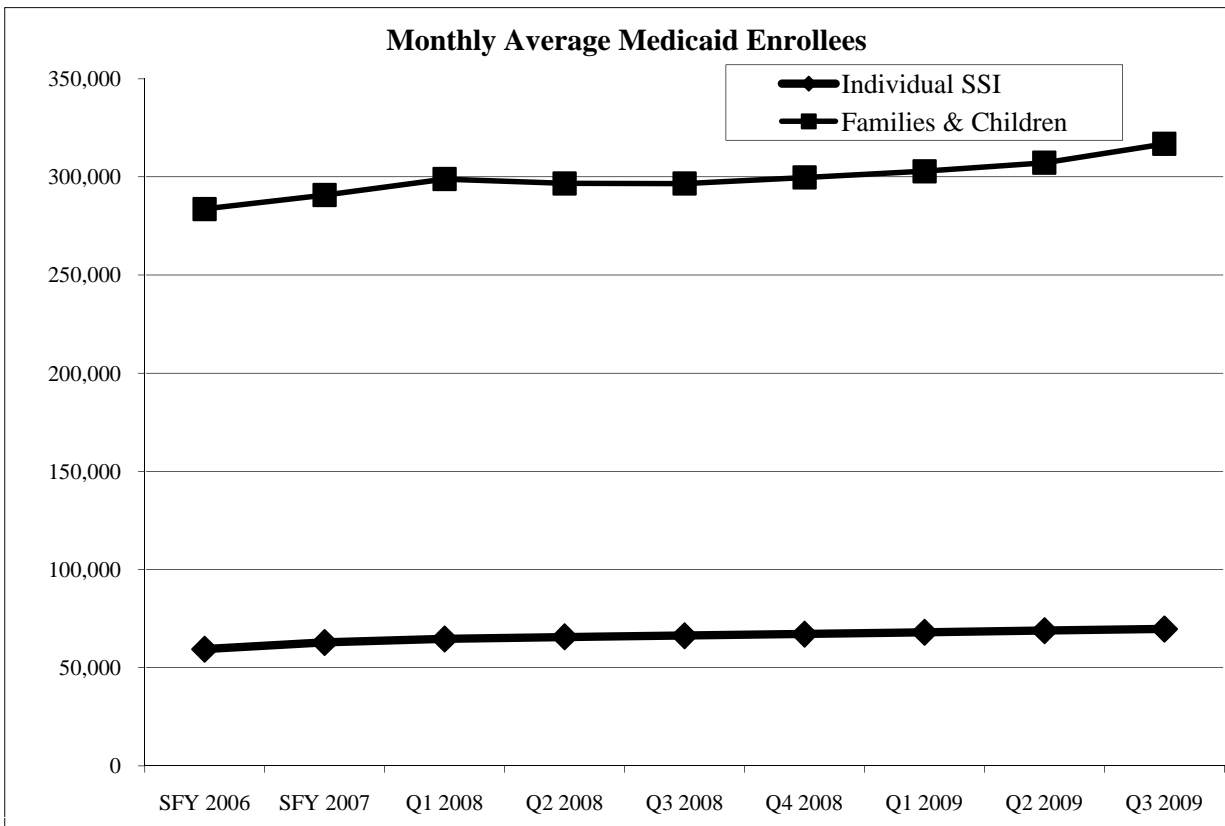


# NorthSTAR Medicaid Enrollment

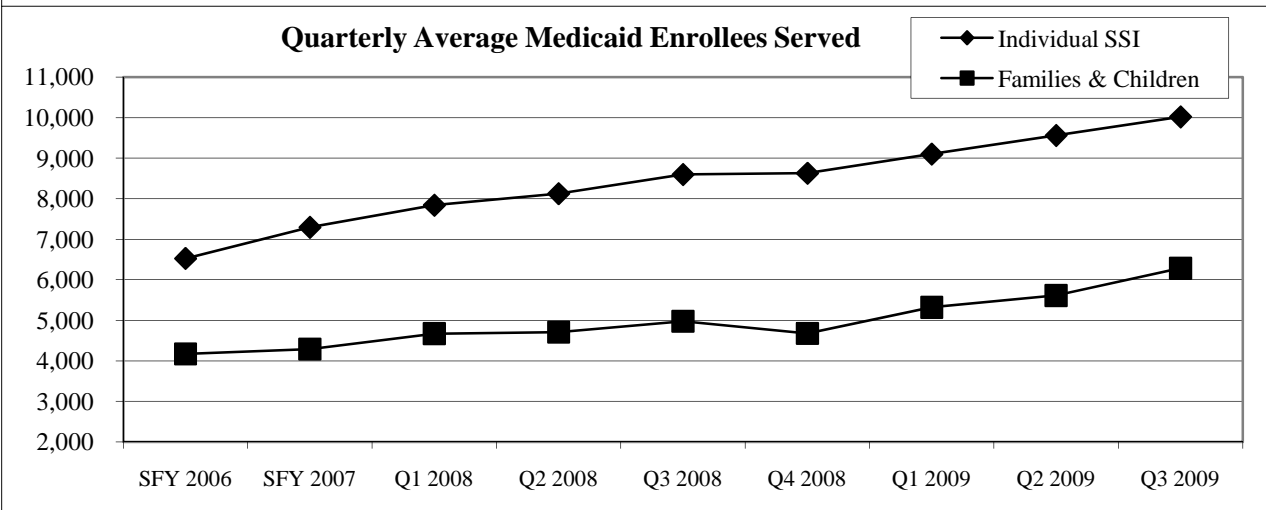
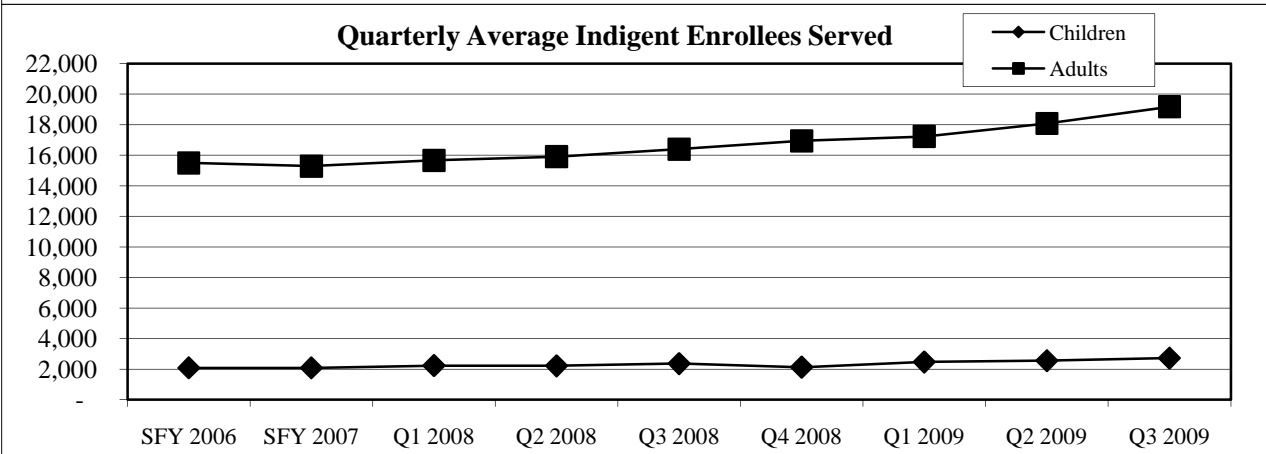
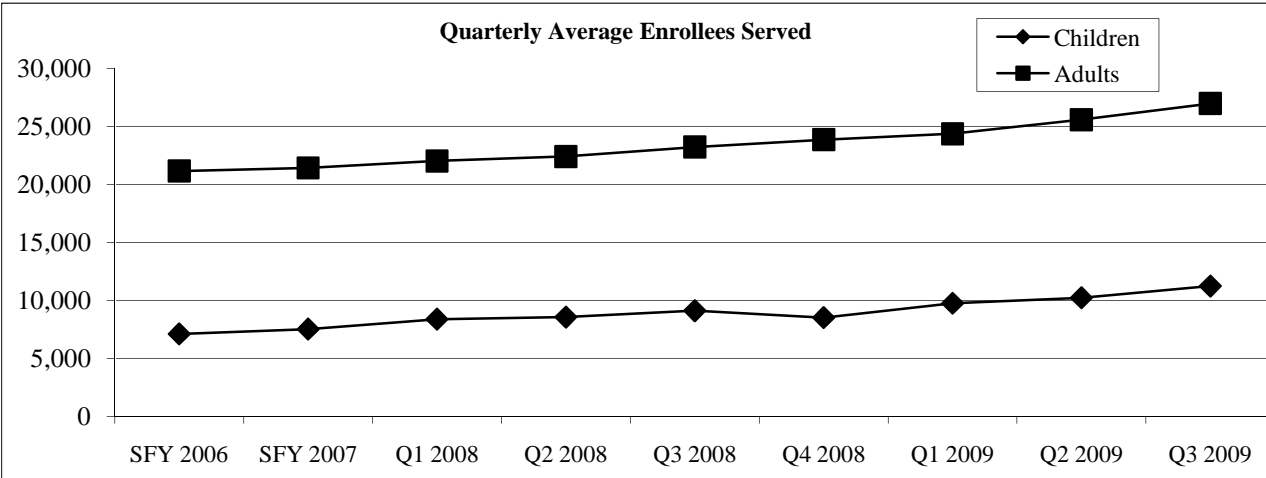
Medicaid Enrollees	SFY								
	SFY 2006	2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
SSI Child	12,609	14,119	15,003	15,470	15,630	15,932	16,439	16,877	17,316
SSI Adult	30,100	31,685	32,588	33,149	33,569	34,116	34,577	34,872	35,222
SSI Aged	16,690	17,035	17,015	17,084	17,087	17,065	17,024	17,110	17,147
TANF Child	265,942	273,992	283,014	281,508	281,772	284,685	287,412	291,785	301,567
TANF Adult	17,686	16,731	15,919	15,204	14,844	15,065	15,456	15,460	15,253
<b>Grand Total</b>	<b>354,429</b>	<b>352,430</b>	<b>362,446</b>	<b>361,090</b>	<b>361,860</b>	<b>365,660</b>	<b>369,748</b>	<b>375,047</b>	<b>385,507</b>

