

SATISFACTION RESULTS SCORE CARD

Outpatient	2015	2016
Overall satisfaction with services.	87.28%	81.6%

School Based Services (Parent Survey)

Based on experience, I would recommend to family and friends.	100%	94.1%
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Stakeholders (Community partners, Physicians, School Administrators)

Overall, I am pleased with my relationship with Vera French.	84.75%	86.0%
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Employees

I am proud to be a part of Vera French.	98.0%	95.0%
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"I enjoy my relationship with my doctors and therapist. They pay close attention to what I say." - Client Testimony

Evaluation Wait Times in 2016

Child/Adolescent to Prescriber	69 days
Adult to Prescriber	68 days
Child/Adolescent to Therapist	21 days
Adult to Therapist	21 days

Days = the number of calendar days between date of initial contact to day of initial appointment/evaluation; including weekends and holidays.

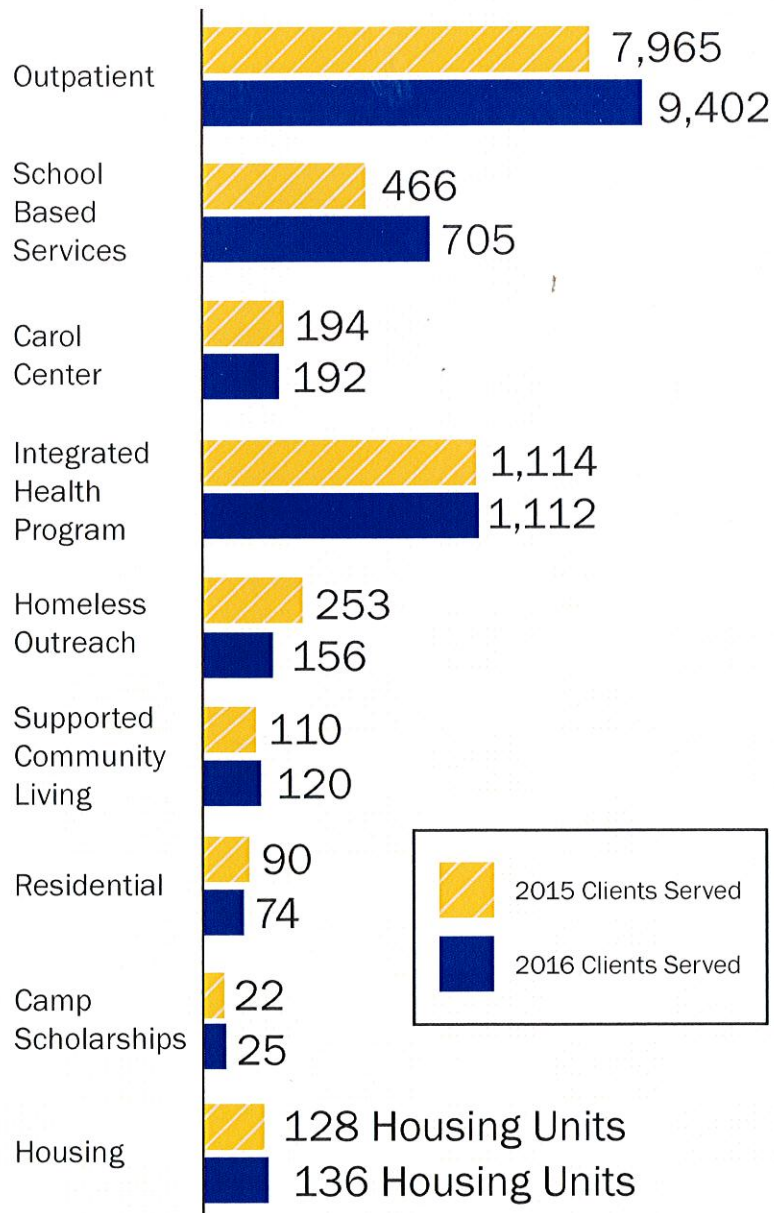
PLANS FOR 2017

2 new residential care facilities • Additional community based services • Improved access to services through re-designed call center and intake process • Collaboration with area agencies to strengthen the continuum of care in our community

1 in 5 ADULTS in America experience **mental illness.**

VERA FRENCH COMMUNITY MENTAL HEALTH CENTER REPORT CARD

At Vera French, we believe every person counts! The graph below represents the wide range of quality services our excellent staff provided to over 10,000 children, adolescents, adults, and older adults in 2015 and 2016. We are a community partner striving for a comprehensive, collaborative, and cohesive continuum of care.



RICK'S HOUSE OF HOPE

Joined Vera French in July 2015. In its first year as part of Vera French, Rick's served 391 individuals experiencing grief, trauma, or loss in our community.