

Quality Improvement Summary

June 2023

Every year we follow a plan based on laws and rules. We look at how fast we can get people help, if we are following our budget and how happy people are with the help they are getting.

We have done two surveys and our CARF review in the past few months.

If someone works with a case manager, therapist, community supports trainer, doctor or nurse, they were given a survey to fill out. What did they say?



9 out of 10 (94%) people said being able to use video and phone made it easier to get help.



97% said appointment times were convenient for them.



9 out of 10 (90%) people were able to get into the community when they wanted to.

Parents or guardians of kids who worked with Safenet in the last school year were also given a survey. Here's what we learned:



9 out of 10 (95%) of people who responded said they were satisfied with services!

We got our three-year CARF accreditation! Here are some of the things they highlighted:

“Staff members embrace the trauma-informed care service delivery model.”

“It is evident throughout the organization that all staff embrace a person-centered approach.”

“Focused on the delivery of quality care...”

“CWN recognizes the value of community engagement and relationship building.”

“CWN successfully navigated the past three years with tireless effort, open communication, and innovation.”

“Clients are consistently treated with respect by staff members who listen to their concerns and give them alternative ways of thinking.”