



AltaPointe care ‘by the numbers’

Every day, AltaPointe carries out its mission to help people living with mental illness, substance abuse and developmental disability to attain wellness and recovery. Our work involves building relationships with these individuals through professional programs and services aimed at maximizing their independence and quality of life. This 2011 Annual Report is not intended to tell the countless success stories involving exceptional service and staff members; we tell these stories throughout the year in other print and electronic venues.

Rather, this report presents AltaPointe by the numbers through quantitative data that summarize the many dimensions of our work. Our leaders and managers use this data to measure outcomes and performance. This information complements staff members’ discussions, observations and experience to help us understand specific situations. The goal of data collection, analysis and measurement is always to improve performance.

For instance, a survey on the outcomes of how patients are treated, “Consumer and Family Perception of Care,” illustrated graphically on page 4, may reflect the effectiveness of our Five-Star Customer Service program. Our staff members are trained, and encouraged, to treat each individual with dignity and respect. When these survey results are not positive, we know the areas of service where improvement is needed. Other statistics may reveal trends that help us make financial and staffing decisions.

As this region’s mental health authority under Alabama State Act 310, AltaPointe assesses the community’s mental health needs and the resources available to provide treatment. Likewise, the statistical information contained in this report demonstrates the extent to which we also assess our internal needs.

At AltaPointe, we believe that analyzing and measuring what we do is vital to understanding how well we carry out our mission. We continually work to ensure that everyone we serve receives the best care possible.

Sincerely,

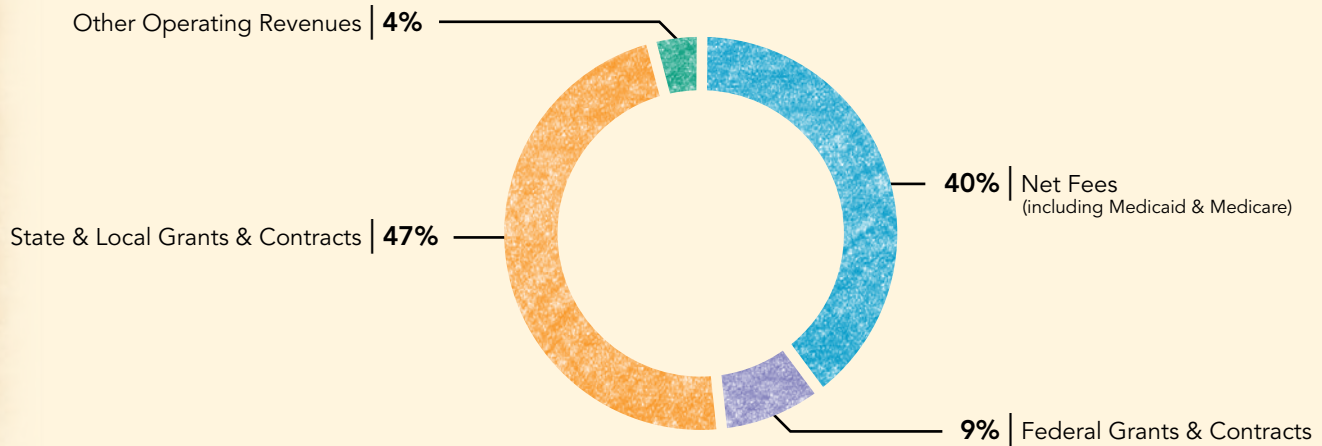
A handwritten signature in black ink, appearing to read 'T. Schlesinger', with a stylized, flowing script.

