

SFY 2011 Update Compliance by Provider Agency
Fourth Quarter Report

Eastpointe LME

Performance Requirement: The LME, through providers, will collect outcomes information on its consumers following sampling methods and reporting schedules for the instrument being used. The instrument used will depend on the type of consumer. The NC-TOPPS is required for all MH/SA consumers ages six and older and shall be entered in the web-based system within 30 days of completion of the interview as specified in the NC-TOPPS Implementation Guidelines. An update interview must be completed within two weeks before or after the required update month (e.g. 3-months, 6-months, 12-months, 18-months, etc). All update interviews shall be complete and accurate. The DMH/DD/SAS shall annually sample consumers with initial interviews to determine the timeliness and accuracy of 3-month update interviews. The 3-month update interviews shall be administered between 76 and 104 days after the initial interview. To ensure accuracy and completeness, data reported below are for two quarters ago (time-lagged two quarters).

SFY 2011 Standard: 90% of the expected update forms are received and are timely.

Provider Agency Name	Provider Agency Address	Provider Agency City	Expected # of Update Interviews	Receipt		Timeliness		Standard Met ^{2,3}
				# of Update Interviews Received	% of Expected Interviews Received ¹	# of Update Interviews Received On-Time	% of Expected Interviews Received On-Time ¹	
A Better Child, Inc.	512 Second Street	Ayden	0	0	0.0%	0	0.0%	
ACTS, Inc.	112 East Park	Beulaville	0	0	0.0%	0	0.0%	
ACTS, Inc.	117 Beasley Street	Kenansville	0	0	0.0%	0	0.0%	
ACTS, Inc.	139 B North Center Street	Goldsboro	0	0	0.0%	0	0.0%	
ACTS, Inc.	207A West Main Street	Clinton	4	4	100.0%	4	100.0%	★
ACTS, Inc.	2901 Heritage Street	Kinston	4	4	100.0%	4	100.0%	★
ACTS, Inc.	911 Hay Street	Fayetteville	0	0	0.0%	0	0.0%	
ADLA Day Treatment	801-A Poplar Street	Goldsboro	0	0	0.0%	0	0.0%	
Amazing Graces Inc., LLC	201 West Ash Street	Goldsboro	6	5	83.3%	5	83.3%	
At Home Personal Care Services, Inc.	119 Heritage Street	Snow Hill	0	0	0.0%	0	0.0%	
Barbara's Love and Care	902 West Vernon Avenue	Kinston	0	0	0.0%	0	0.0%	
Bridges of Hope, Inc.	201 West Ash Street	Goldsboro	0	0	0.0%	0	0.0%	
Cambridge Behavioral Health Services	622 South Memorial Drive	Greenville	0	0	0.0%	0	0.0%	
Cardinal Clinic	1540 Purdue Drive	Fayetteville	0	0	0.0%	0	0.0%	
Carolina Choice - Clinton Learning Center	101 West Elizabeth Street	Clinton	1	1	100.0%	1	100.0%	★
Carolina Choice, LLC	5353 Red Tip Road, Suite 112	Fayetteville	1	1	100.0%	1	100.0%	★
Carolina Focus	2313 Executive Circle, Suite C	Greenville	0	0	0.0%	0	0.0%	
Carter Behavior Health Services	115 Airport Road	Kinston	0	0	0.0%	0	0.0%	
Christian's House of Hope, Inc.	57 Moses-Newton Lane	Willard	2	2	100.0%	2	100.0%	★
ClientFirst of NC, LLC	1503 Wayne Memorial Drive	Goldsboro	11	11	100.0%	9	81.8%	
Community Resource Solutions	102 C Person Street	Fayetteville	0	0	0.0%	0	0.0%	
Comprehensive Solutions of North Carolina, Inc.	110 South Queen Street	Kinston	8	8	100.0%	5	62.5%	
Coordinated Health Services	100 Elizabeth Street	Clinton	0	0	0.0%	0	0.0%	
Coordinated Health Services	600 A Plaza Blvd	Kinston	0	0	0.0%	0	0.0%	
Corine's Care Management, Inc.	369 B Highway 135	Snow Hill	0	0	0.0%	0	0.0%	
Day By Day Treatment Center	1101 River Road	Selma	0	0	0.0%	0	0.0%	
Dixon Social Interactive Services	1202 Vernon Avenue	Kinston	20	20	100.0%	19	95.0%	★

