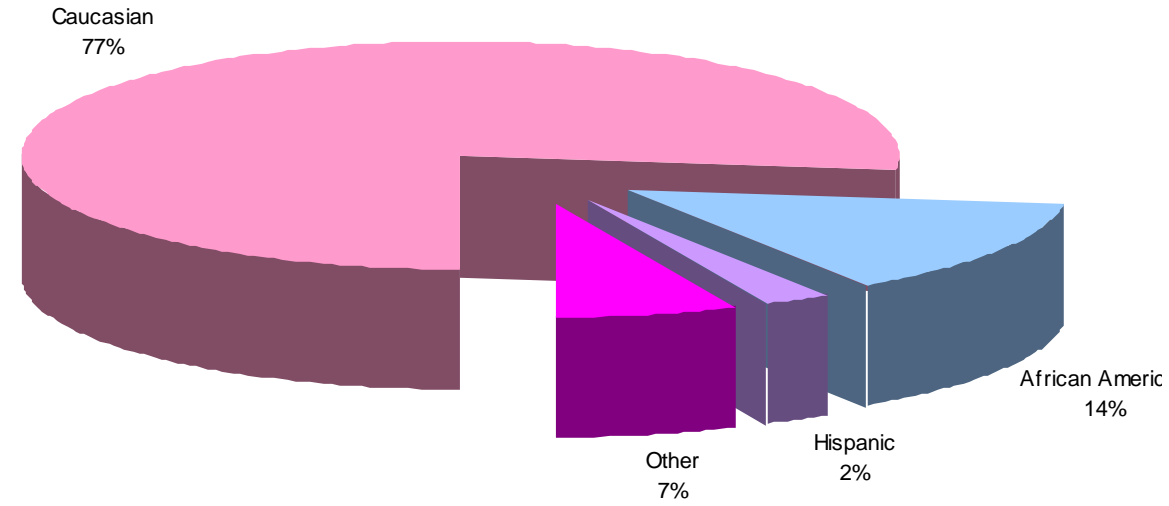
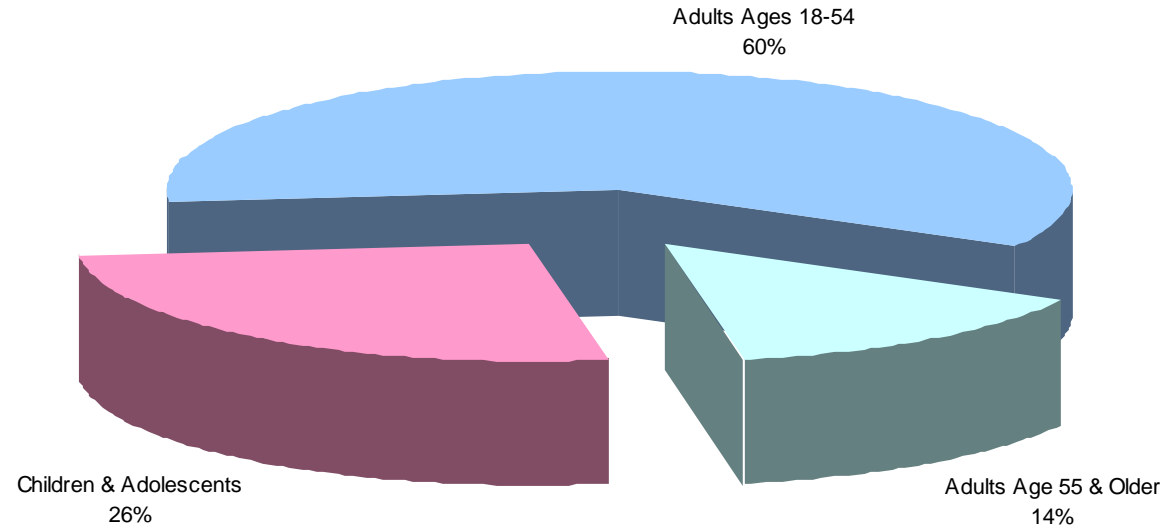