**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.**



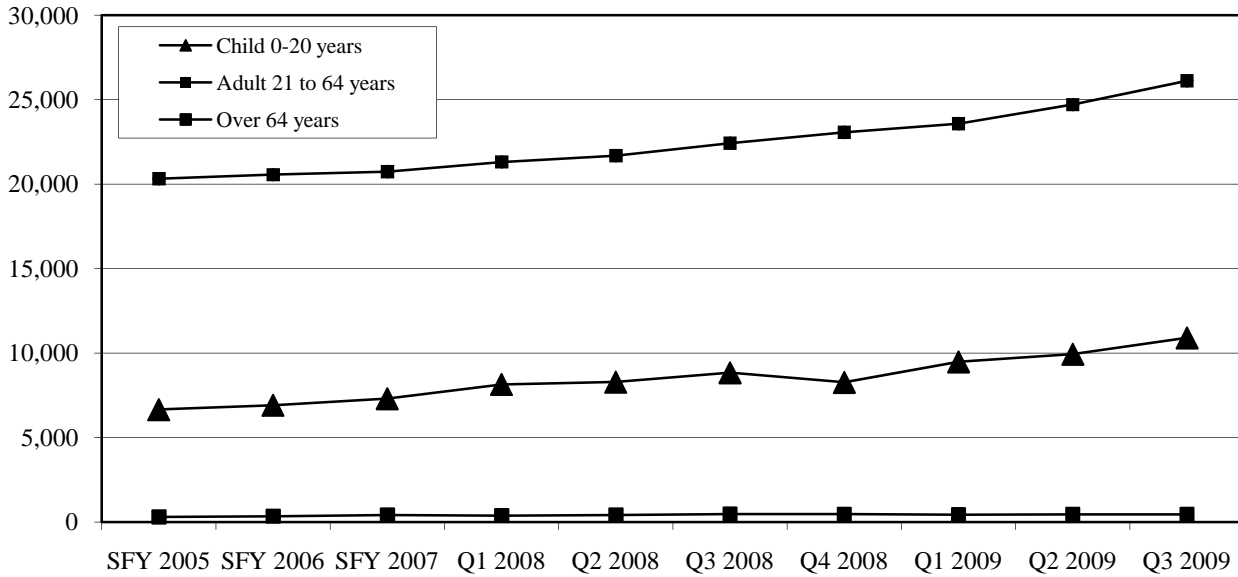
# NorthSTAR Enrollees Served by Demographic Group

