



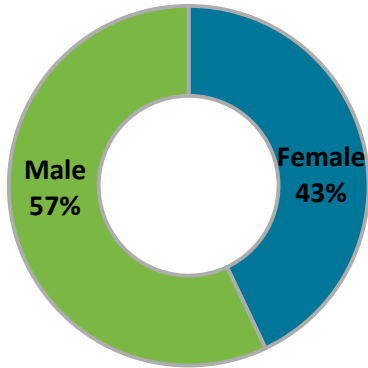
# Organization Outcomes

FY 2018-2019

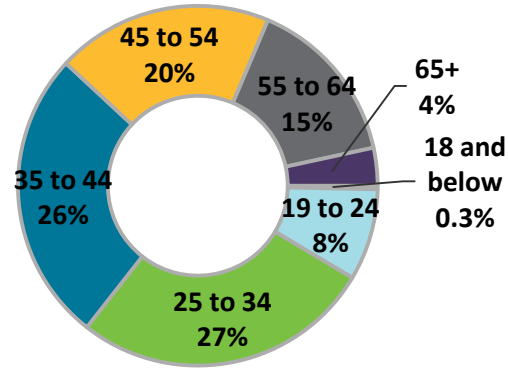
# Client Overview

➤ In FY18-19, CenterPointe served 3,076 individuals

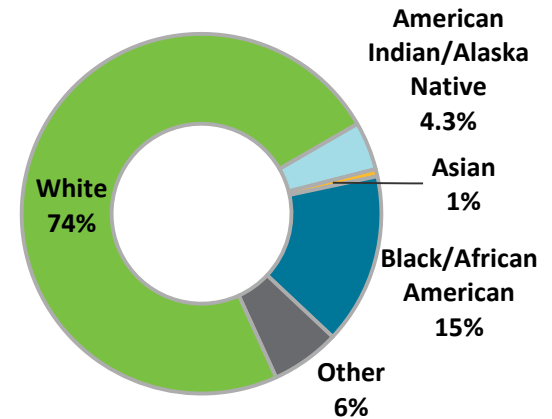
## Client Gender



## Client Age

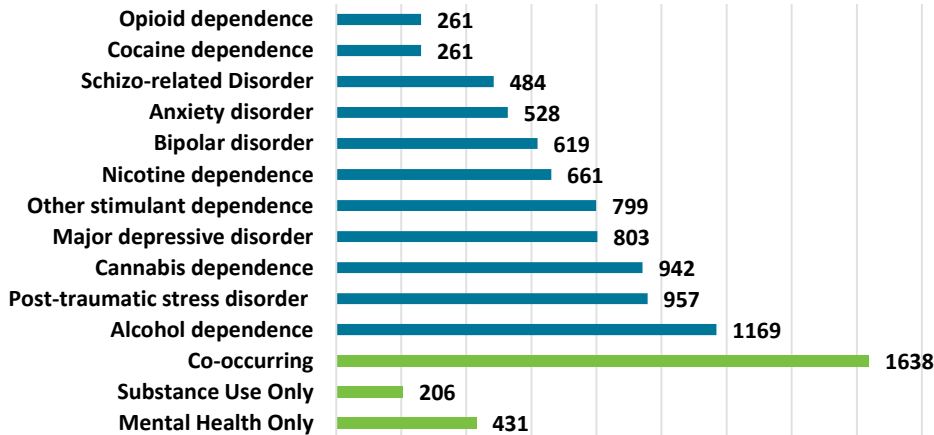


## Client Race

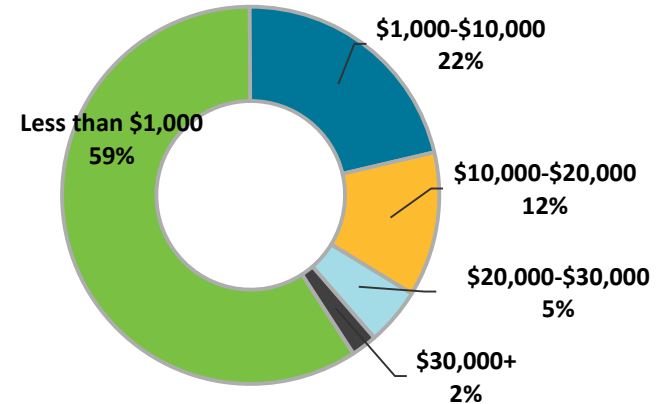


➤ Nearly 44% of those entering one of our programs are homeless

## Top Client Diagnosis Category



## Annual Income



# Making Data Actionable Through CQI

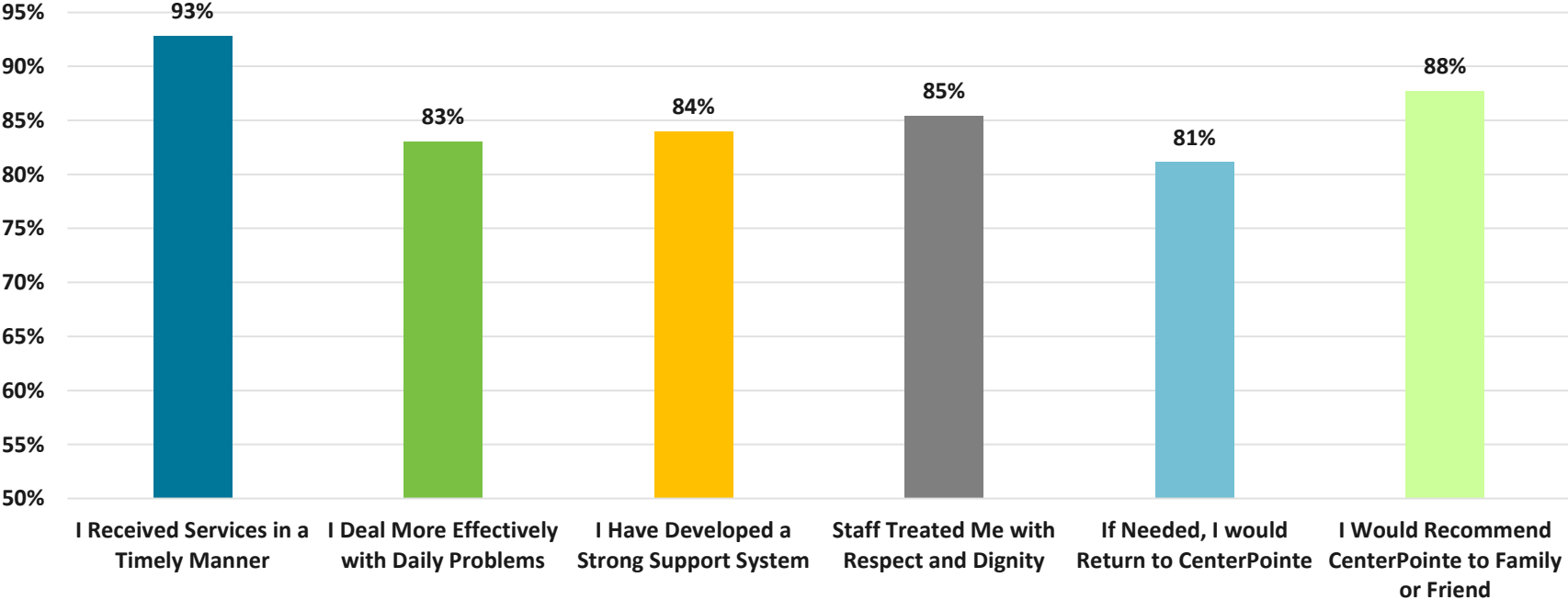
- CenterPointe's Definition of Continuous Quality Improvement:
  - An approach to quality management that focuses proactively on business processes rather than individuals, where quality (i.e., our measures) is defined by the expectations and experiences of the people we serve.
  
- Key Components:
  - Business processes
  - Quality/Measures
  - Expectations and experiences of individuals

- Problem:
  - Touchstone (short-term residential) saw 14% of individuals leaving within 3 days (24% within 7 days, 33% 14 days)
  - Further Analysis:
    - Satisfaction data suggested interactions/relationships with staff are best predictor of retention
    - Participant feedback suggested intake process could be improved
    - Individuals met and answered personal questions from five people during intake process
- Solution:
  - Adjusted intake process map to reduce number of staff involved, increased Peer Support participation, and reduced number of rooms individual needed to go to

