



# NORTHWEST INDIAN TREATMENT CENTER

Quarter ending June 30, 2024

Dear Colleague,

The report for the third quarter, FY2024 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, FY2024, referents reported that 87% 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 93% of patients contacted were alcohol and drug free.

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

Sincerely,

Ofiialii Brown  
Director

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NORTHWEST INDIAN  
TREATMENT CENTER

## Residential Program Third Quarter ~ FY 2024



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  
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Ofiialii Brown, Director

**Northwest Indian Treatment Center**  
**Statistics**  
**FY 2024 - Second Quarter**

Referents	No. Pts
Believe in Recovery	1
Beyond Behavioral Health	1
Cedar Grove Counseling	1
Central Washington Comprehensive	2
Chief Seattle Club	1
Colville Alcohol & Drug	2
Lummi Counseling Services	11
Harbor Crest	2
Klallam Counseling Services	1
Lummi Counseling Services	1
Makah Recovery Services	1
Marin Health/ Benewah Medical Center	1
Muckleshoot Behavioral Health Program	2
Nisqually SUD	1
Okanogan BH	1
Port Gamble S'klallam Wellness program	1
Puyallup Tribal Health	2
Quileute Counseling	1
Quinault Indian Nation Wellness	5
Shoalwater Bay A&D	1
Siltezi Tribal A&D Program	1
Squaxin Behavioral Health	2
Tulalip Family Services	1
Wellpoint BH Hospital	1
West Sound Treatment Center	1
Yakama Nation Tiinawit & Youth	7
YMCA	1
<b>Total Admissions</b>	<b>53</b>
<b>Referent Type</b>	
Tribal	20
Other	7
<b>Total Referents</b>	<b>27</b>

Statistics by Discharge Date\*

Patient Days	
<b>Total Patients</b>	52
<b>Total Days</b>	1687
<b>Average Stay</b>	<b>32 days</b>

Counselor	# Patients	Total Pt. Days	Average Stay
B.HO.	11	358	33
B.HA.	11	382	35
B.P	10	248	25
S.V.	13	358	28
S.M.	7	341	49
<b>TOTALS</b>	<b>52</b>	<b>1687</b>	<b>32</b>

Gender	
Male	32
Female	21
<b>Total Patients</b>	<b>53</b>

Completed Treatment	Left Against Staff Advice / Aborted	Disciplinary Discharge - Non-Compliance	Med. & Emer. Leave
Males - 24 (46% of all pts)	Males - 5 (83%)	Males - 2 (50%)	Males 2 (100%)
Females- 17 (33% of all pts)	Females - 1 (17%)	Females - 2 (50%)	Females 0 (0%)
<b>Total - 41 Pts.</b> <b>77% of all pts.</b>	<b>Total - 6 Pts.</b> <b>11%</b>	<b>Total - 4 Pts.</b> <b>8%</b>	<b>Total - 2 Pts.</b> <b>4%</b>

Third Party Payers	
ABP	46
TANF	4
Tribal PO	1
Expansion	2
<b>Total Third Party Payers</b>	<b>53</b>

# Northwest Indian Treatment Center

## PO Box 477, Elma, Washington 98541

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### Efficiency and Access Report

### FY2024 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. Medical necessity for residential treatment at ASAM level 3.5 is determined by a review of the referral packet.

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 persons served are on the waiting list. The waiting list consists of those people 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 Medicaid, or have another payer, or, if available and meeting eligibility requirements, access the benefit bed. Out of State referrals must have a payer, including for medical care and medications. 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 to stay abreast of the current status of the referred individual. 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 people admitted with a payer in addition to I.H.S. This helps NWITC achieve a balanced budget by maximizing the revenue in relation to each admission. Having a payer other than only I.H.S. provides more easily accessible medical coverage for patients, which helps NWITC respond to health care needs.

