



# YEAR ONE IMPACT REPORT

## A message from our clinical manager

**“What a wonderful year we have experienced together. Collaboration has been a key factor. With the support of so many, a forward-thinking advisory committee, and our professional staff, we have been able to provide a unique service that was the first in the state to be developed. What an accomplishment!”**  
~Kayce Smith

## A year with amazing challenges

“Getting everything right” is always a goal but our race is a marathon, not a sprint. As the year unfolded, we leaned into our strengths and continuously put effort into areas where we found improvements could be made. With feedback from our parents, our partners, and our staff, we were able to evaluate and ensure that we are offering what our community and our families need. We look forward to what is ahead for NDC.

## IMPACT SNAPSHOT

**249**

Referrals received by physician/caregiver/social worker/other

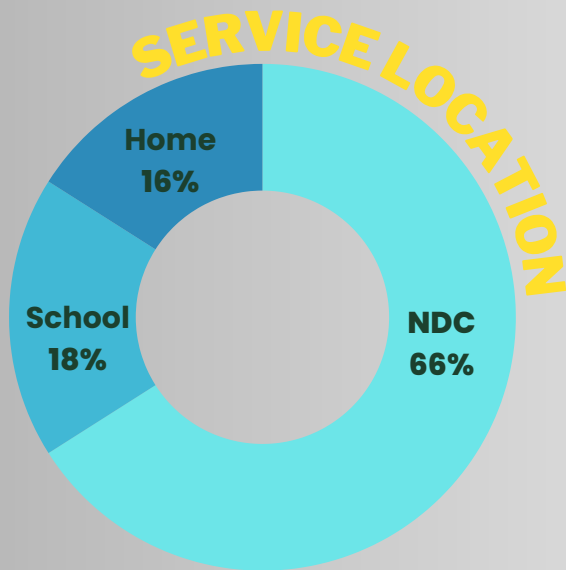
**99.1%**

Of referrals were contacted by a Care Coordinator within **three (3) days**



**100%**

Answered **agree** to “the treatment plan accounted for the complexity of my child’s needs”



Ongoing services are designed to be provided at the Neurodevelopmental Center. However, the location of our pre-intake process can vary based on our **client’s needs**.



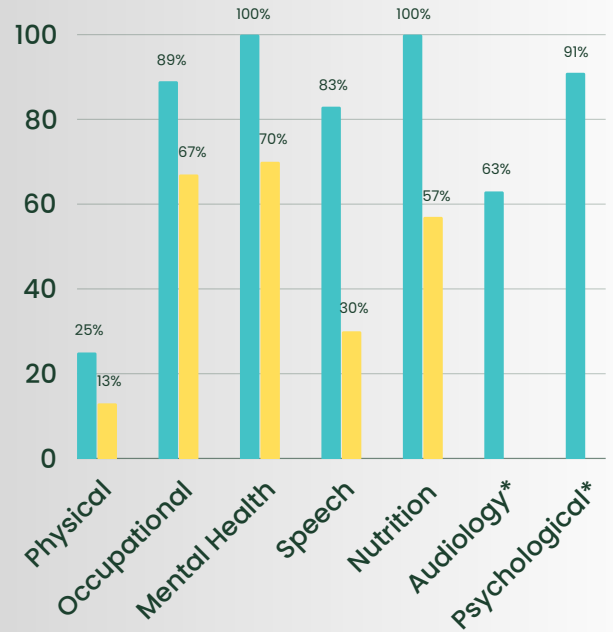
A Collaboration Between:





## Services provided by our team

Enhancing the **integration** of care navigation and services for children and families with co-occurring mental health concerns and intellectual or developmental needs is the driving force behind services provided. The following chart indicates services that were identified as needed from the initial assessment (teal) and the utilization of ongoing services that were provided (yellow).



\*Indicates that ongoing services were not recommended

## Follow-Up Questionnaire Data

Caregivers throughout the year are asked to provide feedback through a follow-up questionnaire. With this data, we are able to gauge our **quality of care** and set goals for continuous improvement.

- ☀ Staff treated me and my family with respect **100%**
- ☀ Staff respected my family's religious beliefs **97%**
- ☀ Staff spoke to me in a way that I understood **100%**
- ☀ Staff was sensitive to my cultural background **100%**
- ☀ I helped choose my child's services **100%**
- ☀ I helped choose my child's treatment goals **100%**
- ☀ I participated in my child's treatment **100%**
- ☀ Staff helping us stuck with us no matter what **100%**
- ☀ My child seemed comfortable with the team **98%**
- ☀ The services we received were right for us **98%**
- ☀ My family got the help we wanted **98%**
- ☀ My family got as much help as we needed **94%**
- ☀ I have become more confident in my ability to address my child's needs **100%**
- ☀ Overall, I am satisfied with services my child received **96%**
- ☀ I would recommend the services I received to another family **98%**

“I'm really impressed with the services, like nutrition - already a huge difference in a week! I didn't see that coming, and it gives me confidence for the more complex things.”

~ Caregiver feedback

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