Paid Services	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
SSI Child	1,389	1,662	1,945	2,053	2,222	2,192	2,475	2,588	2,774
SSI Adult	5,027	5,505	5,780	5,946	6,218	6,300	6,492	6,832	7,109
SSI Aged	111	133	114	128	158	138	135	143	138
TANF Child	3,650	3,787	4,210	4,292	4,528	4,197	4,815	5,094	5,741
TANF Adult	521	502	462	416	449	480	505	518	543
Indigent Child	2,076	2,077	2,229	2,212	2,359	2,125	2,463	2,549	2,718
Indigent Adult	15,495	15,293	15,665	15,912	16,402	16,943	17,227	18,083	19,181
<b>Grand Total</b>	<b>27,784</b>	<b>28,420</b>	<b>29,799</b>	<b>30,346</b>	<b>31,699</b>	<b>31,760</b>	<b>33,458</b>	<b>35,058</b>	<b>37,424</b>

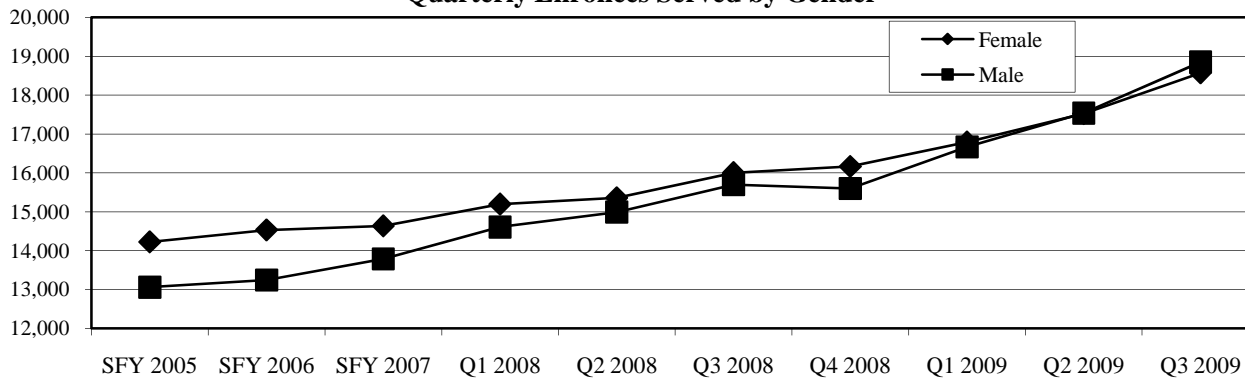


# NorthSTAR Enrollees Served by Demographic Group

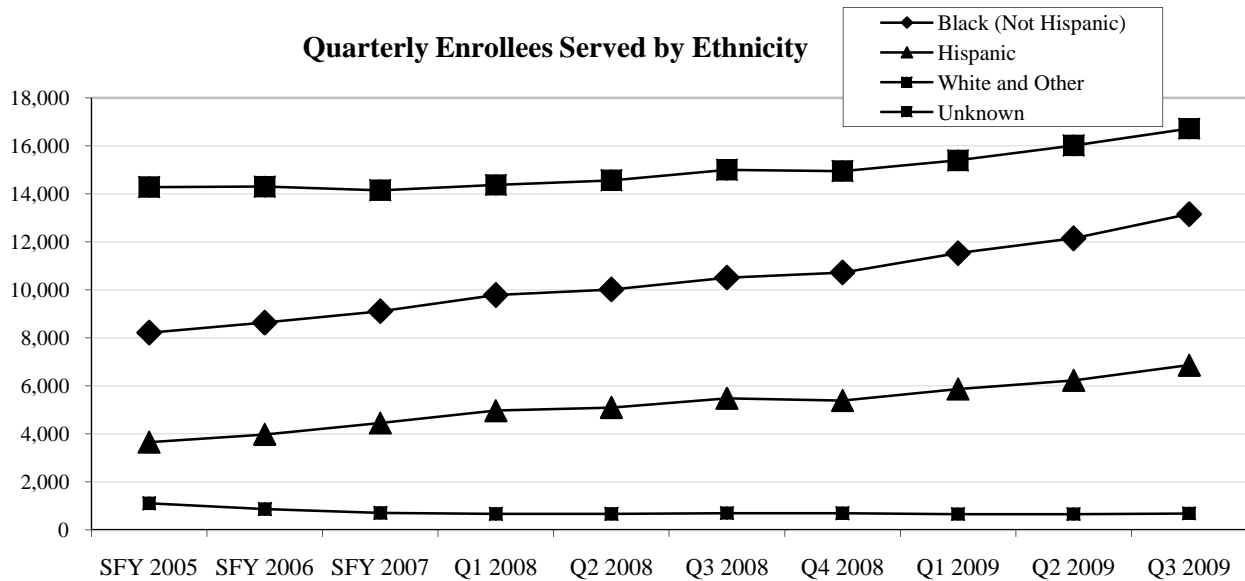
## Quarterly Enrollees Served by Age Group