#### April, May, June FY 2024

**Efficiency:** Here is the payer mix:

ABP	46
TANF	4
Tribal PO	1
Expansion	2

Fifty-three patients were admitted during this quarter. The number of patients admitted this quarter has increased from the previous quarter.

NWITC continues to be vigilant in ensuring safety for staff and patients. Since the COVID-19 pandemic additional safety procedures and safety equipment have been updated. We are carefully monitoring revenue, expenses and the needs of the organization.

The cost-based rate package sent by the Washington state Health Care Authority (HCA) to CMS was approved retroactively from September 12, 2020. Annual adjustments are determined based on a percentage change to the IHS inpatient hospital per diem rate published in the federal register. The cost-based rate supports all of the functions needed to provide patient care, recovery support services and cultural activities.

The intensive transition care provided by the OVW grants and the new IHS Substance Abuse Prevention Treatment and Aftercare (SAPTA) grant help sustain referrals and enhance quality of care. The Recovery Support Team works with patients to identify aftercare needs, develop safety plans, arrange transportation and develop linkages with after care providers and housing resources. They help patients manage their legal problems and assist with the requirements for the return of children from foster care. They are also in frequent contact with alumni to assess ongoing needs. Another activity of these positions is to work with tribes to assist in the building of a peer recovery support system in the home community. These services extend treatment outside the walls and across several state areas.

This quarter there were 2 two-day on-site Native Plant/DBT training courses held for staff members as well as 1 two-day on-site ASIST Training.

**Access:** Patients who were admitted waited an average of 4 days. Many of the wait times were due to waiting on a bed date to open. The other wait time was due to a patient who was self-detoxing from suboxone. The wait period is within our target, which is under 20 days.

**Denied Access:** 18 patients were denied admission due to inappropriateness in this setting. Each was referred to another setting.

There is seldom dissatisfaction identified by referral sources and from patients as indicated on satisfaction questionnaires. Suggestions are usually integrated into practices. Referents tell the Recovery Support Team that they are very pleased with the rich resources available to patients after discharge.

**Summary:** The revenue for this third quarter of FY2024 appears to hold in leu of the approved cost-based rate. Access to treatment is improved and satisfaction is still high.

# Northwest Indian Treatment Center

## PO Box 477, Elma, Washington 98541

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### Patients' Input Report

### FY2024 – Third Quarter

Patients are surveyed at mid-treatment and again at discharge. The following comparison represents ninety-six 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:

**96%** Easily understood **4%** Confusing

*All but one patient except one found the process easily understood. The one patient felt the chores could have been explained to them more.*

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

**96%** Yes **4%** No

*All but one patient felt they were treated respectfully. The one patient shared that sometimes the counselors were in a bad mood.*

3. Are you satisfied with your overall treatment stay?

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

*All patients were satisfied with their overall treatment stay.*

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	<b>Just being able to vent to somebody without judgement.</b>	<b>Being able to vent out what I need to.</b>
2	<b>With the Staff around bad.</b>	<b>All around the TA and counselor where amazing, Thank you all!</b>
3	<b>Everyone (Patients and Staff) is very kind and welcoming. The structure is really great for helping me get back to a sober state of mine.</b>	<b>Everyone was great. The food was wonderful. The staff was attentive and caring.</b>
4	<b>Staff explain it where I can understand it and counselor is very informative on what I need to work on. I am grateful for being able to make drums, sweat, and beading.</b>	<b>It helped me find myself again, love myself and forgive myself.</b>
5	<b>Everyone is really nice and explains stuff really well and if confused I always feel welcome to ask for help. Also, the way everything is structured and</b>	<b>Everyone is friendly and easy get along with my counselor is awesome TAs are awesome.</b>

