



THE WILLOW CENTER
Treatment & Recovery

2025 Annual Outcomes Report

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Introduction

The Willow Center (TWC) guides our operations as a behavioral healthcare center with a performance measurement and management system for both business operations and service delivery each year. This allows executive leadership to look objectively at how well we are accomplishing the mission of The Willow Center. Data is collected monthly, and analyzed quarterly and annually.

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 Indiana FSSA-Division of Mental Health and Addiction and CARF International that emphasize our commitment to follow established standards for data collection, analysis, and utilization for improvement of performance.

TWC's executive leadership 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 new clients and referral partners may make an informed decision about seeking treatment with us.

*Note: When the symbol "I/D" appears in this document, it stands for "Insufficient Data," meaning not enough clients submitted survey responses to provide the data needed despite multiple invitations to participate.

If you have any questions or concerns about this report, please contact Chase Cotten via email at ccotten@thewillowcenter.com.

Business Operations

4.8/5 stars

Public Reputation Rating

Measured by averaging current Google & Facebook public ratings.

70% rated:



4 out of 5 stars

Staff Experience Rating

Measured by averaging quantitative responses on annual team member survey.

86% rated:



9 out of 10 stars

Community Partners Experience Rating

Measured by averaging quantitative responses on annual community partner survey.

61%

Access to Treatment Rate

Measured by averaging the rate that all monthly intakes successfully convert to full admissions.

Overall Clinical Averages

58.9%

Admitted Clients Who Completed or are Still Engaged in Services

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

33%

Reduction of Negative Symptoms

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

77.6%

Reduction of Substance Use

Measured by averaging all monthly client check-in survey responses related to sobriety submitted.

68%

Participant Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Intensive Outpatient Treatment Program

47.5%

Admitted Clients Who Completed or are Still Engaged in Services

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

I/D

Reduction of Negative Symptoms

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

55.5%

Reduction of Substance Use

Measured by averaging all monthly client check-in survey responses related to sobriety submitted.

61%

Participant Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Outpatient Treatment Program

51.4%

Admitted Clients Who Completed or are Still Engaged in Services

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

35.3%

Reduction of Negative Symptoms

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

I/D

Reduction of Substance Use

Measured by averaging all monthly client check-in survey responses related to sobriety submitted.

77%

Client Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Adult Dialectical Behavior Therapy Program

85.7%

Admitted Clients Who Completed or are Still Engaged in Services

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

46%

Reduction of Negative Symptoms

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

67%

Client Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Individual Counseling (Outpatient & School-Based)

60.8%

Admitted Clients Who Completed or are Still Engaged in Services

Measured by averaging all monthly successful full program completions.

59%

Reduction of Negative Symptoms

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

76%

Client Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Additional Programs

Medication Assisted Treatment

60.8%

Admitted Clients Who Completed or are Still Engaged in Services

Measured by averaging all monthly successful full program completions.

50%

Client Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Peer Recovery Coaching

including Recovery Management Program and HCJ Reentry Program

79%

Admitted Clients Who Completed or are Still Engaged in Services

Measured by averaging all monthly successful full program completions.

100%

Client Satisfaction Rating

Measured by averaging all client satisfaction survey submissions.

Conclusion

In 2026, we are thrilled to be launching our new Adolescent Intensive Outpatient Treatment Program at our Pittsboro, Indiana location. We will report outcomes data for this new program in our 2026 Annual Outcomes Report.



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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.