NORTHWEST INDIAN TREATMENT CENTER

August 15, 2017

Dear Colleague,

The report for the third Quarter, FY2017 is attached. This report provides information identifying the referral source of patients admitted, how many patients were admitted, the percentage completing treatment, the gender mix and total days of treatment. There are summaries of satisfaction, effectiveness, access and efficiency for NWITC programs. Unmet needs are also included on all questionnaires.

Third quarter, FY2017, referents reported that 76% of patients were alcohol and drug free or consume less than before treatment. The Recovery Support Team continues to be successful in keeping contact with most alumni and reports that 90% of patients **contacted** were alcohol and drug free.

If you have any questions about our services or this report please call me.

Sincerely,

Stephanie Tompkins, CDP
Director

Northwest Indian Treatment Center / P.O. Box 477 / 308 E. Young / Elma, WA 98541
Phone (360) 482-2674 / Fax (360) 482-1413

D3WX bi Pa lil

NORTHWEST INDIAN TREATMENT CENTER

Residential Program
Third Quarter ~ FY 2017

- Statistics
- Efficiency & Access Report
- Patients' Input Report
- Patients' Self-Evaluating Progress Report
- Treatment Follow-Up Report
- Referring Agencies Report

PO Box 477 / 308 E. Young St.
Elma, Washington 98541
360-482-2674

Stephanie Tompkins, Director

Northwest Indian Treatment Center

Statistics
FY 2017 - Third Quarter

Referents	No. Pts
Al'ta Counseling	1
Associated B.H.	1
Benewah Medical and Wellness	1
Camas Path	1
Cascadia B. H.	1
Chehalis B. H.	3
Colville A & D	2
Community Counseling Center	1
Community Allied B.H.	1
DownTown Emergency	1
Harborcrest	2
Kitsap Recovery	1
Klallam Counseling	3
Mid Columbia Center for Living	1
Muckleshoot B. H.	4
Nisqually Substance Abuse	4
Nooksack Indian Tribe	1
Northwest Resources II (Olympia)	1
Okanogan B. H.	1
Pioneer Human Services	1
Port Gamble S'klallam	2
Puyallup Tribal Health	2
Quinault C. D.	3
Raging River	1
Safe Harbor	1
SeaMar	1
Shoalwater Bay	1
Skokomish Hope Project	4
Spokane Addiction and Recovery	1
Spokane Substance Abuse	4
Squaxin Behavioral Health	3
Suquamish Behavoir and Family	1
Tulalip B. H.	4
Upper Skagit	1
Yakama Nation CCAP	4
Total Admissions	**65**
Referent Type	
Tribal	21
Other	14
Total Referents	**35**

Statistics by Discharge Date*

Patient Days

Total Patients	65
Total Days	2412
Average Stay	**37 days**

Counselor	# Patients	Total Pt. Days	Average Stay
B.H.	4	146	37
B.P.	18	663	37
D.M.	9	317	35
K.E.	5	190	38
M.T.	7	311	44
S.I.	18	650	36
T.G.	4	135	34
TOTALS	**65**	**2412**	**38**

Gender

Male	40
Female	25
Total Patients	**65**

Completed Treatment	Left Against Staff Advice / Aborted	Disciplinary Discharge - Non-Compliance	Med. & Emer. Leave	Other / Special Circumstances
Males - 28 (43% of all pts)	Males - 9 (13%)	Males - 3 (4%)	Males 0 (0%)	Males 0 (0%)
Females- 22 (33% of all pts)	Females - 2 (3%)	Females - 0 (0%)	Females 0 (0%)	Females 1 (1%)
Total - 50 Pts.	Total - 11 Pts.	Total - 3 Pts.	Total - 1 Pts.	
76% of all pts.	16%	4%	1%	

Third Party Payers

ABP	46
TANF	6
SSI	6
Expansion	2
TPO	1
I.H.S.	1
Insurance/TPO	1
Benefit Bed	2
Total Third Party Payers	**65**

Northwest Indian Treatment Center
PO Box 477, Elma, Washington 98541

Efficiency and Access Report
FY2017 Third Quarter

Access to residential treatment is measured by the number of days' patients must wait for admission to treatment. Efficiency is measured by the payer mix i.e. patients who have a funding source in addition to I.H.S. funds, and a stable number of bed days paid for by purchase orders at the full rate per day.

