

2016 Outcomes

After several years of significant growth and expansion, 2016 was a year of agency stability, solidifying our presence in Rockingham, Stokes, and Caswell County.

Changes and Challenges:

- Respite services were discontinued for all but DSS consumers. For the past several years the program has been underutilized.
- Closed one Level III residential facility (Hope House).
- The transition from CPHS to CI. We discovered that CI interprets and enforces Medicaid and State Funding rules differently. We continue to learn how to navigate working with CI which is a much larger organization than CPHS.
- How to evidence that our programs are effective.

Our growth in 2016 has been in the school based therapy programs in Stokes and Caswell Counties and medication management. We have three full-time therapists providing school-based services to 166 active consumers, a growth of almost 20% over 2015 and we added 16 hours of med services. Our clinic OPT program has stabilized after years of continuous growth.

- 2010: 290
- 2011: 381
- 2012: 713
- 2013: 631
- 2014: 1,119
- 2015: 1,376
- 2016: 1,645

Client satisfaction surveys continue to reflect 98% satisfaction with the services provided.

Audits by outside entities resulted in high marks and minimal procedural corrections.

Our plans for 2017 include the implementation of Feedback Informed Treatment, an evidence-based outcome measurement process that has been demonstrated to increase client engagement in services and thereby supporting improved client functioning. The process will be implemented in the out-patient therapy program in 2017 and across the rest of the agency in 2018.