Tuerk Schlesinger, CEO

FY 2011 AltaPointe Revenue

Net Fees (inc. Medicaid & Medicare)	\$ 22,177,262
Federal Grants & Contracts	4,754,400
State & Local Grants & Contracts	26,482,415
Other Operating Revenues	2,353,349

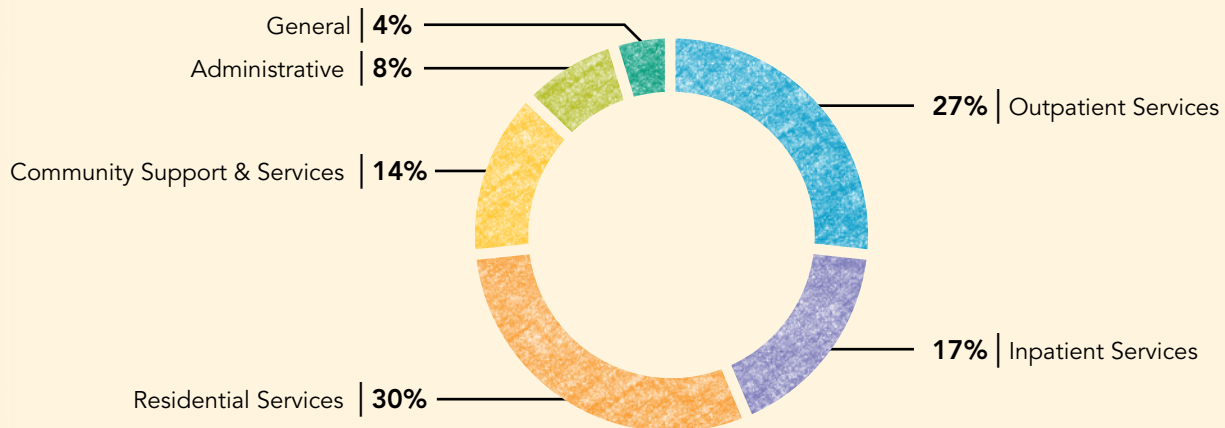
Total Operating Revenue \$ 55,767,426



FY 2011 AltaPointe Expenses

Outpatient	\$ 14,342,498
Inpatient	9,137,823
Residential	15,923,646
Community Support	7,409,851
Administrative	4,354,173
General	2,545,175

Total Expenses \$ 53,713,466



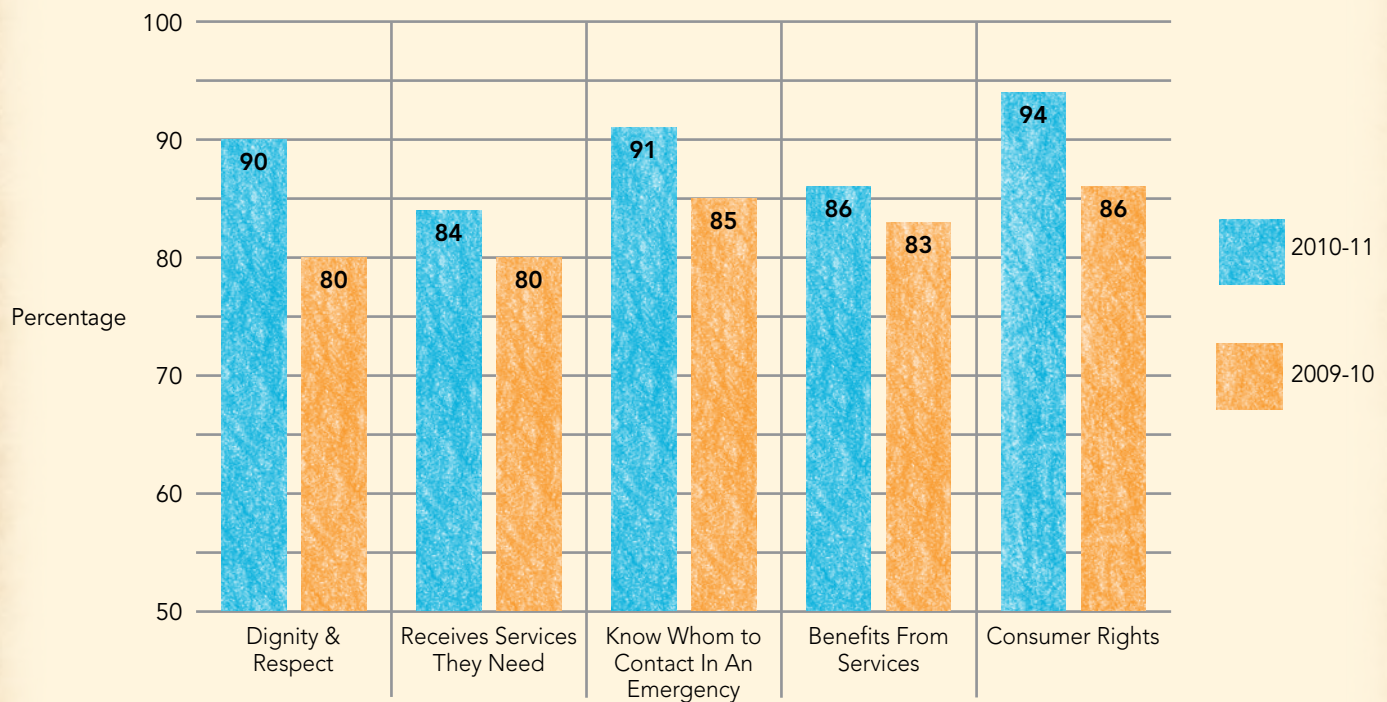
AltaPointe Economic Impact as a Healthcare Service in Mobile = \$41,734,047

