



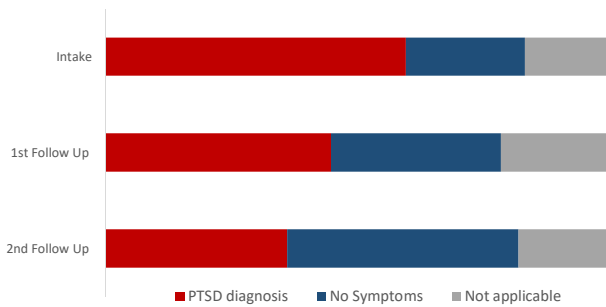
# The Steven A. Cohen Military Family Clinic at Centerstone

## Culturally Competent Care:

Clients reported... "I was matched to a provider that meets my needs"



Clients with a **diagnosis of PTSD decreased 15%** from Intake to the 1st Follow Up and **9%** from the 1st to 2nd Follow Up.



## Client Progress and Satisfaction Analysis

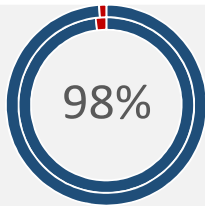
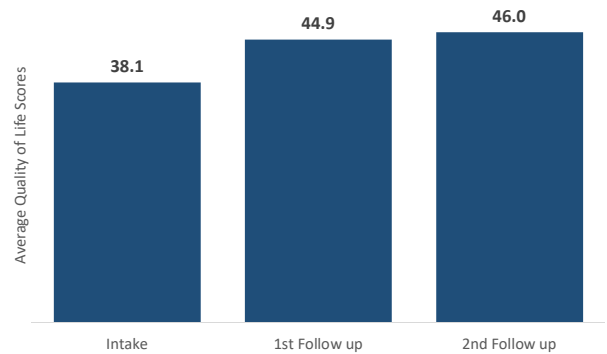
As of 12/31/2018 the CVN at Centerstone Clinic has received 700 veteran and family member referrals. To date, 511 (73%) of the referrals we have received, have been accepted and have begun receiving services from our Providers.

Of the 700 veterans and family members that have been referred to our Clinic, only 8 (1.1%) have been determined as inappropriate for services after initial screening. 100% of those referrals who have screened inappropriate for services, have been linked with alternative resources through our clinic Case Manager.

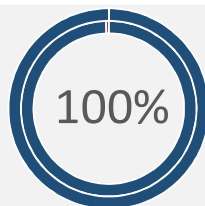
**19.9** Average Days from Referral to the Client's Intake

Average number of **Clinical Sessions** for current clients **6**

Clients are reporting a gradual **Increase in Quality of Life** through all time points.

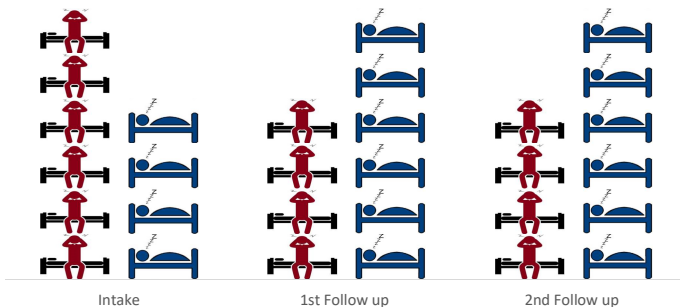


of clients **Agree** that **clinic hours work for them** and, if needed, were able to get assistance when the office was closed

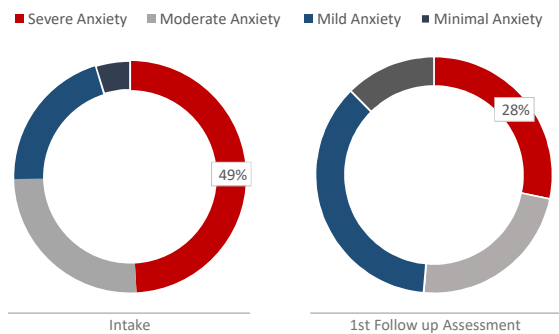


of clients are **Satisfied** with the length of **time spent in the Waiting Room** and **Agree** that the **Waiting Room is Clean and Comfortable**

At Intake **60%** of clients were experiencing **Moderate to Severe Insomnia**  
That number **decreased to 40%** after the 1st Follow Up



The number of clients reporting **Severe Anxiety** decreased from **49%** to **28%** after the 1st Follow Up



Client satisfaction results are based on 124 responses to Client Satisfaction Survey. PCL-5, Q-LES-Q, ISI, and GAD-7 results are not limited to 100% participation across timepoint assessments.