Access to the residential program is evaluated by the number of days between the date when all required pre-admission information is received by NWITC and the admission date, i.e. how long people are on the waiting list. The waiting list consists of those persons whose referral source has provided all required documentation and who are only awaiting admission. Persons who want admission but whose referral source has not yet supplied the required documentation are kept in pending status. Referrals from within Washington State must be on Apple Health / Medicaid, qualify for the State of Washington's treatment expansion program, have another payer, or if available and meet eligibility requirements use the benefit bed. Referrals that make contact but do not follow through in some way or who are denied admission are placed in closed status.

Factors that can result in long waits in pending status are loss of contact with the patient by the referring organization; loss of contact with the referring organization; or the need for additional health or mental health information.

The intake coordinator maintains contact with all organizations that have a person in pending status or are on the waiting list. Contact occurs frequently. When an individual is denied admission, the reasons are provided and a referral is suggested to the referring organization. The referral is documented.

Efficiency is measured by the number of persons admitted with a payer in addition to I.H.S. and the number of purchase order bed days or other funders paying more per day than state contracts. This helps NWITC achieve a balanced budget by maximizing the revenue in relation to each admission. If the patient is on Alternative Benefit Plan (ABP) they also receive a medical card which helps NWITC coordinate medical care.

April, May, June FY 2017
Efficiency: Here is the payer mix:

ABP	46
TANF	6
SSI	6
CNP	2
Tribal PO	1
I.H.S.	1
Insurance/TPO	1
Benefit Bed	2

Sixty-five patients were admitted during this quarter. The number of patients admitted each quarter is usually fifty plus. There were more purchase order beds reimbursed by either tribes or I.H.S than last quarter.

Currently there is no contract with the state; a fee for service structure (FFS) has been implemented and seems to be working well. Staff, together with the Legal Department, is also monitoring the state budget and its potential impact on patient eligibility and provider contracts. Native Americans are currently carved out of the Behavioral Health Organizations (BHO) billing system for CD services. A waiver was submitted from the state to continue this system and incorporate the mental health services into the FFS structure as well; these changes are expected to be approved. We are not contracted with any BHO providers and therefore are accepting mostly Native clients. State treatment rates and mental health revenue have maintained steady. Funding sources are currently unstable and uncertain. We will adjust expenses as needed and become more creative in diversifying markets.

The intensive aftercare provided by the OVW and I.H.S. MSPI grants help sustain referrals. The new OVW grant presented a training through the women spirit coalition, 15 staff members from different departments were trained in violence against women to develop skills to support patients. The contracted a recovery coach continues to provide phone consultation, support and other resources to recovery coaches and alumni, the recovery coach program still continues to be successful. Next quarter a recovery campout will be held to support recovery coaches and alumni.

Access: Patients who were admitted waited an average of fourteen days. This is less than last quarter. The wait period is under 20 days, which is within our target. The length of time varied from zero to 72 days. One person waited 72 days for admission, this is because the client was not contacting their referent and the client did not have a reliable phone.

Denied Access: No prospective Native American patients were denied access.

Summary: The revenue for this third quarter of FY 2017 appears to hold.

Satisfaction is very high from referral sources and from patients as indicated on satisfaction questionnaires. Referents tell the Recovery Support Team that they are very pleased with the rich resources available to patients after discharge.

Northwest Indian Treatment Center
PO Box 477, Elma, Washington 98541

Patients' Input Report
FY2017 - Third Quarter

Patients are surveyed at mid-treatment and again at discharge. The following comparison represents ninety-eight percent of all third quarter patients completing treatment. The treatment survey questions are listed with responses in bold type.

1. Was your orientation at admission:

98% Easily understood **2%** Confusing

The percentage of patients finding the orientation to be easily understood is consistent with most quarters.

2. Do you feel that you are treated respectfully? If no, please explain.

100% Yes 0% No

The percentage of patients felt they were treated respectfully. This is consistent with most quarters.

