



THE WILLOW CENTER
Treatment & Recovery

2024 Q1 - Q3 Outcomes Data Report

Table of Contents

Area of Report	Page
Introduction	3
Business Operations	4
Intensive Outpatient Treatment	5
Seeking Safety	6
Outpatient Treatment	7
Adult Dialectical Behavior Therapy	8
Adolescent Dialectical Behavior Therapy	9
Outpatient Counseling	10
Conclusion	11

Introduction

The Willow Center recently implemented a performance measurement and management system for both business operations and service delivery in mid-2024. This allows the Leadership Committee to look objectively at how well we are accomplishing the mission of The Willow Center. Data from this system has begun to trickle in for analysis, but is preliminarily incomplete due to low survey response rates.

The scope of our performance measurement and management efforts include all categories and levels of service provision. The Willow Center has adopted policies and procedural guidelines under the regulations set by the Leadership Committee that emphasize our commitment to follow established standards for data collection, analysis, and utilization for improvement of performance.

The Leadership Committee ensures that the development and implementation of our performance measurement and management system is responsible, thorough, inclusive, and reflective of our focus on client-centered care.

The Willow Center is committed to transparently sharing these outcomes with the public in a way that is easy to understand via this annual data report, so that potential clients may make an informed decision about seeking treatment with us.

NOTE: Any results listed as “N/D” should be read as “No Data Yet.” This indication means that the attempt to collect the data was indeed made for the measurement in good faith, but survey response rates were statistically too low to provide accurate measurement yet, or measurement is still in-progress for current program participants. Results listed in **yellow** should be considered “preliminary” and still in measurement. This report will be updated at least once annually starting in 2025.

Business Operations

4.8/5

Public Reputation Rating

Measured by averaging current Google & Facebook star ratings.

95%

Staff Experience Rating

Measured by averaging quantitative responses on annual team member survey.

92%

Community Partners Experience Rating

Measured by averaging quantitative responses on annual partner survey.

57%

Treatment Accessibility Rating

Measured by averaging all monthly successful admissions rates.

Intensive Outpatient Treatment Program

46%

Percent of Admitted Clients Who Completed or are Still Engaged

Measured by comparing number of clients successfully discharged from and currently active in program to number admitted during time frame.

13%

Rate of Reduction of Negative Symptoms

Measured by averaging all monthly client check-in survey responses..

N/D

Rate of Sobriety Maintained

Measured by averaging all monthly client check-in survey responses.

60%

Participant Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Seeking Safety Program

88%

Percent of Admitted Clients Who Completed or are Still Engaged

Measured by comparing number of clients successfully discharged from and currently active in program to number admitted during time frame.

10%

Rate of Reduction of Negative Symptoms

Measured by averaging all monthly client check-in survey responses..

N/D

Rate of Sobriety Maintained

Measured by averaging all monthly client check-in survey responses.

67%

Participant Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Outpatient Treatment Program

51%

Percent of Admitted Clients Who Completed or are Still Engaged

Measured by comparing number of clients successfully discharged from and currently active in program to number admitted during time frame.

N/D

Rate of Reduction of Negative Symptoms

Measured by averaging all monthly client check-in survey responses..

N/D

Rate of Sobriety Maintained

Measured by averaging all monthly client check-in survey responses.

100%

Client Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Adult Dialectical Behavior Therapy Program



Percent of Admitted Clients Who Completed or are Still Engaged

Measured by comparing number of clients successfully discharged from and currently active in program to number admitted during time frame.



Rate of Reduction of Negative Symptoms

Measured by averaging all monthly client check-in survey responses..



Client Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Adolescent Dialectical Behavior Therapy Program

*NOTE - This is The Willow Center's newest program / service line.

36%

Percent of Admitted Clients Still Engaged in Program (or Completed)

Measured by averaging all monthly successful full program completions.

N/D

Rate of Reduction of Negative Symptoms

Measured by averaging all monthly client check-in survey responses..

N/D

Client Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Outpatient Counseling

55%

Percent of Admitted Clients Still Engaged in Program (or Completed)

Measured by averaging all monthly successful full program completions.

N/D

Rate of Reduction of Negative Symptoms

Measured by averaging all monthly client check-in survey responses..

100%

Client Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Conclusion



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Thank you for taking the time to review our annual outcomes data report. If you or someone you know need support, we are here for you and ready to help.

Please call us at 317-852-3690.