SOUTHWEST MICHIGAN URBAN AND RURAL CONSORTIUM

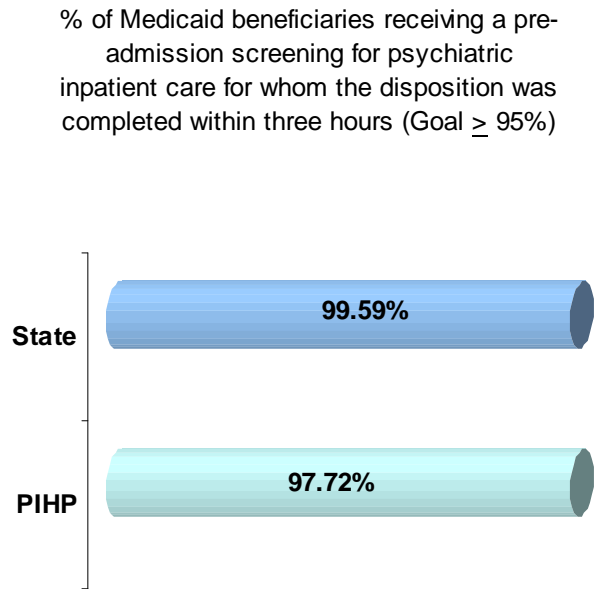
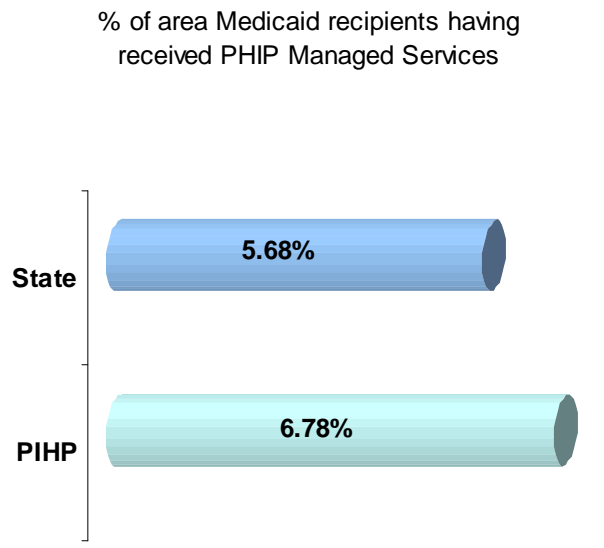
FY 2006/07 Report Card



7877 Persons were served by the Southwest Michigan Urban and Rural Consortium during Fiscal Year 2006/07



The following charts compare the Affiliation to State averages on selected performance indicators for Medicaid Services:



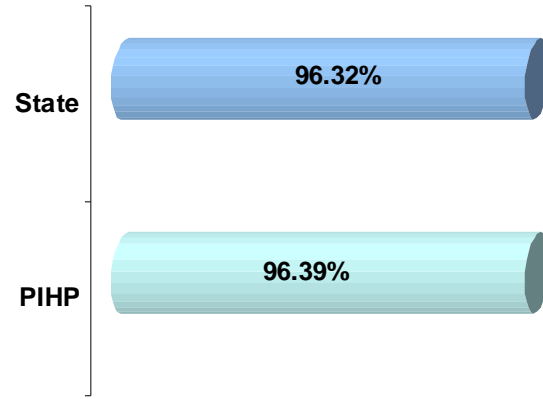
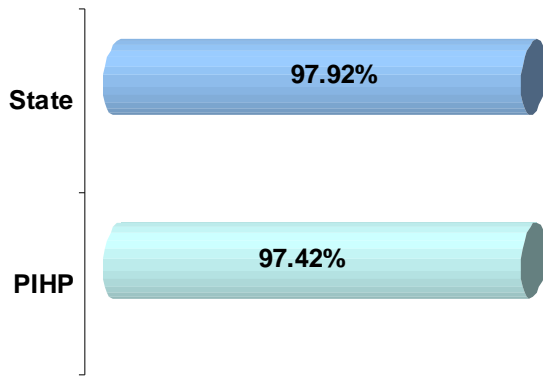
% of Medicaid beneficiaries who received a face-to-face meeting with a professional within 14 calendar days of a non-emergent request for services (Goal of $\geq 95\%$)