3. In what ways are you satisfied with your treatment?

Pt. #	Mid-Treatment	Discharge
1	**In all way's. I'm satisfied with the staff, counselors, groups, food and structure of all treatment.**	**I've learned a lot about myself and a lot of skills I'm going to use the rest of my life! I see the world in a whole different way and realize just how much I've been missing out on because of my choices.**
2	**I'm learning a lot of new skills that explain why I was the way I was and how to use these skills to have a better life.**	**I learned grief and loss. The DBT skills are the best!**
3	**Food, counseling, good lectures and great staff.**	**The lectures and doing work with counselors.**
4	**The skills I am learning here are a reinforcement of the skills I've been working on for the past year, yet really positive this time.**	**I feel the lectures were informational, eye opening, at times inspirational and culturally amazing. Staff is professional and courteous.**
5	**The teachers are nice and helpful learning tools.**	**The classes were good. Counselors were easy to understand.**
6	**I like all the one on one's here just like everything here.**	**I like everything about this place.**
8	**I love everything about NWITC, learning more about my culture, learning about my past and focusing on me.**	**I am more than satisfied. I learned a lot about myself.**

9	I'm beginning to find myself again the real me before my addiction lifestyle. Also by accepting and understanding the things I did. Learning to handle things in a healthy way and learning things I never knew.	This place gave me a chance to find myself at my pace. I'm satisfied in every way possible. I can say I love myself.
10	I'm learning a lot from other peoples stories and lectures.	That I was able to address my grief and loss and talk about my unresolved abandonment issues.
11	Dealing with my daughter's death.	In all areas.
12	I've gained support and new tools to help with my recovery.	I got my cultural spirit back. I've processed my grief and loss and gained new skills.
13	That we have Native American base treatment. Going to AA at Squaxin and sweat house.	Taught me to use problem solving skills and DBT skills. Native American songs and traditions.
14	I am learning my boundaries and also to say no.	I liked everyone all staff.
15	I'm learning a lot about a lot of things also native ways.	I feel confident and learned a lot natively and Spiritually
16	Very.	Yes, I was very satisfied. Thank you for all you have done.
17	Good counseling and good teaching	I learned many new skills.
18	I'm learning more about my addiction and to love myself. The food is good.	I feel good about myself. I got a better understanding on who I want to be.
19	I am learning good skills. Stories about my Native culture which tie into our behaviors and character. Helping me truly open my eyes, ears, heart and receive the lessons being taught.	I am satisfied and very happy with my treatment. This has been my greatest adventure of my life.
20	It has brought me a long way. Finding out who I was, to know who I am now. Letting all my emotional feelings out. The counselors are great they help you with all your needs that need to be met.	I am very pleased. The staff my counselor they all did an awesome job in helping me thru this recovery. It's a new beginning. Thanks to you all.
21	My counselor does a good job at trying to find out what led me to relapse and work on it.	I worked on my self-esteem and it got better.
22	The staff all has their part and a little extra to help through these hard and new feelings.	The one on one not just with my counselor but other counselors also and TA's. They all been a help.
23	This program opened my eyes to a simple way of living. I'm sort of a perfectionist.	The classes were presented in a professional manner.
24	Learning a lot, native culture and respectful employees.	Culture- Native beliefs, drumming, drum making etc. Good food and excellent counselors.
25	Working with counselor on the deeper effects of my losses. The shame guilt that I have that I put my family through. Got to know me and not beat around the bush. Told me and called me on my mistakes.	Good but not the trouble comes because I have to be able to cope with things in a non-controlled environment.
26	I am learning a lot about myself and I am happy.	I believe I was able to overcome all the things that I used as excuses for my addiction
27	The counselors are very intensive. Overall therapeutic in helping me solve my personal issues.	Learned to self sooth, stay in the moment and control my emotions.