Total Employee Wages & Salaries = \$24,965,034

(Or \$1.67 value per dollar paid in wages)

Resource: Mobile Area Chamber of Commerce

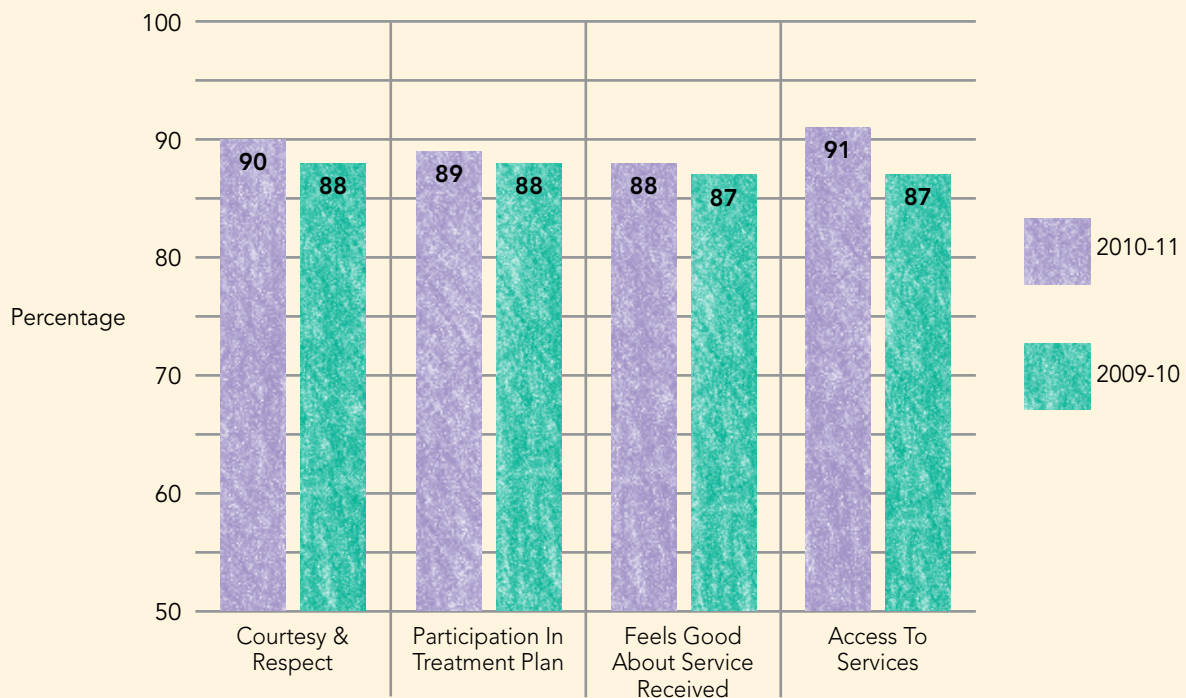
FY 2011 Children's Outpatient and Residential Service Family Surveys



AltaPointe Family Perception of Care Survey Results

Responses indicate consumer family members were very pleased with the care their children received at AltaPointe.