## Quarterly Enrollees Served by Gender



## Quarterly Enrollees Served by Ethnicity



## NorthSTAR Served by Risk Group and County

### NorthSTAR Enrollees Served by County, By Risk Group

Collin	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
SSI Child	100	128	113	124	123	115	127	125	132
SSI Adult	312	315	337	337	358	366	380	407	396
SSI Aged	11	10	10	7	11	10	17	16	18
TANF Child	316	313	285	297	337	298	346	351	393
TANF Adult	54	52	59	47	47	46	46	56	59
Indigent Child	216	195	190	184	198	185	197	206	216
Indigent Adult	1,416	1,336	1,256	1,316	1,306	1,340	1,421	1,487	1,520
<b>Collin Total</b>	<b>2,384</b>	<b>2,310</b>	<b>2,211</b>	<b>2,287</b>	<b>2,350</b>	<b>2,327</b>	<b>2,492</b>	<b>2,609</b>	<b>2,696</b>

Dallas	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
SSI Child	1,027	1,236	1,513	1,589	1,739	1,708	1,969	2,080	2,228
SSI Adult	3,946	4,286	4,533	4,697	4,927	4,994	5,177	5,430	5,743
SSI Aged	80	98	83	102	122	105	95	102	101
TANF Child	2,507	2,702	3,091	3,214	3,366	3,101	3,628	3,879	4,390
TANF Adult	371	349	307	294	310	345	350	340	377
Indigent Child	1,486	1,554	1,674	1,630	1,764	1,638	1,896	1,958	2,134
Indigent Adult	11,605	11,454	11,867	12,027	12,456	13,043	13,172	13,997	15,006
<b>Dallas Total</b>	<b>20,675</b>	<b>21,289</b>	<b>22,623</b>	<b>23,084</b>	<b>24,198</b>	<b>24,480</b>	<b>25,801</b>	<b>27,210</b>	<b>29,372</b>

Ellis	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
SSI Child	70	83	83	93	97	105	115	106	121
SSI Adult	167	206	214	212	222	238	245	270	246
SSI Aged	2	2	2	2	4	2	3	3	3
TANF Child	229	207	210	220	262	230	224	246	283
TANF Adult	34	31	21	20	23	26	27	37	30
Indigent Child	106	99	113	107	125	104	109	137	116
Indigent Adult	692	732	736	778	750	726	713	722	748
<b>Ellis Total</b>	<b>1,278</b>	<b>1,337</b>	<b>1,359</b>	<b>1,411</b>	<b>1,464</b>	<b>1,397</b>	<b>1,415</b>	<b>1,493</b>	<b>1,518</b>

Hunt	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
SSI Child	85	92	102	103	121	126	125	130	141
SSI Adult	263	288	282	285	299	289	245	270	278
SSI Aged	9	10	10	6	9	7	5	10	7
TANF Child	270	239	276	238	231	223	247	241	271
TANF Adult	18	18	31	25	19	23	26	33	31
Indigent Child	106	74	103	112	84	59	78	99	88
Indigent Adult	572	602	649	607	620	625	603	669	691
<b>Hunt Total</b>	<b>1,286</b>	<b>1,297</b>	<b>1,414</b>	<b>1,349</b>	<b>1,351</b>	<b>1,325</b>	<b>1,292</b>	<b>1,417</b>	<b>1,472</b>

## NorthSTAR Served by Risk Group and County

<b>Kaufman</b>	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
SSI Child	32	44	51	53	52	56	53	61	72
SSI Adult	166	192	198	194	197	203	209	219	219
SSI Aged	4	5	4	6	7	8	6	6	5
TANF Child	158	154	163	155	158	165	186	196	207
TANF Adult	24	29	23	17	23	24	26	26	26
Indigent Child	61	54	56	64	68	52	72	61	73
Indigent Adult	500	529	553	552	590	578	601	596	609
<b>Kaufmann Total</b>	<b>930</b>	<b>991</b>	<b>1,027</b>	<b>1,023</b>	<b>1,083</b>	<b>1,069</b>	<b>1,140</b>	<b>1,141</b>	<b>1,185</b>