28	The counselors and one on ones.	The fellowship and comradery with staff and brothers and sisters helped me come to realization with myself that my old past is buried. Today I love myself.
29	I'm satisfied in all the things I need to work on grief and loss, abuse and skills to work with so I don't relapse.	It helped me understand the things I need to work on.
30	I'm not sure... My peers make treatment manageable. As well as the TA's. Counselors seem to ask the simple right questions that make me think deep within. Asking why? I don't know it's weird I never thought as deep when I was asked before.	I found out more things and reasons I drank than I thought. I also used thinking/writing skills that helped to pin point the areas that were bugging me.
31	All	Volleyball
32	Teaching us good skills.	Mostly all of it.
33	I enjoy being here and learning every day.	I love everything about it.
34	I enjoy my counselor and the treatment I'm doing.	The program is very cultural based.
35	My counselor is great.	Satisfied in every way possible.
36	I'm very satisfied! The staff makes you feel very welcome. I'm learning new ways to work out problems in my life.	I'm very satisfied. The staff was very professional. I learned things about my addiction that I never understood before.
37	I enjoyed everything from the start to the finish and everything in between!! I really love all the staff and well understood I am by each and every one of them! The DBT is the best. The director is so great and a great listener and women's empowerment! Great good.	I learned so much MORE about myself and especially family roles, Why I am so angry! How to sort thru and find my real emotions. I truly feel I gotten some boulders out of my belly and done some healing. The Dear Man was the greatest. I'm not going home because I choose myself and my recovery over being co-dependent TODAY!
38	I'm doing better than before.	I've seen a lot of growth in myself. I'm a whole better person then before.
39	I feel a lot better about myself in many ways.	I got into an Oxford. It's a perfect start to get clean and a good time along the way. I feel great.
40	Structure of staff. Each counselor contributes to patients.	Clinical explanations of disease, lectures, DBT and spiritual. Counselor interactions and challenges on assignments, goals and schedule.
41	Help me realize what boundaries were and help me get through issues I have built up and to see things clearer.	Everything I understand more now why there are rules for certain things.
42	Starting to understand what sobriety means to me on a personal level.	That I can actually set personal boundaries! Also trigger recognition!
43	I have a good counselor. Everyone was super welcoming. The food is the bomb and I love the classes.	The structure, the food, my counselor and the TA's.
44	Learning about myself.	Learning a lot about myself.
45	My treatment plan helps keep me busy.	I feel like new.
46	Food is good and staff is great.	Everyway
47	Any and every way possible.	Speechless.
48	The staff (that includes all) are very wonderful and actually care. The patients here made it my second family.	The counselors are truly here for us. They are wonderful. TA's are so positive and it's like my second family here. The cooks are the best here 5 stars.

49	Being able to talk to counselor at any time.	Being able to share with counselor.
50	Learning about myself and learning how to be sober and not drink all the time. How to think, act and deal with day to day issues or things without drinking.	Understanding and learning about myself and my addiction.

In general, patients appreciated the staff, the new knowledge they had gained, and their personal progress. This is consistent with previous quarters.

4. In what ways are you dissatisfied with your treatment?

Pt.#	Mid-Treatment	Discharge
1	No Workout equipment such as weights, covered space to play basketball to relieve stress when needed.	Just not being able to run and no place to really work out properly like with dead weights. It would have really helped out with being so wound up because there's always a lot on my mind.
3	None	Think there should be more sweats and more time 1 on 1's with counselors.
4	I'm not dissatisfied in anyway. I really feel welcomed here. It is a great program.	No complaints. Just disruptive clients who I feel encroached on my positivity and recovery.
8	I just wish I was better with confrontation!	N/A
9	The way some of the peer's act and handle themselves and/or situations.	I'm very satisfied. Can't say that I'm unsatisfied.
10	I'm having a hard time about no wanting to speak out loud in front of a group.	I'm not.
12	I've not worked on my grief and loss tools.	N/A
15	A lot of homework and too long of day for me.	Just not having more books to read, even books from tribes around the area I would have loved.
16	I'm not.	Having eggs every day.
18	Lack of sleep but other ways alright.	Nothing I can think of right now.
20	I have no bad comments. I think everything is good. The lectures are great and very explanatory. Understanding!	N/A
22	I wish we would go to more outside meetings other than that I'm happy and can express that.	My aftercare; I felt I was being pressured just for an address and no other area of concern such as school papers.
23	My family and friends cannot get here for visits. We use public transportation. No buses on Sundays.	Nothing that I can think of.
24	N/A	Immature clients, and nothing done about it.
25	The healing process of the grief class. Counselors need to know when to be a friend to some people and a teacher to a class.	Not feeling confident of getting out but with the counselor I feel great that I was able to scratch the surface of most I talked about.
28	None	It took me so long to find myself.
29	Long classes cause the chairs get uncomfortable.	I'm very satisfied.
30	None	The boundaries between men and women. Rules with/between the TA's still don't make sense and change almost every day.