Notes:

¹Percentages less than 90% are shaded pink

²★ = Met the Performance Contract Standard

³No interviews have been submitted

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Easter Seals UCP NC	100 Loop Street, Suite A	Clinton	4	4	100.0%	4	100.0%	★
Easter Seals UCP NC	1600 Wayne Memorial Drive	Goldsboro	6	6	100.0%	4	66.7%	
ELDO, Inc.	1805 Castle Street	Wilmington	0	0	0.0%	0	0.0%	
Elite Care Service	111 Lamon Street, Suite 103	Fayetteville	0	0	0.0%	0	0.0%	
Elite Care, Inc.	132 West Main Street	Williamston	1	1	100.0%	1	100.0%	★
Family First Support Center, Inc.	110 South West Center Street	Mount Olive	15	15	100.0%	15	100.0%	★
Family Intensive Home Care, LLC	602 Southeast 3rd Street	Snow Hill	0	0	0.0%	0	0.0%	
Family Works Psychological Center	1410 East Ash Street	Goldsboro	13	13	100.0%	10	76.9%	
Family Works Psychological Center	2002 Eastwood, Suite 305	Wilmington	4	4	100.0%	4	100.0%	★
Family Works Psychological Center	603 Beamon Street	Clinton	0	0	0.0%	0	0.0%	
GET (Grants Education and Technology Services)	211 East New Bern Road	Kinston	4	4	100.0%	4	100.0%	★
Greater Heights Management Services	400 Glenwood Avenue, Suite 5	Kinston	0	0	0.0%	0	0.0%	
Halikierra Community Services	200 West Ash Street, Suite 101	Goldsboro	0	0	0.0%	0	0.0%	
Harbor House	1700 East Ashe Street Suite 203	Goldsboro	0	0	0.0%	0	0.0%	
Harvest House/Tri-County Community Health Center	1480 Maple Grove Church Road	Dunn	91	91	100.0%	81	89.0%	
Helping Hands Care Manangement	517 South Norwood Street	Wallace	0	0	0.0%	0	0.0%	
Hope in the Carolina, LLC	149 Limestone Road, Suite 1	Kenansville	6	6	100.0%	6	100.0%	★
Hope in the Carolina, LLC	P.O. Box 1576	Roseboro	0	0	0.0%	0	0.0%	
Hope of Sampson County	51 Rowan Road	Clinton	0	0	0.0%	0	0.0%	
Integrated Programs and Services, Inc.	715 East Simmons Street	Goldsboro	4	4	100.0%	4	100.0%	★
Joseph's Community Support Services	1501 North Queen Street	Kinston	0	0	0.0%	0	0.0%	
Krystal's House	208 North Greene Street	Snow Hill	0	0	0.0%	0	0.0%	
Life Links Community Intervention Agency	101 West Greene Street	Snow Hill	0	0	0.0%	0	0.0%	
Life Touch, LLC	1879 Highway 258 North	Kinston	10	10	100.0%	1	10.0%	
Linjor House of Hope	213 North Carolina Street	Goldsboro	0	0	0.0%	0	0.0%	
Lucille's Behavioral, Inc.	1 Professional Drive	Snow Hill	0	0	0.0%	0	0.0%	
Making Changes, Inc.	2405 Nash Street NW, Suite D	Wilson	0	0	0.0%	0	0.0%	
Methodist Home for Children	1041 Washington Street	Raleigh	1	1	100.0%	1	100.0%	★
Mid-State Health Systems	3721 Legion Road	Hope Mills	0	0	0.0%	0	0.0%	
Milestone Child and Family Services	2906 Hull Road, Suite 6	Kinston	0	0	0.0%	0	0.0%	
Monae Supportive Services	108 West Firetower Road, Suite H	Winterville	0	0	0.0%	0	0.0%	