<b>Navarro</b>	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
SSI Child	58	65	67	75	70	68	67	71	63
SSI Adult	157	198	191	192	193	190	206	200	189
SSI Aged	6	8	5	5	5	6	9	6	4
TANF Child	117	116	137	116	126	123	127	124	130
TANF Adult	15	19	15	10	19	11	20	15	12
Indigent Child	38	31	32	41	47	32	43	48	48
Indigent Adult	325	343	347	333	374	357	401	372	363
<b>Navarro Total</b>	<b>704</b>	<b>768</b>	<b>786</b>	<b>760</b>	<b>820</b>	<b>773</b>	<b>856</b>	<b>819</b>	<b>804</b>

<b>Rockwall</b>	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
SSI Child	20	20	22	21	23	19	27	22	22
SSI Adult	30	37	43	41	40	40	44	47	52
TANF Child	4	72	63	59	69	74	78	86	92
TANF Adult	21	7	6	4	9	6	10	14	10
Indigent Child	123	22	25	23	31	22	28	22	27
Indigent Adult	129	124	129	136	152	149	148	160	157
<b>Rockwall Total</b>	<b>259</b>	<b>279</b>	<b>284</b>	<b>278</b>	<b>319</b>	<b>305</b>	<b>329</b>	<b>345</b>	<b>347</b>

<b>Out of Area</b>	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
Indigent Child	48	53	39	54	45	34	40	22	21
Indigent Adult	282	196	142	175	160	130	181	98	111
<b>Out of Area Total</b>	<b>347</b>	<b>248</b>	<b>181</b>	<b>229</b>	<b>205</b>	<b>164</b>	<b>221</b>	<b>120</b>	<b>132</b>

<b>Grand Total</b>	<b>27,781</b>	<b>28,420</b>	<b>29,799</b>	<b>30,346</b>	<b>31,699</b>	<b>31,760</b>	<b>33,458</b>	<b>35,058</b>	<b>37,424</b>
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Data are based on service date and include all services except State Hospital and pharmacy activity.

## NorthSTAR Quality and Outcome Measures

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

Diagnosis	SFY	SFY	Q1	Q2	Q3	Q4	Q1	Q2	Q3
	2006	2007	2008	2008	2008	2008	2009	2009	2009
Pct Chemical Dependence	6%	6%	6%	6%	5%	6%	5%	5%	5%
Percent Both	21%	23%	23%	24%	25%	25%	24%	25%	25%
Percent Mental Health	73%	71%	71%	70%	70%	69%	71%	70%	70%
Chemical Dependency Customers	1,670	1,597	1,868	1,715	1,685	1,777	1,722	1,646	1,842
Dual Diagnosis Customers	5,784	6,512	6,689	7,287	7,725	7,939	7,780	8,616	9,403
Mental Health Customers	20,317	20,148	21,017	21,101	21,958	21,708	23,547	24,522	#####
Total Customers	27,770	28,256	29,574	30,103	31,368	31,424	33,049	34,784	37,343

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

New Enrollees	SFY	SFY	Q1	Q2	Q3	Q4	Q1	Q2	Q3
	2006	2007	2008	2008	2008	2008	2009	2009	2009
Percent New in NorthSTAR Not Served Previously	16%	15%	16%	15%	15%	15%	16%	15%	16%
Total Customers	4,343	4,197	4,630	4,412	4,722	4,771	5,417	5,277	5,825
	27,781	28,420	29,799	30,346	31,699	31,760	33,458	35,058	#####

### 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	SFY	SFY	Q1	Q2	Q3	Q4	Q1	Q2	Q3
	2006	2007	2008	2008	2008	2008	2009	2009	2009
Percent within 7 Days	30%	32%	27%	30%	29%	28%	31%	28%	28%
Number within 7 Days	578	635	495	497	566	520	553	442	569
Percent within 30 Days	46%	48%	43%	46%	47%	44%	48%	47%	47%
Number within 30 Days	900	941	769	763	917	824	847	754	967
Number of Discharges	1,946	1,964	1,802	1,656	1,953	1,857	1,782	1,607	2,044