31	Need new volleyball.	Nothing
37	How sometimes staff doesn't take control of our groups and I was only reminded once that outside I am powerless over my addiction and stay focused on MY RECOVERY!	How my peers are ALWAYS so DISRESPECTFUL to Mrs. Shirley. Not all staff is one the same page of enforcing our expectations! No consistency.
40	Phone availability.	Maybe AL anon because we all know family who still use sop we can learn how to cope with that.
45	Just some of the classes.	It was great.
48	How cold some of the lecture rooms are.	More phone time would be appreciated 10-20 minutes goes by quickly.
49	I have no complaints.	Counselor's would favor certain individuals.
50	Some of the childish people or personalities. Staying on track and not being distracted can sometimes be hard, but can be a good thing as well. I get to learn how to deal or manage my time here the right way.	The AA meetings is when I would feel the thirstiest. It was alright though. I got to utilize my skills to the fullest.

Only a few varied reasons for dissatisfaction noted.

5. What would you like to see added to or changed about the program?

Pt. #	Mid-Treatment	Discharge
3	More sweats and outside meetings.	More field trips and maybe pen pals with other people in recovery.
4	Not really sure since I've only been here 2 ½ weeks.	Consistency
9	N/A	More singing or drum time. More one on one's.
10	I only need to learn how to speak in front of people.	I think the program is fine the way it is.
11	No	Everyone on the same page.
12	More cultural classes such as weaving, drum sessions and prayer throughout the day(mealtimes, groups, etc.)	More drum sessions.
13	It's a great program, but I would change both men and women going to and both men and women sweating each week.	Nothing
15	More information about tribes and history of house etc.	AA and NA books! Although I did read my Bible a lot. I would of loved a AA book.
21	More Classes that aren't sitting in a chair the whole time for people who learn better that way.	N/A
22	Cheaper cigarettes. Some of us don't have outside help and can only depend on the staff. The money that we save would help out a lot.	More meetings outside facility.

24	More use of client's opinions and more use of phone. If no funds available can't make phone calls not to mention when admitted and can't use own cell phone.	No time limit on life stories people's lives matter.
25	N/A	More people come in and teach songs. Other path ways of the higher power or ways to recovery besides 12 steps. More meals for people with food allergies (Like dairy when having biscuits and gravy).
26	None	More drum time for the women and the song words as a hand out (printed).
28	None	I'd like to see more elder speaker's talking and teaching our younger generation about our way of life.
30	There's nothing wrong. Just stupid stuff about people and their annoying habits and famine hygiene products is understandable but stupid at the same time.	Ceiling fans in the "Main group room" It's hard to hear when the box fans are going.
31	Nothing	More sweat time.
34	Everything is new and exciting to learn and get to do. If possible more phone time.	Only one 20minute phone call we need at least two 20minute calls.
35	Workout area.	Nothing my stay here has been great.
37	Maybe one of our sisters or our brothers be assigned longer to show a new patient coming in around things like the herbs and teas over the microwave.	Andy Andrews The 7 Decisions!! It is such an impact!! Very beneficial!!
38	Sit to long.	Nothing that I can think of.
40	More walks outside.	Al anon
41	I like the program it builds structure etc., but needs to be little more realistic about talking because real world we talk to each other. Talking but no wrestling around this shows boundaries.	More games.
42	I would like to at least have one more phone call per week added. Also do a "patient of the month" thing to earn phone calls, snacks, soda, coffee creamer or jerky.	Patient of the week or month! Give winner creamer, soda, cigarettes or chew even extra 5 minutes of phone time.
44	More outings.	Go on more outings.
45	I really don't know.	Someone needs to come in and teach songs once a week or every other week.
48	A time when the male and females can practice drumming especially for meditation and graduation.	A class of drumming and learning songs.
50	This is my first time in treatment. I am not experienced enough to request to say what worked or didn't work. So far I'd say things are alright.	All the childish nonsense. There is a time and place to laugh and tell jokes and what not. I came here for my health and family. I think I got what I needed to work staying healthy and happy for the family.