# Perceptions of Care



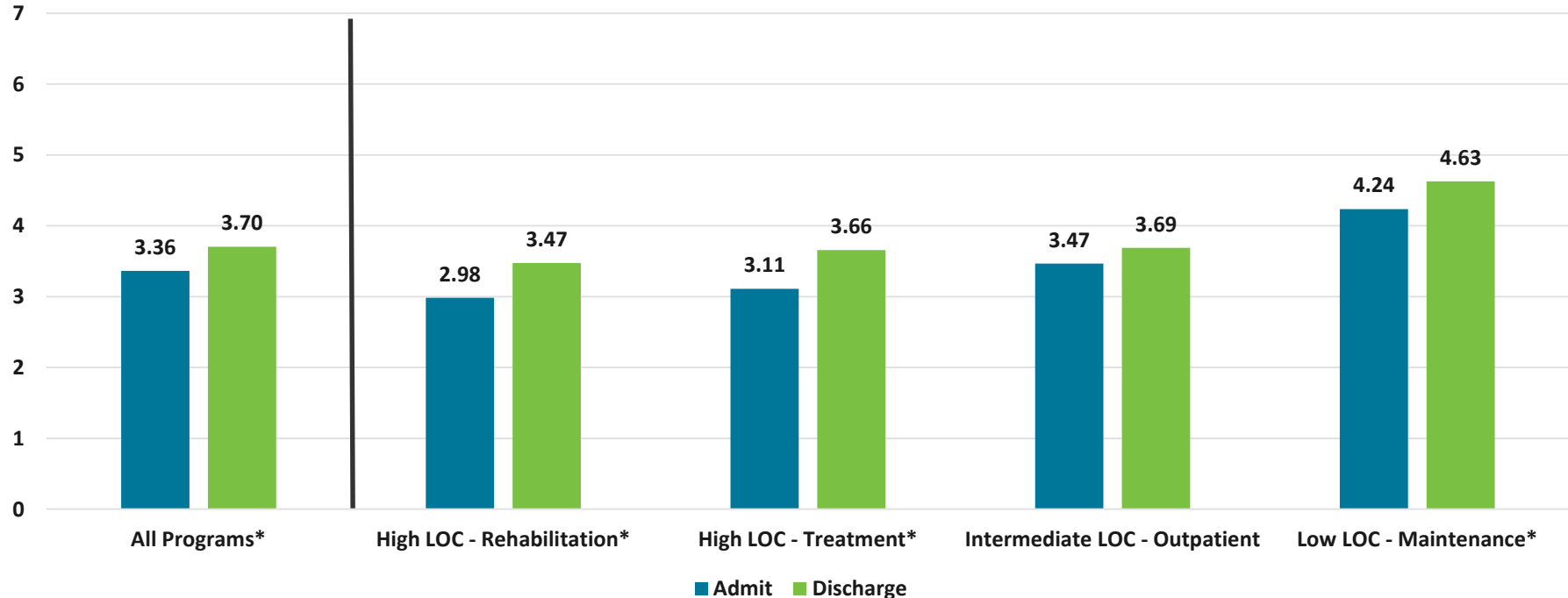
## Satisfaction Survey Responses



# DLA Improvements



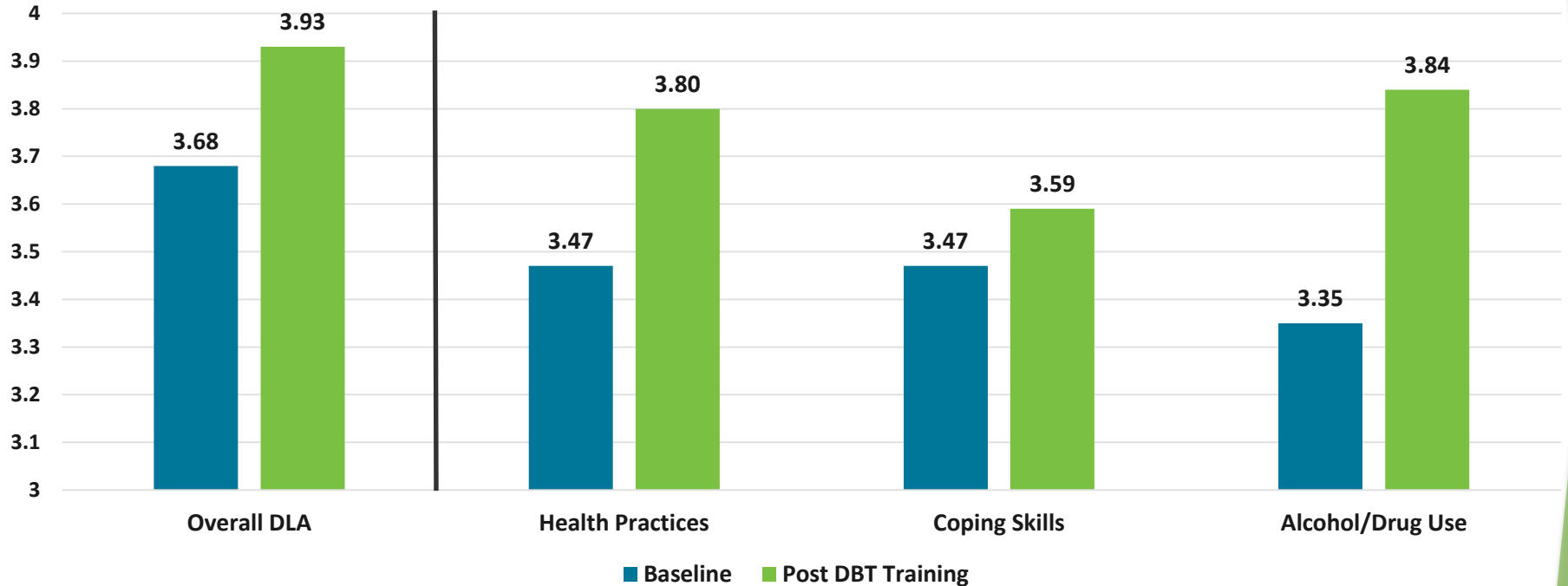
### Daily Living Activities Score Changes from Admit to Discharge