### 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	SFY	SFY	Q1	Q2	Q3	Q4	Q1	Q2	Q3
	2006	2007	2008	2008	2008	2008	2009	2009	2009
Percent within 30 Days	9%	10%	9%	9%	10%	10%	9%	10%	11%
Number within 30 Days	261	290	246	257	296	293	258	280	348
Percent within 90 Days	15%	16%	15%	16%	17%	17%	16%	18%	16%
Number within 90 Days	441	485	421	438	518	501	452	485	494
Number of Discharges	2,954	2,974	2,812	2,727	2,978	2,993	2,901	2,739	3,129

# NorthSTAR Quality and Outcome Measures

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

Med Services Only	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
Percent	18%	14%	15%	14%	13%	15%	18%	16%	16%
Med Only	4,710	3,742	4,139	3,973	3,788	4,327	5,612	5,416	5,579
MH Customers	26,101	26,660	27,706	28,388	29,683	29,647	31,327	33,138	35,501

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

SPN Services	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
Percent	83%	82%	82%	80%	79%	70%	67%	64%	62%
SPN Persons Served	21,534	21,817	22,638	22,582	23,478	20,760	20,904	21,305	21,977

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 intensity; etc.) .

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

	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
Percent within 7 Days	41%	41%	48%	40%	43%	38%	50%	50%	50%
Number within 7 Days	162	176	217	178	202	164	209	205	220
Percent within 30 Days	63%	63%	69%	62%	62%	61%	72%	70%	68%
Number within 30 Days	248	270	310	272	292	259	299	283	300
Number of Discharges	392	429	451	442	469	426	415	407	443

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

Days To Community Services	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
Percent within 7 Days	38%	38%	36%	37%	38%	37%	38%	40%	42%
Number within 7 Days	326	358	382	399	404	357	409	466	417
Percent within 30 Days	58%	58%	55%	58%	58%	58%	59%	58%	61%
Number within 30 Days	501	544	581	632	618	549	635	689	610
Number of Discharges	862	938	1,062	1,082	1,058	953	1,072	1,179	999

## NorthSTAR Quality and Outcome Measures

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

	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
<b>Emergency after SH</b>									
Percent within 7 Days	1%	2%	1%	2%	3%	3%	1%	3%	3%
Number within 7 Days	5	8	3	7	14	14	4	14	12
Percent within 30 Days	4%	5%	3%	4%	5%	6%	3%	6%	6%
Number within 30 Days	15	23	12	19	24	25	13	24	26
Number of Discharges	392	429	451	442	469	426	415	407	443

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

	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
<b>Emergency after CH</b>									
Percent within 7 Days	2%	1%	1%	1%	1%	1%	2%	2%	2%
Number within 7 Days	14	14	15	7	13	14	21	18	17
Percent within 30 Days	4%	4%	3%	3%	4%	3%	4%	4%	4%
Number within 30 Days	33	34	27	28	38	33	43	46	44
Number of Discharges	862	938	1,062	1,082	1,058	953	1,072	1,179	999

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

	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
<b>Recidivism</b>									
Percent within 30 Days	14%	13%	14%	16%	17%	17%	16%	16%	14%
Number w/in 30 Days	236	225	261	322	326	316	298	321	256
Percent Within 1 Year	50%	39%	41%	40%	40%	41%	35%	30%	24%
One Year Recidivism	827	684	766	787	785	744	669	604	423
Number Discharged	1,656	1,742	1,884	1,953	1,960	1,826	1,890	2,007	1,789

### 8. Percent of inpatient enrollees admitted to a Psychiatric Hospital after ER or 23 Hour Observation

	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
Percent within 30 Days	35%	37%	40%	43%	39%	41%	42%	45%	38%
Number within 30 Days	1,035	1,098	1,124	1,179	1,136	1,219	1,236	1,253	1,172
Percent within 90 Days	39%	41%	44%	46%	43%	44%	46%	49%	41%
Number within 90 Days	1,143	1,215	1,221	1,268	1,254	1,326	1,339	1,348	1,258
Number of Discharges	2,941	2,941	2,789	2,733	2,933	2,997	2,929	2,773	3,071

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

	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
Percent New Gen Meds	39%	31%	34%	32%	32%	37%	41%	43%	43%
Receiving New Gen Meds	2,265	1,846	2,016	2,272	2,395	2,362	2,583	2,856	2,861
Cust. w Schizophrenia	5,822	5,925	5,938	7,101	7,518	6,395	6,242	6,578	6,718

