

A communication periodical for our clients, staff & the community at large

# The Chronicle

A Paterson Counseling Center Newsletter

## Special points of interest:

- Did you know that our facility has served over 1,500 clients in the last 3 years
- Paterson Counseling Center is a CARF Accredited organization
- Did you know that our counselors are required to undergo continuous training
- Paterson Counseling has undergone a significant facilities upgrade based on client feedback

## 2014 — A Time For Reflection & Resolution

As we start the beginning of a new year we often look back to the prior year for guidance on what we want to achieve going forward.

For some, it's a better job and for others, its continued sobriety and better health.

In the end, all resolutions have one thing in common—to have a better today than yesterday by focusing on and achieving a set of personal goals.

At Paterson Counseling we also review and set goals based on experiences and lessons learned from the prior year, as well.

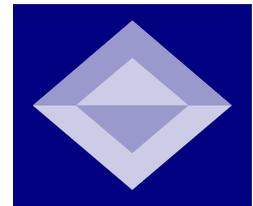
Our goals and objectives are geared towards improvement in the quality of care for our clients. Our singular objective of ensuring that our clients have the best possi-

ble success with treatment requires that we seek feedback and input from those we serve to ensure optimum outcomes.

In 2014 over 85% of respondents to our outcomes management survey said that our counselors provided superior service. Our clients also expressed a desire for expanded services and improved communication, as well.

In response to that feedback, we have resolved to expand services for women and streamline access to care for all of our clients.

We also upgraded our facilities and improved our infrastructure to ensure that treatment is provided in a comfortable, secure, and pleasant environment.



According to Robert J Alexander, Executive Director & CEO, “our success in helping others is based on the ability to keep our fingers on the pulse of how are clients feel about the effectiveness of the services we provide.”

It is in that spirit that our center resolves to be better this year than last year by continuing to partner with our clients to ensure that we deliver the right services in the right way , in support of the right results.

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Next Issue:  
Depression

## Paterson Counseling 1st Virtual Training Session Launched

Counselors recently gathered for a virtual training session aimed at enhancing analytical skills through the use of Microsoft Excel.

The class was delivered over the internet and the focus was centered on how to monitor, track and report on client progress during quarterly phase assessments.

Counselors will have the ability to

observe real time treatment trends of their respective caseload and track individual progress throughout the year.

Future training session will be aimed at learning advance techniques in using spreadsheets to conduct ad-hoc analyses of treatment data. Leveraging technology in treatment services will allow us

to work more efficiently. According to Audrey Garris, Clinical Director, “by leveraging technology to support the treatment process, we hope to be better positioned to respond quickly to new opportunities and trends.”

Paterson Counseling Center will continue to leverage the latest tools and training techniques.

## Volunteers Wanted On Behalf Of Client Advocacy

The Client Advocacy Board exist to protect and support the rights of our clients. Examining treatment from the perspective of the client's vantage point will help us ensure that we continue to provide an optimum level of care. We are seeking staff volunteers for several key positions on the board. The benefits of serving on the board include the development of governance and program skills as it relates to oversight and monitoring of care. If interested please contact Audrey Garris.

## A Profile On Women Services

The following information provides some insight into the services that we offer and the process that we follow when addressing the unique needs of our female clients:

### Women's Intensive Outpatient

(MIOP) We provide intensive outpatient (9 hours weekly) individual counseling and group services that address the needs of women in treatment. Referrals are made through the Division of Youth and Family Services (DYFS), and other community based service organizations. Walk-ins are also welcome. The curriculum includes Strengthening Families, a program that is geared toward educating family members and significant others on issues related to substance abuse.

### Women-Set-a-Side

Women who are enrolled in treatment and are of childbearing age will be screened for participation in the Women Set-a-Side program. The women-set-a-side program will provide individual and group counseling focused on empowering women to become knowledgeable in health care and psychosocial events that negatively impact their lives.

### Specialized Counseling Services

Specialized counseling services will be geared toward the specific needs of women and their family members that are directly or indirectly affected by substance abuse and related illness. Some of the support issues and services that we provide include:

- Substance Abuse Counseling
- Domestic Violence
- Sexual Abuse
- Reproductive Health Issues

- Co-dependent Relationships
- Family Issues
- Financial/Budgeting /Planning/ Spending
- Pediatrics Services

### Medical Services

The women's specialized service staff will ensure that the following services are being provided either on or off site:

- Primary medical care
- Gender specific treatment that is sensitive and appropriate
- Perinatal care (if appropriate)
- Therapeutic interventions for children
- Transportation to and from treatment
- Contraception-Sexually Transmitted Diseases (STD's)
- Annual Breast Examination
- Annual PAP Smears

## 2014 Year End Quarterly Phase Assessments Successfully Completed

Quarterly Phase Assessments consists of a formal review of every single clients progress at the center. At the conclusion of every quarter our clients examine a number of variables associated with successful progression within each phase.

The more successful our clients are the more they are rewarded with the benefits of sustained sobriety and the liberalization of off-site medication via take home bottles.

Each counselor must present the results of the analysis of their respective case loads to senior leadership where each client's progress is discussed in detail.

Leadership also looks at the entire case load in total for overall trends or patterns.

A new tool was recently developed to help support the automatic calculation and trend analysis through the use of Excel workbook.

Our counselors now have a way to not only look at a number of reports and outcomes associated with treatment services but can also look at progress from quarter to quarter in a single view.