\*Indicates significant increase

# Dialectical Behavior Therapy: Impact

## Daily Living Activities Discharge Scores: Pre- & Post-DBT Training

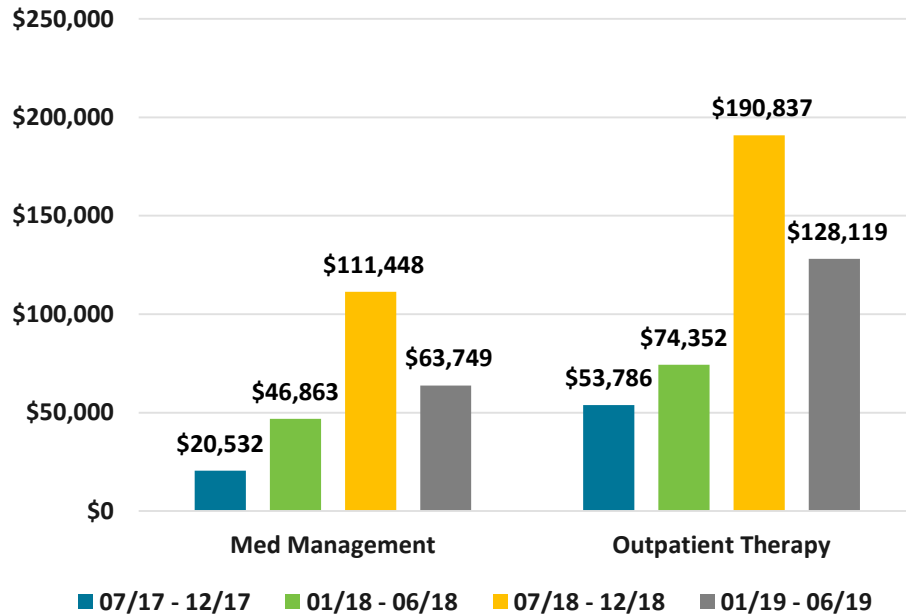




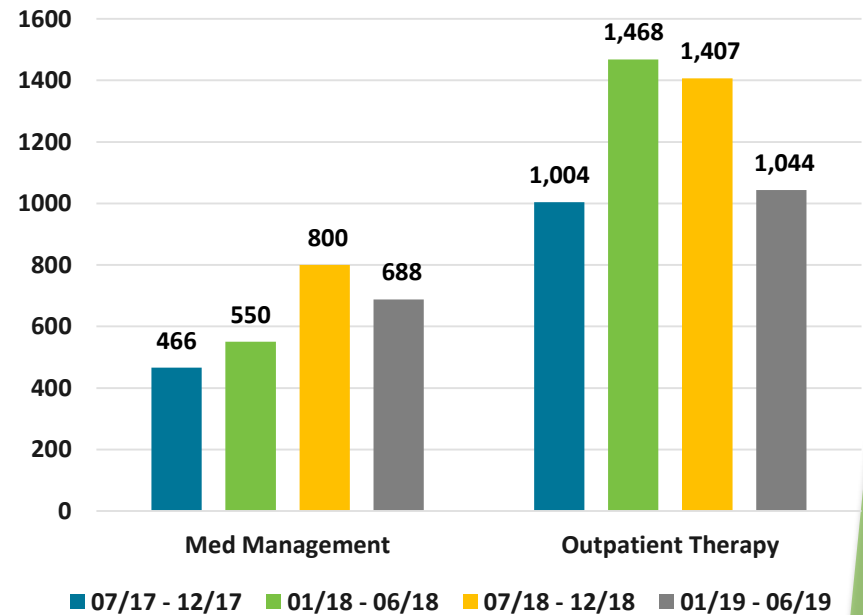
# Outpatient Services: Open Access



## Outpatient Revenue

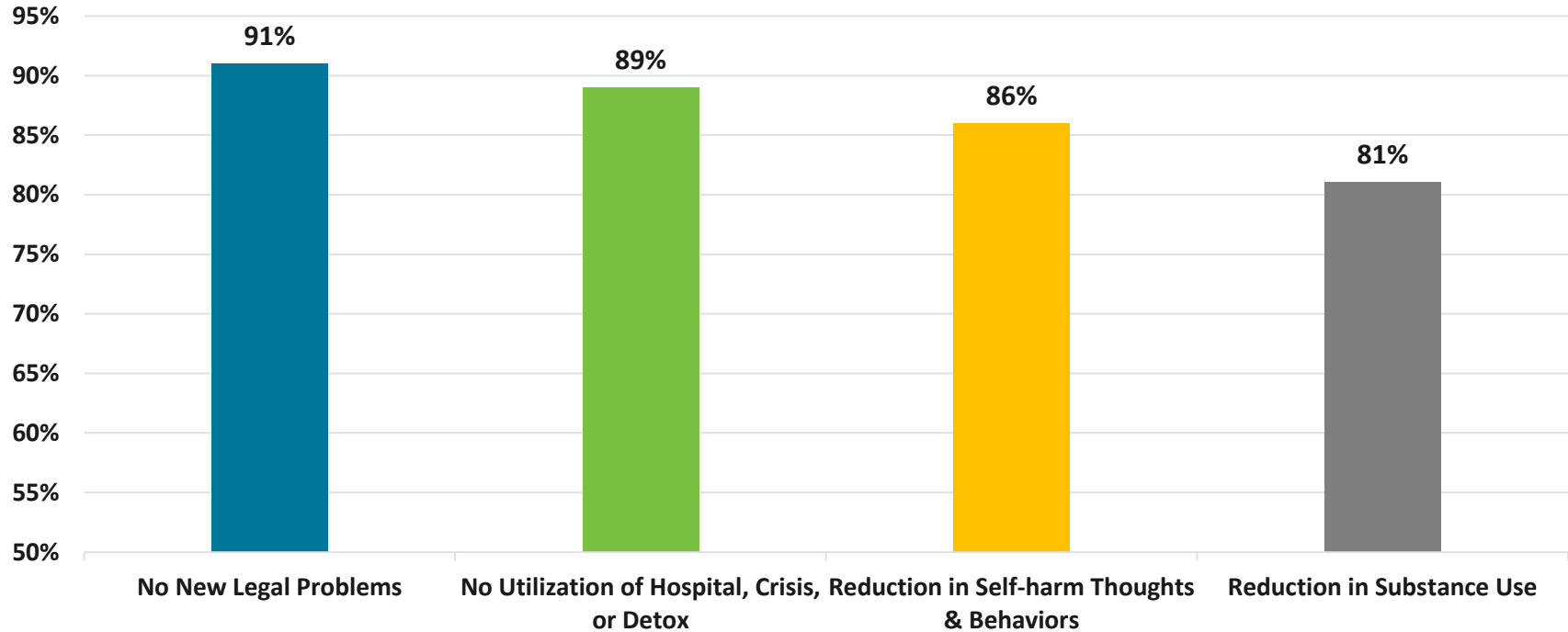


## Unique Individuals Seen



# Post-Discharge Outcomes

## 30-45 Days Post-Discharge



# Current Initiatives & Goals

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- Utilization of CenterPointe Metrics
- 90% satisfaction across three key areas:
  - Perceptions of Care
  - Perceptions of Staff
  - General Satisfaction
- 60% individuals seeing a significant DLA increase from admit to discharge
- Improve Primary Care coordination

# What's Next?

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- Primary Care
- Health and Well-being
- Facility & Program Expansion

- “I am always made to feel comfortable and welcomed by everyone here.”
- “I am grateful. Thank You”
- “You all give us hope.”
- “Amazing job of creating a positive, non-judgmental atmosphere.”
- “Thank you. For all your help I appreciate you all and all the hard work for helping us.”
- “I never would have made it without you.”

# Questions? Contact Us!

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