## NorthSTAR Quality and Outcome Measures

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

<b>CD Recidivism</b>	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
Recidivism	15%	16%	12%	13%	10%	9%	<b>Insufficient Time Elapsed to Calculate Data</b>		
Returned to Res., >30 days	255	249	160	165	152	136			
CD Residential Svcs	1,651	1,576	1,302	1,267	1,478	1,530			

### 2. Percent of enrollees who received CD Residential Services and step down to Outpatient Services within 15 days

<b>From CD Residential to Outpatient</b>	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
% Receiving Outpatient Services after Residential Services	22%	34%	32%	34%	35%	28%	40%	42%	40%
Enrollees Receiving Outpatient Services after Residential Services	214	212	172	181	190	139	183	197	193
<b>Total Receiving Residential Services</b>	992	627	532	532	540	491	458	464	481

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

<b>Continue CD Treatment</b>	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
Continue CD Treatment	39%	40%	37%	37%	51%	42%	<b>Insufficient Time Elapsed to Calculate Data</b>		
Persons Continuous Service	657	636	689	640	854	739			
Persons - CD Specific Svcs	1,670	1,597	1,868	1,715	1,685	1,777			

### 4. Percent of enrollees who received CD Residential Detox Services Followed by Residential Services within 7 days

<b>From CD Residential Detox to Residential</b>	SFY 2006	SFY 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
% Receiving Residential Detox Services Followed by CD Residential	35%	27%	21%	28%	30%	20%	25%	17%	14%
Total Enrollees Receiving Residential Detox Services Followed by CD Residential	131	103	63	89	98	67	77	51	53
<b>Total Receiving Residential Detox Services</b>	369	379	305	317	331	334	307	295	391

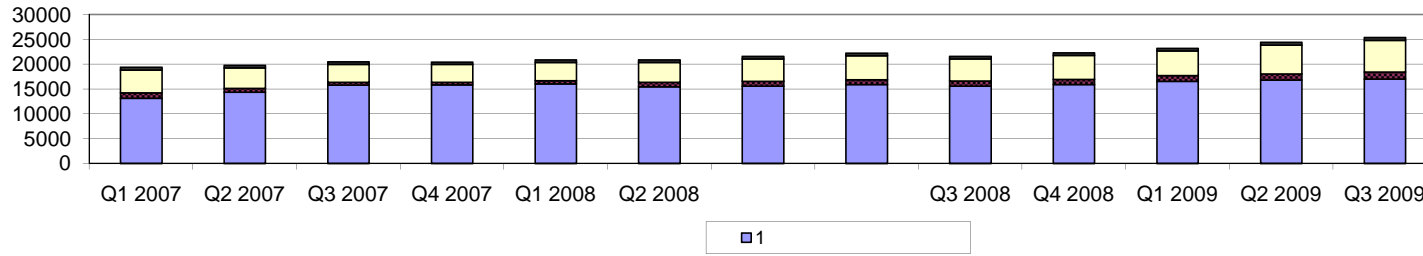
## Mental Health Resiliency and Disease Management Outcomes

### NorthSTAR Enrollees by Level of Care Authorized

#### Adult Service Package Assignment

	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
1	13,171	14,370	15,792	15,886	16,049	15,477	15,604	15,906	16,544	16,801	16,996
2	1,081	756	554	505	627	889	1,005	1,027	1,160	1,246	1,417
3	4,576	4,134	3,650	3,584	3,700	4,037	4,504	4,843	5,007	5,824	6,437
4	555	539	516	499	504	505	522	518	535	565	590

#### Unduplicated Quarterly Adults Authorized Package Trend



#### Children Service Package Assignment

	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009
1.1	1,825	1,671	1,756	1,680	1,859	2,170	2,555	2,640	2,881	3,163	3,673
1.2	916	988	1,088	1,017	1,032	1,119	1,167	1,017	1,071	1,312	1,541
2.1		1						1	1	1	1
2.2	643	592	627	572	507	441	360	311	292	333	346
2.3	26	28	24	17	23	27	52	56	55	100	112
2.4	86	74	80	76	82	78	92	91	94	100	104
4	1,364	1,465	1,767	1,872	1,948	1,870	1,884	1,881	2,074	2,202	2,054