FY 2011 Adult Outpatient Consumer Surveys

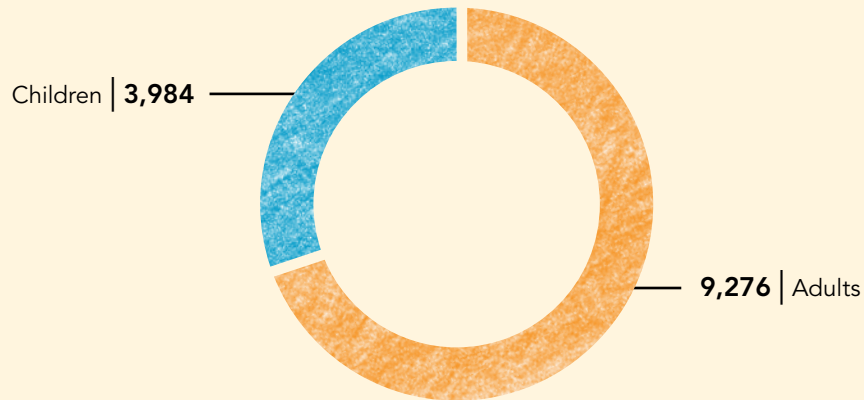


AltaPointe Consumer and Family Perception of Care and Treatment Services

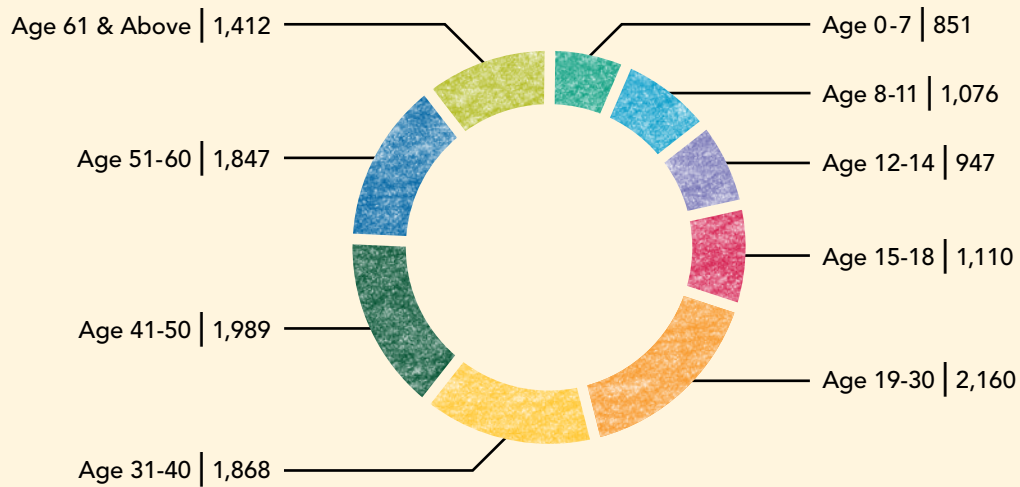
Responses indicate consumers were very satisfied with the care they received.