	laid out for me.	
6	I am learning and relearning thing important to recovery.	I think that the people who work here really want the best for you. I like that.
7	I get to meet a lot of good people. The staff here is nice and overall satisfied, yes.	I really believe I have gained quite a few skills being here.
8	Diggin Deep	The way everyone was so welcoming including the trauma work that NWITC allows us / helps us work through properly heal.
9	The trauma work for the most part all staff and peers are very welcoming and understanding.	Better with my boundaries, radical acceptance, healthy self-soothing, using my voice.
10	Learning new coping skills and a positive environment.	I am satisfied that I got the help I got back into culture and finding myself.
11	Love being able to play volleyball and have mixed groups.	I've got to work on a lot of my issues trauma, grief, depression, anger, and letting go so I can move on with my life.
12	Healing my childhood trauma.	The food, learning our traditions, sweat, knowing to make a drum, just everything finding myself.
13	How the classes are taught.	DBT Skills are amazing, having native culture incorporated in great and ow much we learn in lectures and writing letter to ourselves, people who effected our lives really helped me sharing in group really helped heal me as well.
14	So far, I like almost everything.	Staff kept me on my toes.
15	I am satisfied with treatment cause its helping with trauma helping me let out my emotions and finding myself again.	I am satisfied with the lecture and skills I learned. I appreciate the group to let out emotions.
16	Being here has helped me with my anger issues and it has given me an open mind and an open heart and has helped me with my addictions.	I got a lot of things done and helped with my recovery.
17	Appreciate the staff's charisma and understanding.	Great staff, good group sessions, good lectures, cultural.
18	With the work and outs.	The Knowledge.
19	How structured the days are and how well the counselors devise a plan tailored specifically for your needs and how easy they are to talk to.	I picked up new tools on how to stay clean.
20	Good group of lads.	
21	I am satisfied that I can open and allow myself to get emotional.	
22	I feel like I am learning a lot. It's hard and I like it. It's going to feel good when I graduate.	
23	Staff content of literature cultural.	
24	The staff is awesome. I feel I am receiving the correct tools to aid me in the fight for my life.	
25	I am happy with my treatment.	

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

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

<u>Pt.#</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	N/A	Just a couple things I went over with my counselor.
2	I'm Not	Wasn't
3	Sometimes I feel a little bit too restricted to the curriculum.	I was very satisfied with the treatment program.
4	Everything being taught to us on a daily basis is good and it's all natural based, so I got no problems.	N/A
5	Could use an exercise room of some sort of cardio.	None really.
6	We don't go on outings or get to have visits.	Nothing really just I'm in class most of the day and I am learning a lot.
7	Days are long and sleep is short.	I can't say I am unsatisfied.
8	Daily walks should be made up if not taken.	Wish I could have learned more songs.
9	The put downs guys and girls do and nothing is done about it.	N/A
10	They make store runs each week but won't allow me to get my type of hygiene products with my own money. I get skin rashes from the cheap stuff. It's hard for people that don't have anyone to send it through the mail.	Getting phone call taken away.
11	We should move around more or sit in a circle during lecture.	The sweat situation, having more time to take a sweat.
12	Not enough phone time through the week or video visits with my kids.	None
13	I am satisfied.	I'm not dissatisfied with my treatment but would have liked more phone calls with family.
14	None wait a minute losing the free time if you say anything to the women. We should be able to say good morning to them.	None
15	N/A	Not enough coffee.
16	I'm not really unsatisfied, being here in treatment has helped me in many ways.	N/A
17	None	None
18	I'm not	Racial slurs by other men, glorifying drugs, jail mentality, residents not getting any consequences for not doing chores or being disrespectful to Ms. Shirley.
19	I am not unsatisfied.	Nothing
20	None	
21	N/A	
22	I don't think the long days are necessary, I feel like I never have much energy to do much.	
23	N/A	
24	Jail mentality, Jail Talk and people who glorify their use of previous lifestyles.	
25	None.	

