

## **JANUARY 2010**

### **FOCUSED REVIEW AREA**

January's focused area review is to review trends and patterns of service, highlighting gaps of service, to complete an annual safety review summary for the board of directors and to conduct a fire drill.

A review was conducted of the number of diagnostic intakes conducted by county for FY2004-2009. The agency sees the most clients from Fairfield, Franklin and Licking counties. The number of clients being seen from Licking County more than doubled during FY2009 with the opening of the Newark office.

The following trends have occurred in the agency's services over the past fiscal year: diagnostic intakes increased 20%, individual counseling services increased 10%, medication services increased 33%, and CSP services increased 10% while group services decreased 5%. Overall the shifts had a positive increase in total services for the agency.

The second area of review was to complete an annual safety review and forward it to the Board of Directors. This review has been completed and was presented to the board during the May meeting.

The third area of review, a fire drill, was conducted in the Lancaster office on 1/19/2010. The completion time for the fire drill was 1 minute, and there were 9 participants. All agency procedures were followed during the fire drill. A fire drill was conducted in Newark on 01/07/2010. The completion time for the drill was 10 minutes, and there were five participants. All agency procedures were followed during the drill.