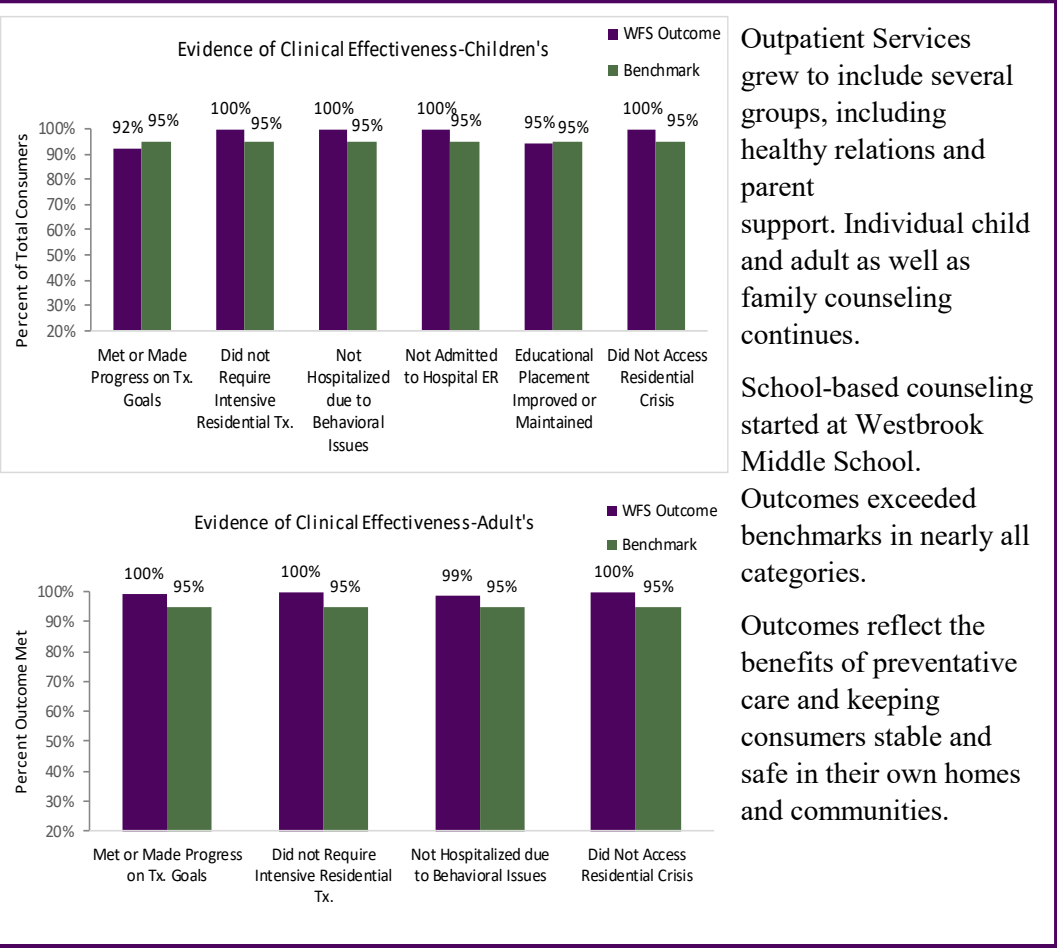


# Outpatient Services

Outpatient Services provides in-office treatment at Woodfords' Westbrook location for children, youth and adults, struggling with social relationships, life changes, parenting challenges, behavior management, coping skills, anger management, puberty and/or other life issues. Services are delivered by licensed clinicians and include a variety of interventions, including Cognitive Behavioral Therapy, Acceptance and Commitment, Trauma-Based Cognitive Behavioral Therapy, Motivational Interviewing, Complex Grief Therapy, Social Thinking, Structural Family Therapy, Group Therapy, health and Wellness Coaching and other interventions based on client needs.



Outpatient Services grew to include several groups, including healthy relations and parent support. Individual child and adult as well as family counseling continues.

School-based counseling started at Westbrook Middle School.

Outcomes exceeded benchmarks in nearly all categories.

Outcomes reflect the benefits of preventative care and keeping consumers stable and safe in their own homes and communities.

## Program Satisfaction

| Family Satisfaction Survey Responses                           |       |         |          |
|----------------------------------------------------------------|-------|---------|----------|
| Survey Question                                                | Agree | Neutral | Disagree |
| Didn't wait long for Services after referral                   | 90%   | 5%      | 5%       |
| Friendly, professional staff                                   | 100%  | 0%      | 0%       |
| Helped create own treatment plan                               | 100%  | 0%      | 0%       |
| Satisfied with program's communication                         | 100%  | 0%      | 0%       |
| Concerns regarding treatment addressed and consumer felt heard | 95%   | 0%      | 5%       |
| Would recommend program to others                              | 100%  | 0%      | 0%       |

### Comments from Families

"We love our clinician and case manager Their support has really helped by daughter."

"Woodfords has been very helpful and effective for my family."

"Our clinician has kept us informed and involved in our son's care despite the long distance. He speaks positively about her."

## Program Demographics-Based on June 30, 2017 Census

| Gender       |           |
|--------------|-----------|
| Male         | 43        |
| Female       | 49        |
| <b>Total</b> | <b>92</b> |

| Age          |           |
|--------------|-----------|
| 5-11         | 22        |
| 12-18        | 29        |
| 19-24        | 7         |
| 25-30        | 12        |
| 31-40        | 13        |
| 40+          | 9         |
| <b>Total</b> | <b>92</b> |

| County of Residence |           |
|---------------------|-----------|
| Cumberland          | 84        |
| Lincoln             | 1         |
| Sagadahoc           | 1         |
| Somerset            | 1         |
| York                | 5         |
| <b>Total</b>        | <b>92</b> |

| Diagnosis                |    |
|--------------------------|----|
| Mental Health            | 36 |
| Autism                   | 12 |
| Intellectual Disability  | 14 |
| Developmental Disability | 7  |
| Dual Diagnosis           | 22 |
| Medical                  | 2  |