Many varied suggestions offered with no particular common theme.

6. Do you have an area of concern you want to share?

Pt. #	Mid-Treatment	Discharge
3	N/A	Some TA's I think should not be overly controlling and more understanding.
4	N/A	DBT instruction and instructors could use some work!!
9	N/A	Think I would have liked more one on one's.
10	Just not liking that we have to speak out loud.	No… All areas are fine.
11	No	I don't understand why I could not leave 3 days early.
13	I have to get a parental assignment.	No I love it here.
14	I really like it here because I am taking it really serious.	No
15	No	The disrespect of the counselors while they are trying to teach a class; people talking, making jokes, not listening and sharping pencils in middle of class etc.
18	The door knobs could be checked.	No
22	I really don't. But this is all still new to me.	I have been asking for schooling for once I'm released but was told I could do that after I'm released.
23	I guess gratitude would sound about right.	I am very satisfied with the way all staff members treated one and all.
28	None	We natives are truly a dying breed. We need to bring our children and youth to gatherings all over the nations so hopefully they will breed in native blood.
30	Being able to lock clothes up especially when people are leaving. I came with 30+ pairs of socks and now I only have maybe 7 pairs. I don't lend out my clothes and I double the socks I wear. That morning I had all my socks and that afternoon I went to change my socks and couldn't find much.	Nope
35	N/A	NWITC is great.
36	No	No not at this time I think I'm ready to go out and work on having a better life from now on.
37	Thank you Stephanie, Mike and Brock.	It would be great to maybe have more songs introduced and learned in drumming.
42	No, not really. Really would like to have a "patient of the month" thing to earn phone calls, soda, coffee creamer, beef jerky or even cigarettes or chew!!	To have female/males express themselves openly in front of staff so we can all know to help each other. Learn to treat women with better respect.

46	**Possibly working with other groups for sober housing.**	**None**
48	**Phone privileges. The times are late in the day.**	**Some more physical activities.**
49	**Laundry, dryer, showers**	**Drama**
50	**Nope, not going to slow not going too fast. Moving at a good pace.**	**Nope**

7. Are you an active part of developing your treatment plan with your counselor?

100% Yes **0%** No **0%** No response

All patients indicated the affirmative. This is consistent with most recent quarters.

Northwest Indian Treatment Center
Self-evaluating Progress Report
FY 2017, Third Quarter

Patients were asked to evaluate their progress in the areas shown below. The percentages represent the degrees of improvement from admission to mid-treatment and additional improvement from mid-treatment to discharge. This report represents ninety-eight percent of all third quarter graduates. The patient numbers correspond to those used in the Patients' Input Report.

Patient Number	Setting Clear Boundaries		Positive Self Esteem		Anger Management		Taking Responsibility		Cultural Orientation	
	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge
1	0	0	0	0	0	0	0	0	20	20
2	20	20	40	0	20	0	0	0	20	0
3	40	0	80	0	60	-20	60	40	20	40
4	60	40	40	20	40	0	20	20	60	20
5	20	20	20	20	0	20	0	20	0	0
6	100	0	20	20	0	0	0	0	0	0
8	40	20	20	40	0	20	20	20	80	0
9	60	20	80	0	0	0	80	0	40	20
10	0	0	40	60	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0
12	0	0	0	60	0	0	0	20	0	20
13	60	40	40	40	20	40	20	0	0	0
14	20	20	20	20	20	20	20	20	20	20
15	40	0	40	0	40	0	40	0	40	0
16	60	0	40	0	20	0	0	0	0	0
17	40	20	60	20	40	0	20	20	40	20
18	0	0	20	0	0	0	0	0	0	20
19	40	20	60	40	0	0	0	0	80	0
20	60	20	60	20	80	20	60	0	40	20
21	40	20	20	40	20	0	40	0	40	20
22	60	-60	40	0	20	-20	40	20	20	20
23	0	0	20	0	40	0	0	0	20	20

