



# Performance Report



2008

## Parent/Child Survey

I am satisfied with the results of services from NorthCare.

**98%** responded Strongly Agree/Agree

I would recommend NorthCare to others.

**99%** responded Strongly Agree/Agree

I was able to receive services from in a timely manner.

**96%** responded Strongly Agree/Agree

The staff keeps me informed about my child's progress.

**97%** responded Strongly Agree/Agree

I feel safe in talking with my counselor.

**99%** responded Strongly Agree/Agree

Talking with my counselor helps me do better at home/school.

**99%** responded Strongly Agree/Agree

My counselor is able to help my family deal with problems

**98%** responded Strongly Agree/Agree

**Individuals completing the Consumer Satisfaction Survey:**

**247 Children      278 Parents/Guardians/Grandparents**

**86%** of consumers age 11 and over who accessed crisis services did not need to be hospitalized to complete crisis stabilization.  
**96%** OK County **90%** Cleveland/Payne Counties -Consumers maintained placement in schools/day care-not suspended/expelled.  
**62%** Families receiving wraparound graduated from the program and not separate for other reasons. (State average is 50%)  
**81%** of families referred to Safe Care+ enrolled in services.  
**100%** CARE Counseling/Trauma Services therapists are trauma informed and utilize evidence based practices in treating children and families.

## Consumer Feedback

- You guys are doing an awesome work with my child.
- I think you all do a great job keeping me informed with my child. You make sure that the kids get all the help with the groups and everything. Very good program.
- You take good care of my grandson I helping him cope with his Bipolar and anger problems.
- All the help we have received is much appreciated. I was very frustrated before we found NorthCare.
- This program has helped my son learn new skills and improve his behavior.
- I love NorthCare. I love the counselors that work with my family. I don't know where I would be without them.
- We really like our worker. She is awesome to help our family. We are learning to be awesome parents not screamers.
- I have loved seeing my provider, it was so, so, so fun. I have learned a lot with her.
- PCIT has been a huge help.
- Things are 100% better at our house since we started with our provider. Love it that she comes to our house.
- Help me deal with my sadness and with my friends and bullies. How to forgive bad, very bad people.
- Our Family Providers are great.
- Have found services helpful.
- Thank You for helping me.

For more information regarding the 2008 Annual QI Report.  
Please contact the Director Quality Improvement:  
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