*Dissatisfaction was centered around phone time, exercise equipment and temporarily discontinued activities due to COVID-19.*



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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	Bring visits back and weekend walks not being optional and people able to wear tan tops/ wife beaters.	Alumni sweat and tank tops
2	It would be nice to have graduation at once since we attend most groups together.	Both women and men combined
3	Having the option to work on my personal assignments/ beadwork at certain times. Being able to make dreamcatchers also.	Some light exercise equipment would be nice
4	More class exercises to get us all more involved. It's pretty cool when the ladies and men get to play games together. Would like to have more games.	(Not legible)
5	Workout room	Nothing maybe different movies "Mend the line" is a good movie about recovery could take spot of last of words.
6	More sweats, work out equipment, visits, outings, able to wear undershirts such as tank tops when it is hot.	Mixed graduation and being let out for 4 hours the two weeks of my stay.
7	Being able to go to the store by ourselves.	More during more cultural videos.
8	No	4 hours pass for the last 2 weeks, family should be able to come on weekends.
9	More sweat times added, change equality between the guys and girls.	Alumni
10	Bring back visits	Maybe adding another phone.
11	More group activities and more walks or longer ones.	Maybe just to have a little bit longer time to watch tv.
12	Nothing really	Flute making and other traditional cultural stuff.
13	Nothing	More phone calls and visiting time would be great.
14	Phone time, would like to get 15 minutes	N/A
15	N/A	More songs to be taught.
16	Maybe more sweats like 1 or 2 times a week for both males and females. And the patients can work for some cigarettes	Less hours on the daily.
17	Going to job corps or some work program with housing and Indian housing	More teaching songs singing drums more practice drumming.
18	Nope, all good.	Consequences for not doing what you are supposed to do getting babies by counselors.
19	I would like to be able to sweat more.	More walks and more phone times.
20	Nothing	
21	NO	
22	Phone time, more movies/capable to stay connected with the world, shorter stays, more snacks/ drink options.	
23	N/A	
24	More visits and passes.	
25	No	

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	No	No
2	The spot where the basketball hoop at the cement spot you could break your ankle or role it really bas needs to be fixed.	No that I can think of
3	NO	No
4	N/A	N/A
5	No	Nope
6	Sometimes some of the staff has off days and it seems like they take it out on us.	The basketball court needs some work.
7	Not really	Make a house for the cat
8	No	No
9	No	N/A
10	Besides buying soda pop instead of things I really need like hygiene, so I don't get a skin rash, that's all I really got.	No
11	We should try and exercise more (walks 2x daily)	No not that I think of no
12	(Personal identifiers in the comment which was already resolved)	No
13	No	No
14	N/A	No
15	N/A	Hours are too long, a lot of people would be burning out most days, including me
16	Maybe that during our long breaks the patients can watch some tv shows.	None
17	No	Some people get punished while others get coddled
18	Nope	New CD player
19	N/A	
20	No	
21	No	
22	I think all our assignments should be turned in and graded. That way we can learn more if we aren't doing it correctly.	
23	N/A	
24	When men share or rather spill their heart on the floor in the next room other patients being loud.	
25	No	

8. 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.*

*\*N/A represents patients who did not have a comment on that question.*

# Northwest Indian Treatment Center

## Self-evaluating Progress Report

### FY 2024, 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-two 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	20	40	30	30	30	10	20	100
2	0	0	0	0	0	0	0	0	0	0
3	0	10	10	30	0	0	10	40	20	0
4	30	20	20	40	50	0	10	50	20	0
5	30	10	20	10	0	0	10	30	40	50
6	30	0	30	0	50	0	50	0	50	0
7	30	30	30	50	30	50	30	50	30	50
8	30	40	10	40	20	20	20	20	10	50
9	0	100	0	100	0	100	0	100	0	100
10	40	0	40	0	40	0	40	0	40	0
11	20	0	100	0	100	0	50	0	40	0
12	30	40	40	100	0	0	40	100	40	100
13	30	0	40	0	20	0	40	0	20	0
14	100	0	100	0	100	0	0	0	0	0
15	10	30	30	0	40	30	30	40	20	30
16	0	0	40	100	30	70	0	0	0	0
17	30	40	50	80	20	60	40	80	0	0
18	40	0	40	0	0	0	40	0	40	0