24	-40	0	40	20	40	-60	60	0	40	20
25	40	-20	20	20	20	20	0	20	0	20
26	40	60	40	60	60	40	40	20	60	40
27	60	20	40	0	60	0	0	0	40	0
28	40	0	40	20	40	-20	20	0	40	0
29	40	20	40	60	40	20	40	20	0	60
30	0	0	20	20	40	-20	0	0	0	0
31	20	0	20	0	20	0	20	0	20	0
32	0	0	0	20	0	0	0	0	0	0
33	80	20	80	20	60	20	80	20	80	20
34	20	20	40	40	0	-100	40	20	40	40
35	40	40	20	0	20	0	0	20	20	0
36	40	20	20	20	20	0	0	0	20	20
37	80	20	60	0	60	0	60	0	60	0
38	40	0	40	20	0	-100	0	0	80	20
39	40	20	60	20	0	0	40	20	60	0
40	0	0	20	40	0	0	0	0	40	20
41	40	20	40	0	20	40	20	20	20	0
42	20	20	40	20	20	0	60	0	40	20
43	80	20	20	20	0	20	40	20	60	20
44	60	0	60	0	20	40	40	40	60	20
45	20	0	20	40	0	0	20	-40	20	20
46	60	20	60	20	0	0	20	20	20	20
47	0	0	40	0	0	0	0	20	0	0
48	40	0	20	20	0	20	40	20	40	20
49	40	20	0	0	0	0	20	20	20	0
50	0	0	0	0	0	0	0	0	0	0

- Substantial improvement occurred in nearly all areas for most patients. The most improvement generally occurred in the first half of treatment. (Zero may indicate that no new skill level was attained and/or it may indicate that the skill level was already high.)

Northwest Indian Treatment Center
PO Box 477, Elma, Washington 98541

Treatment Follow-up Report
FY2017 - Third Quarter

The following report represents the results of the telephone interviews with seventy-six percent of the total participants during the third quarter. Survey results are printed in bold type.

1. Are you still clean and sober?

90% Yes **10%** No

The number of alumni reporting they are maintaining sobriety is lower than recent quarters.

2. Have you seen your aftercare provider? If not, why not?

78% Yes **22%** No **0%** No Response

- **Missed appointment.**
- **No reason given.**
- **Have to make an appointment.**
- **Moved.**
- **Doesn't want to do aftercare.**
- **Waiting until payday for gas.**
- **Meeting with IOP now.**
- **Moved and going to school.**
- **Keep missing appointment.**
- **Re-scheduled, referent cancelled.**
- **Incarcerated, will reschedule.**

The number of alumni reporting that they have already seen their aftercare provider is lower than recent quarters.

3. Does your sobriety seem stable? If not, what services do you need?

88% Yes **12%** No

- **No reason given.**
- **Needs assistance with mental health services.**
- **Waiting on gas for transportation.**

The percentage of alumni who felt their sobriety to be stable is lower than recent quarters.

4. Are you receiving the services you need? If not, what are your unmet needs?

86% Yes **14%** No

- **No reason was given.**
- **Wishes IOP had later appointment times.**
- **Need to reschedule mental health appointment.**

The percentage of alumni receiving the services they need is lower than recent quarters.

5. Was your treatment with us satisfactory?

100% Yes **0%** No

The percentage of alumni who were satisfied with their treatment experience is the same as last quarter. All patients were satisfied.

6. Any follow-up or referral requested during interview today?

- **Housing, aftercare, medical.**
- **Obtaining a new EBT card.**
- **Needs discharge summary.**
- **Bus pass.**

7. What referrals were made during the interview today?

- **Resources for housing, aftercare and medical assistance provided.**
- **Assisted client with obtaining a new EBT card.**
- **Informed counselor to send out discharge summary.**
- **Bus pass was sent to client.**
- **Mental health appointment established for client.**

Comments:

- **Grandma states, client had a slip and is now looking at re-entering treatment.**
- **Client reports, my stay was epic.**
- **Client reports, missing staff at NWITC.**
- **Client reports, I love NWITC.**
- **Client reports being thankful for NWITC and recovery support.**
- **Client reports attending IOP four times a week, whatever it takes to stay sober.**
- **Client reports, I am continuing my journey.**
- **Client reports, I can't thank NWITC enough.**
- **Client reports, I miss you guys, I miss volleyball.**
- **Client reports, I just moved into Oxford and am really excited about it.**
- **Client reports, I appreciate staff for your professionalism.**
- **Client reports, attending regular sobriety meetings.**
- **Client reports, treatment was awesome.**
- **Client reports, I feel better after completing treatment this time around.**
- **Client reports, I am very happy with treatment this time.**
- **Client reports, I love you guys.**

Northwest Indian Treatment Center
PO Box 477, Elma, Washington 98541

Referring Agencies Report
FY2017, Third Quarter

This report represents the perspective of the agencies that refer patients to Northwest Indian Treatment Center. Responses were received from referring agencies for eighty percent of third quarter patients. Survey results are printed in bold type.

1. Was the admission and referral process: (Mark all that apply)

A. Easily understood	**98%**	B. Easy to comply with	**25%**
C. Confusing	**1%**	D. Too demanding	**0%**

Most referents considered the process to be easily understood.

2. Do you feel that you and your patient were treated respectfully?

Yes	**100%**	No	**0%**

All responses are positive, which is consistent with most quarters.

3. In what ways were you satisfied?

- ***Worked through some unresolved issues.***
- ***Friendly communication.***
- ***Weekly updates, culture teachings.***
- ***Easy intake process.***
- ***Love what you guys do.***
- ***Intake process.***
- ***Updates from counselor.***
- ***Communication, friendliness of staff.***
- ***Quick intake process.***
- ***The way the client came back and raved about the program.***
- ***The way the clients are treated; weekly updates.***
- ***Open communication, weekly check-ins.***
- ***Kindness, communication.***
- ***Worked with client on recovery housing.***
- ***Client reported they loved it there, the staff works really well with client.***
- ***Client felt they had a better experience at NWITC than anywhere else.***
- ***This was the clients first treatment, NWITC gave them real understanding on what recovery is.***
- ***Aftercare support was amazing.***
- ***The way the client came back humble and able to process feelings.***
- ***Open communication.***
- ***How NWITC worked with the client.***
- ***Culture and communication.***
- ***The way the whole facility is run.***
- ***Responsiveness.***
- ***With the facility, this client was just not ready for help.***
- ***Client worked through some grief and loss and realized his part in the Native Community.***
- ***The client successfully completed, NWITC worked with clients' mental health and put extra effort into the wellbeing of the client when the client did relapse.***
- ***Intake process.***
- ***Weekly updates.***
- ***Positive feedback about the program.***
- ***Seeing the client come back and complete the program.***
- ***Speed of admission.***
- ***Counselor report; how content the client was at NWITC.***
- ***Able to get client in directly from jail to treatment.***
- ***The way things are handled with behavior issues.***
- ***Anytime there is an emergency or elder, NWITC is always accommodating.***

All referents were satisfied in general and especially with the intake staff and treatment components.

4. What changes has your patient made in his/her drug and/or alcohol use?

Drug and alcohol free	**61 %**	Consumes less than before treatment	**15 %**
No change in use	**15 %**	Unsure	**9 %**

Referents and/or the Recovery Support Team reported having contact with or knowledge of 76% of this quarter's post discharge patients that remained drug and alcohol free or consumed less than before treatment.

5. To your knowledge, was the patient's confidentiality protected?

Yes	**100%**	No	**0%**

All referents responded positively, which is consistent with most quarters.

6. What would you like to see added or changed to the NWITC program?

- **Several referents stated they would like to see Shorter wait times.**
- **Several referents stated they would like to see more beds.**
- **Several referents stated they would like longer treatment stays.**
- **More consistent reports from counselors but appreciate what calls I do get.**
- **Would like a brochure sent since NWITC is not well known in Spokane.**
- **Making sure discharge summaries are more detailed in level of aftercare.**

7. Do you have any questions you'd like addressed?

There were no questions on this report.