FY 2011 AltaPointe Consumers/Patients Served

Total Consumers/Patients : 13,260



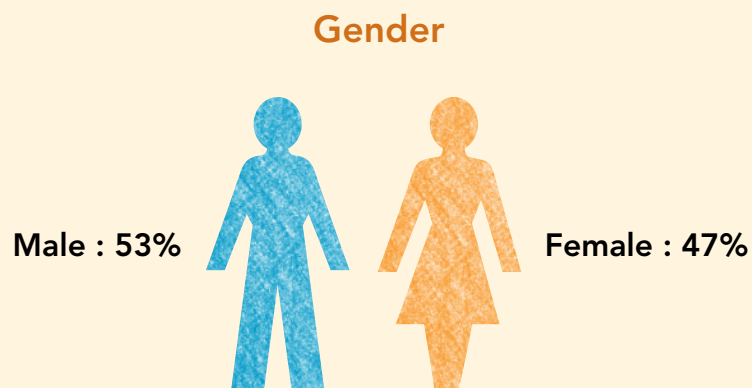
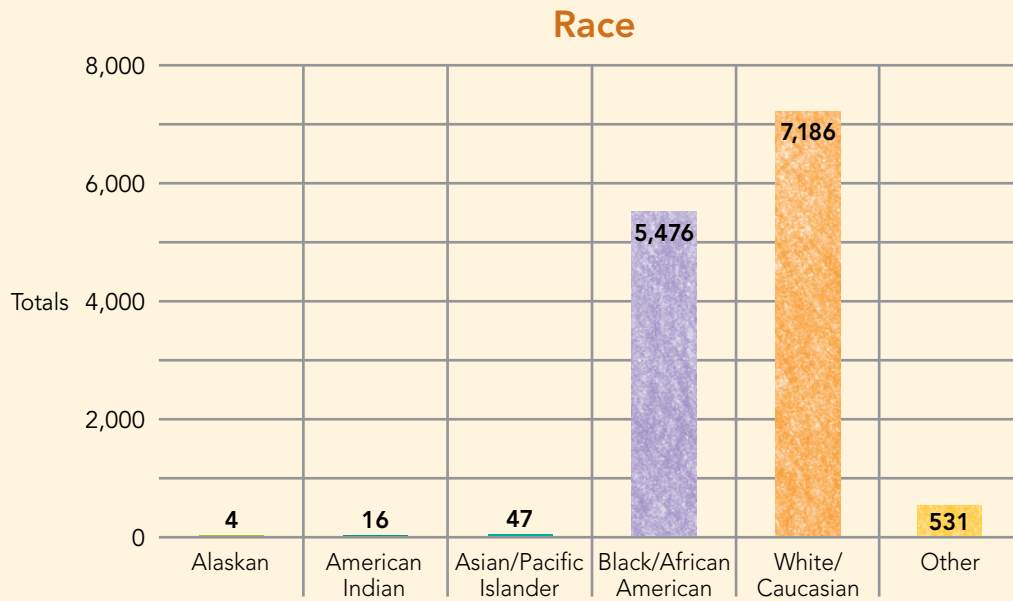
Total Consumers/Patients by Age : 13,260