19	30	100	40	100	0	100	40	100	40	100
20	30	100	40	80	0	-20	40	100	30	100
21	40	0	40	0	100	40	40	100	40	0
22	40	100	30	80	10	80	30	100	20	80
23	30	20	30	40	40	0	30	20	0	30
24	20	40	30	100	20	80	30	100	20	100
25	40	100	40	30	0	0	100	100	20	20

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**

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**Treatment Follow-up Report  
FY2024 – Third Quarter**

The following report presents the results of the telephone interviews with fifty-four percent of the total patients admitted during the third quarter. Survey results are printed in bold type.

1. Are you still clean and sober?

**93%**                      Yes    **7%**      No

*The number of alumni reporting they are maintaining sobriety is sustaining levels with last quarter.*

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

**93%**      Yes    **7%**      No

- **Some did not attend aftercare due to working.**
- **Relapsed.**

*The number of alumni reporting that they have already seen their aftercare provider is about the same as last quarter.*

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

**93%**                      Yes    **7%**      No

*The percentage of alumni who felt their sobriety has increased from last quarter.*

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

**93%**                      Yes    **7%**      No

*The percentage of alumni receiving the services they need is about the same as recent quarters.*

5. Was your treatment with us satisfactory?

**93%**                      Yes    **7%**      No

*Alumni were satisfied with their treatment except for one who was discharged from treatment early.*

6. Any follow-up or referral requested during the interview today?  
**No**

7. What referrals were made during the interview today? **None**



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

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## Referring Agencies Report FY2024, 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 seventy percent of third quarter patients.

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

A. Easily understood	100%	B. Easy to comply with	9%
C. Confusing	0%	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%
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*All responses are positive, which is consistent with most quarters.*

### 3. Were you satisfied Yes 100% No 0%

#### In what ways were you satisfied?

- Got him a bed date and he completed and is doing well.
- Nicole has been a joy to work with.
- That the patient was able to come back.
- How quickly the patient was able to be admitted.
- Love NWITC, I would send all my clients there if I could.
- The constant contact with the counselor.
- Even though the patient left, he is still doing good.
- It is an easy intake process.
- The reports from the counselors.
- The level of communication.
- It is always such a smooth process.
- The bed date was held after the patient had a delay. The treatment center set boundaries and enforces the importance of accountability.
- Intake process is over the top
- Intake is over the top
- NWITC is always prompt with beds for us.
- Nicole was a joy to work with.
- The patient was accepted to comeback.
- He really enjoyed his treatment.
- She was allowed to comeback
- Constant contact with the counselor

- Patient came back with a different outlook on his culture.
- I enjoy working with the NWITC staff.
- How quickly the patient got in.
- I send all my people to NWITC.
- Patient didn't stay & She was brought all the way home by the carrier service.
- Patient came back full of life.
- Nicole is easy to work with.
- Patient is more touched with his culture.
- Good reports from counselor.
- Patient enjoyed treatment.
- He loved the culture attached to treatment.
- Worked with us after she left treatment.
- Could come straight from detox.
- Easy intake process.

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

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

Drug and alcohol free	<b>79%</b>	Consumes less than before treatment	<b>8%</b>
No change in use	<b>3%</b>	Unsure	<b>10%</b>

Referents and/or the Recovery Support Team reported having contact with or knowledge of 94% 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	<b>100%</b>	No	<b>0%</b>
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All referents responded positively, which is consistent with most quarters.

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

- Longer length of stay.
- Would like to see on or in the application process indicating any disqualifications such as sexual assault charges. Or anything that would disqualify a client from becoming a patient.
- Our program does not ask if there are any criminal charges. This conversation does not happen with our patients. Please add on the application or somewhere indicating the exclusions. By having questions on the applications that relate to any charges that may disqualify an applicant, it opens the conversation with our clients.

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

None