

How do you know **YOU are helping?**

We track client progress. This year

97% of clients had fewer than 3 crisis episodes.

89% of alcohol/drug clients experienced a decrease in impairment from substance abuse.

97% would recommend Concord to a friend.

During the 2009-2010 school year The ASAP (At School Assistance Program) served 106 students at Westerville South High School and four Westerville middle schools. Of the students who completed the program, 86% showed improvement in at least one of the outcome measures.

In addition, every year

1. We ask our clients to rate their own experience and their progress towards recovery.
2. We ask our community partners to rate and comment on our services and suggest ways to improve.
3. The ADAMH board (Alcohol, Drug and Mental Health) reviews and reports our outcomes.

In 2010,

1. **of clients** who responded to a satisfaction questionnaire,

99% responded that the respect I have been given from the Concord staff has been **“Excellent” or “Good”**

98% stated staff’s understanding of my problem/concern has been **“Excellent” or “Good”**

99% rated their treatment provider's acceptance of me for who I am as **Excellent” or “Good”**

92% replied that the progress they have made since coming to Concord is **Excellent” or “Good”**

98% answered that Overall, I think the care provided to me at Concord has been **“Excellent or Good”**

2. of Concord’s **community partners** who responded to a questionnaire,

93% rated their overall working relationship as **“Excellent” or “Good.”**

100% rated the quality of the outcomes achieved by clients at Concord as **“Excellent” or “Good.”**

When asked “What does Concord do well?” they responded with the following comments:

Very skilled older adult team

Provide excellent services to the MH community in Franklin county - the best!

Excellent outcomes; strong fiscal health; caring & compassionate staff

(staff) Thinks outside of the box when it comes to programming and working with clients

Responsiveness & professionalism of staff

We also asked them “What could Concord do better?” Responses included:

More funding for more services! Keep up the great work and enthusiasm!

Better phone answering system

A specific provision of adolescent substance use/abuse services

I can not think of anything

3. ADAMH reported that, of clients who were treated at Concord

for alcohol and drug abuse, 100% improved, showed improvement or continued stability in family/social relationships, criminal justice, reduction in alcohol use, reduction in drug use, psychiatric problems, health, employment

who have **severe mental illness**, 82.4% showed improvement or continued stability in at least one of the following measures of recovery: reduction of symptoms/problems, quality of life, social connectedness

of **adults and older adults with mental illness**, 91.7% showed improvement or continued stability in at least one of the following measures of recovery: reduction of symptoms/problems, quality of life, social connectedness.