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National Mentor Healthcare DBA NC Mentor	3125 Poplarwood Court	Raleigh	0	0	0.0%	0	0.0%	
NC Mentor Network	401 North Herman Street	Goldsboro	3	3	100.0%	3	100.0%	★
NC Mentor Network	800 Jefferson Plaza, Suite 114	Whiteville	0	0	0.0%	0	0.0%	
New Dimension Group, LLC	416 West Ridge Street	Rose Hill	56	56	100.0%	54	96.4%	★
NOVA-IC, Inc.	2307 Norwood Avenue	Goldsboro	10	10	100.0%	8	80.0%	
Omni Visions, Inc.	2905 Breezewood Avenue	Fayetteville	0	0	0.0%	0	0.0%	
One to One With Youth	307 Beech Street	Goldsboro	29	29	100.0%	27	93.1%	★
Open Arms Residential and Community Support	1100 Hardee Road, Suite 112A	Kinston	1	1	100.0%	0	0.0%	
PORT Human Services	2901 North Heritage Street	Kinston	46	46	100.0%	46	100.0%	★
Precision Healthcare Services, Inc.	2902-B North Heritage Street	Kinston	45	45	100.0%	39	86.7%	
Preferred Alternatives, Inc.	2003 East Ash Street	Goldsboro	0	0	0.0%	0	0.0%	
Pride in North Carolina, Inc.	3080 Henderson Drive	Jacksonville	0	0	0.0%	0	0.0%	
Professional Group Living	219 North George Street	Goldsboro	3	3	100.0%	3	100.0%	★
Professional Group Living	510 Simmons Street	Durham	0	0	0.0%	0	0.0%	
Professional Group Living	715-B Martin Luther King Blvd	Clinton	5	5	100.0%	4	80.0%	
Psychotherapeutic Services - Pitt County ACTT Team	1990 Allen Road, Suite F	Greenville	0	0	0.0%	0	0.0%	
Reaching Beyond, LLC	715 North Queen	Kinston	3	3	100.0%	1	33.3%	
ReNu Life, Inc.	501 Forest Hill Drive	Goldsboro	0	0	0.0%	0	0.0%	
ResCare HomeCare	1001 Hardee Road	Kinston	0	0	0.0%	0	0.0%	
ResCare HomeCare	1700 East Ash Street	Goldsboro	0	0	0.0%	0	0.0%	
ResCare HomeCare	312 East College Street	Warsaw	0	0	0.0%	0	0.0%	
ResCare HomeCare	P.O. Box 1728	Morganton	0	0	0.0%	0	0.0%	
ReStart Human Services	518 Plaza Blvd, Suite 3	Kinston	11	11	100.0%	10	90.9%	★
ReStart, Inc.	302 Main Street	Kenansville	1	1	100.0%	0	0.0%	
Smartseeds, Inc.	110 East Main Street, Suite 205	Clinton	5	5	100.0%	4	80.0%	
Stepz-2-Greater Heights, LLC	223 West Walnut Street	Goldsboro	12	10	83.3%	9	75.0%	
Stevens Healthcare Agency, Inc. (Sky Rizer's Family Center)	824 Gum Branch Road, Suite N	Jacksonville	0	0	0.0%	0	0.0%	
Tar Heel Human Services - MH Division, Inc.	191 North NC Highway 41	Beulaville	12	12	100.0%	12	100.0%	★
The Lawson's House	116 West Main Street	Wallace	15	15	100.0%	5	33.3%	
Touchstone Residential Services	100 West Elizabeth Street	Clinton	1	1	100.0%	1	100.0%	★
Tranquility Counseling Services	2111 North William Street	Goldsboro	11	11	100.0%	11	100.0%	★
Triangle Comprehensive Health Services, Inc.	1705 North Berkeley Blvd	Goldsboro	0	0	0.0%	0	0.0%	

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Tri-County Youth Services, Inc.	410 East Cavanaugh Street	Wallace	0	0	0.0%	0	0.0%	
Upscale Residential Care	302 Limestone Road, Highway 50	Kenansville	0	0	0.0%	0	0.0%	
Upscale Residential Care	6001 Harmon Place	Fayetteville	0	0	0.0%	0	0.0%	
Wayne County Day Treatment, LLC	200 North Spence Avenue	Goldsboro	11	11	100.0%	6	54.5%	
Waynesboro Family Clinic	1706 Wayne Memorial Drive	Goldsboro	149	148	99.3%	147	98.7%	★
White Alternative Services, Inc.	214 Lisbon Street	Clinton	0	0	0.0%	0	0.0%	
Yelverton's Enrichment Services, Inc.	5976 US Highway 258 South	LaGrange	1	1	100.0%	1	100.0%	★
Youth Villages	2428 Charles Blvd	Greenville	1	1	100.0%	1	100.0%	★
Youth Villages	5041 New Centre Drive, Suite 209	Wilmington	0	0	0.0%	0	0.0%	
TOTALS:			647	643	99.4%	577	89.2%	

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