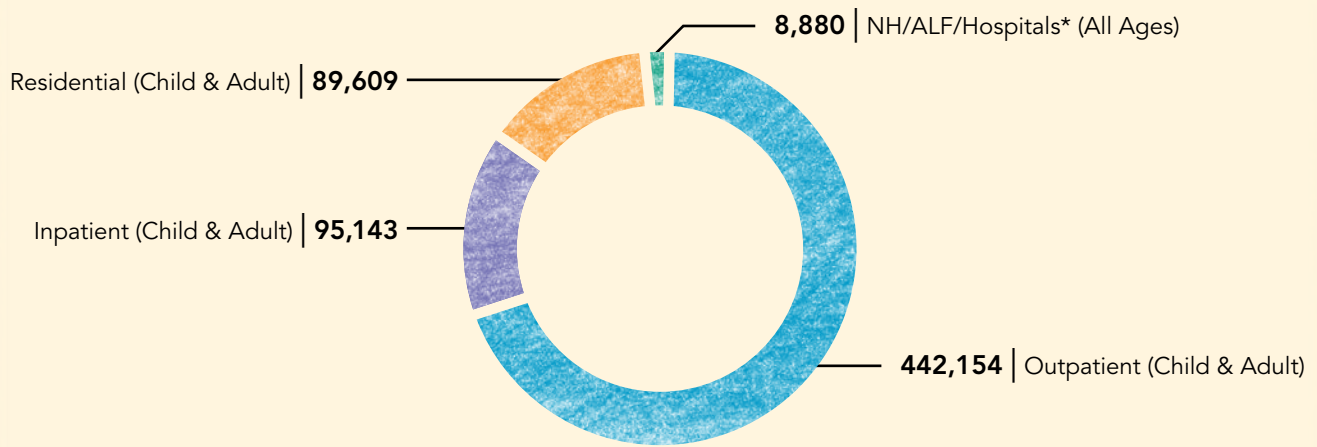
2011 Diagnoses



FY 2011 AltaPointe Consumers/Patients Served

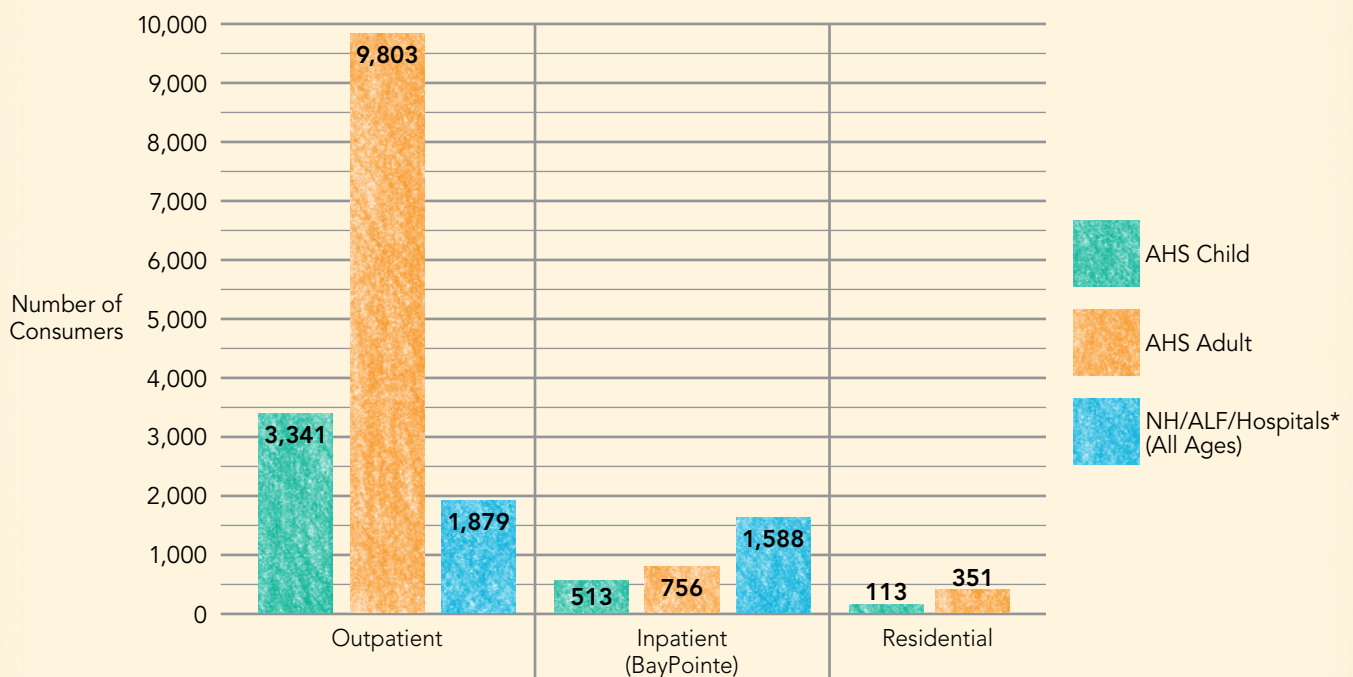


FY 2011 Services Provided



*NH=Nursing Homes • ALF=Assisted Living Facilities

FY 2011 Consumers Receiving Services



Consumers Receiving Services By Group

*NH=Nursing Homes • ALF=Assisted Living Facilities

Our Philosophy

We are responsible for the public system of mental health, substance abuse and intellectual disability service provision throughout Greater Mobile.

We facilitate a comprehensive behavioral healthcare continuum through clinical excellence, cultural awareness and community partnerships.

We believe it is our obligation to promote mental health awareness and understanding.

We ensure psychiatric competence by educating and training future healthcare professionals.

Our care delivery model is characterized by dignity and respect of the individual, consumer and family involvement, each consumer's enhanced role functioning and inclusion in the community.

Our Core Values

Service

We focus on understanding individual and community needs and respond with compassion, dignity and respect.

Quality

We deliver care that meets the highest-quality standards and achieves the best possible results.

Integrity

We keep our word and take responsibility for our actions.

Innovation

We bring new ideas and concepts to life through creativity, invention and problem solving.

Collaboration

We collaborate with others to achieve common goals.