% of Medicaid beneficiaries starting any needed on-going service within 14 days of a non-emergent assessment with a professional (Goal of $\geq 95\%$)

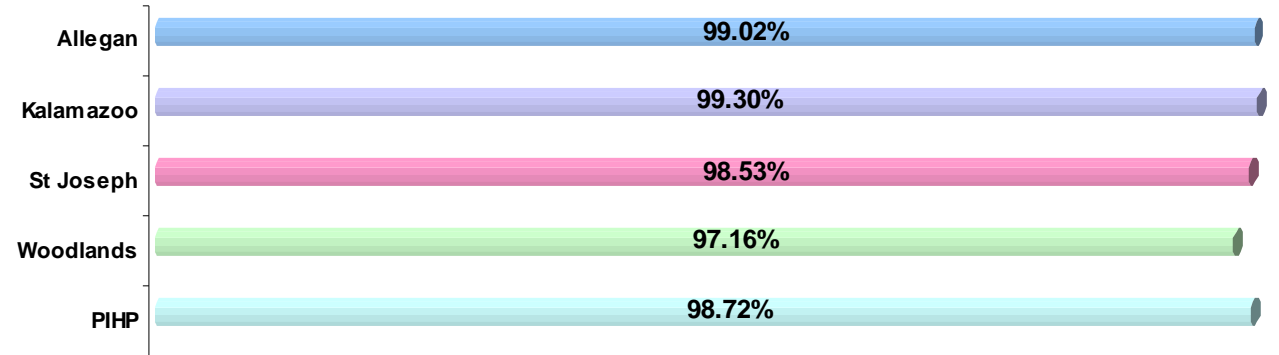
SATISFACTION

We value your feedback, which helps us:

- improve our services
- prevent problems from happening
- keep relations positive



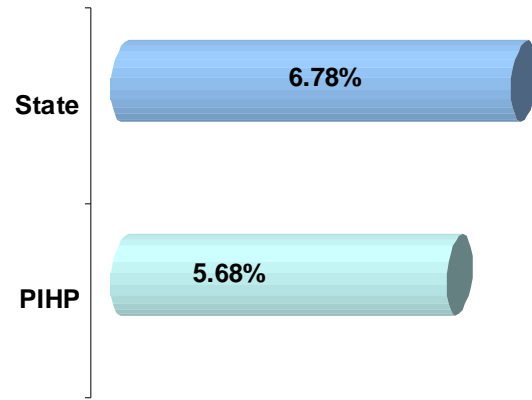
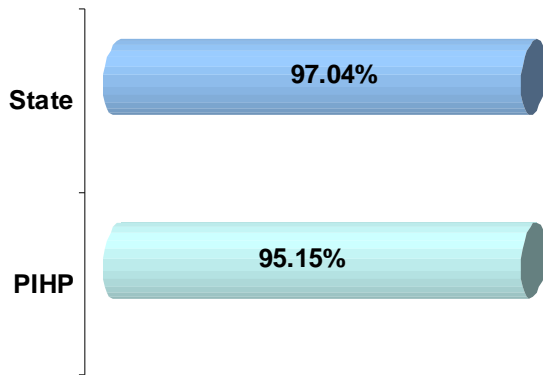
Customer Services Satisfaction / ACCESS



% of Medicaid beneficiaries discharged from a psychiatric inpatient unit who are seen for follow-up care within 7 days (Goal of $\geq 95\%$)

% of Medicaid beneficiaries readmitted to an inpatient psychiatric units within 30 calendar days of discharge from a psychiatric inpatient unit (Goal of $\leq 15\%$)

MHSIP Consumer Feedback Surveys



Strongly Agree & Agree Neutral Strongly Disagree & Disagree

