



THE CENTENNIAL BRIEFING

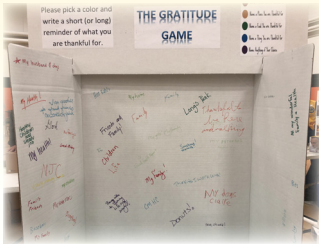


CHEYENNE · ELBERT · KIT CARSON · LINCOLN · LOGAN · MORGAN · PHILLIPS · SEDGWICK · WASHINGTON · YUMA

Our mission is to achieve excellence in the provision of behavioral health services that lead to optimal health and well being

COMMUNITY INVOLVEMENT

Saturday, March 30th Sterling Case Managers, along with Tim Lister attended and/or worked the Mental Health Fair at Sterling Middle School. They also had a board they named "The Gratitude Game" in which the community had to pick a color up at the top and write something regarding that color what they were



thankful for. The colors were based on people, places, things, food, etc. Clinical Director Michael Hinton was also in attendance. Case Managers were Jennifer Hadley, Francesca Nelson, Camron Morton and Laura Francis.

IN CASE YOU MISSED IT - FROM THE HEAD GOOSE

About those orange feedback cards...

Centennial team, I have been overdue to get you updated results on our ongoing customer satisfaction results. I promise they were worth the wait though I did review these results with our Leaders in late February, and they all have results broken down by offices as well. If you are interested and have not seen those yet...ASK!

Just in case any of our newer staff are puzzling over this, let me provide a brief history:

Launched early in 2016, Centennial uses the Net Promoter System (NPS) to seek consistent consumer feedback from individuals coming into our center for behavioral health services. Each person is asked to rate their response to, "On a 0-10 scale, how likely is it that you would recommend Centennial Mental Health Center to a friend or colleague?", and then explain "What is the primary reason for your score?" Individuals also have the option of providing their contact information for follow up. Far more than a rating, NPS presents an opportunity for us to observe patterns and trends, but also follow up personally with each individual that provides a rating of six or below, hence reinforcing the customer-centered service that we aim for. Late in 2017, we adapted the methodology to focus on the survey one week per quarter to avoid "survey fatigue", although the cards are available in our offices for feedback anytime that one of our clients is inspired. The total numbers of people who take the time to respond are relatively small compared to our total clients served, but it is encouraging feedback nonetheless.

So please take a peek at the attached result for our NPS score through 2018, where a whopping 68% of our clients rated a "9" or "10" that they would recommend Centennial to a friend or colleague! Only 12% noted "6" or below ratings, so our 2018 NPS was 56 as compared to the Global Benchmark of 26 for the same period (across all organizations using this survey tool for NPS—almost 180,000).

In our 2017 summary, we earned an NPS of 60 versus the Global Benchmark of 38. Although the NPS itself dropped slightly from 2017 to 2018, the percent of promoters is virtually unchanged.

Any way you cut it, our ongoing use of the NPS is just another one of the ways that we know that we are doing well in our clients' eyes. That certainly increases MY job satisfaction any time I look at it, and I hope it gives you a Friday afternoon boost too! Let's keep it up!

Liz

CENTENNIAL CALENDAR

APRIL 2019

- 10th - 12:30 pm - 2:00 pm - Central Brown Bag - How to Terminate Services with Clients
- 11th - Board of Director's Meeting
- 12th - 10:00 pm - 4:00 pm - 27-65 Training - The full day is for new clinical staff, new ERT Staff, and anyone who would like a refresher who will be on-call for Crisis. 10:00 am - 12:30 pm Non-Clinical Support Staff can attend. Location: Sterling Office Upstairs Training Room.
- 17th - Centennial New Employee Orientation - Sterling office
- 18th - 12:30 pm - 2:00 pm - South Brown Bag - How to Terminate Services with Clients
- 25th - 4:30 pm - 6:30 pm - Stewards of Children Darkness to Light Training - Morgan Community College
- 29th-30th - 8:30 am - 4:30 pm - ASIST Training - Burlington Ambulance Building, Burlington, CO

MAY 2019

- 3rd - 8:00 am - 4:00 pm - Mental Health First Aid - 166 Cedar Ave, Akron, CO
- 6th - 12:30 pm - 2:00 pm - Northeast Brown Bag - Safety Planning
- 8th - 12:30 pm - 2:00 pm - Central Brown Bag - Safety Planning
- 11th - 8:30 am - 4:30 pm - Mental Health First Aid - Flagler Public School, Flagler, CO
- 13th - 12:00 pm - 7:00 pm - Motivate for Mental Health Event - Sterling Courthouse Square, Sterling, CO
- 16th - 12:30 pm - 2:00 pm - South Brown Bag - Safety Planning
- 17th - 8:30 am - 4:30 pm - Mental Health First Aid/Public Safety - Julesburg Fire Department, Julesburg, CO

JOURNEY IS SELLING COOKIES

EVENT COMING UP

PLEASE HELP JOURNEY WOMEN GO TO BOULDER FOR A WOMEN'S DAY OUT

The Journey women will be visiting Celestial Seasonings to enjoy their tour and a lunch.

The ladies will be making cookies, please mark how many packages of assorted cookies you would like (there will be 12 assorted cookies in a package 13 of each kind and sold for \$7 a package).

"If you have an allergy to peanuts please let us know so we can exchange the peanut butter cookies for another type."

Cookie type:
Chocolate chip, Peanut Butter, White Chocolate Chip, Stained glass

How many packages would you like to order? (12 in a package):

*Please place your order by April 11th at 3 PM
*Cookies will be ready for pickup on April 15th

MOTIVATE 4 MENTAL HEALTH
COMMUNITY / ACTIVITY / NUTRITION / AWARENESS

Learn About 4 Ways to Motivate Your Mental Health

WHEN
Monday, May 13th, 2019
12-1 pm Schools, 1-4 pm Youth & Schools, 4-7 pm Adults & Family

WHERE
Sterling Courthouse Square
Eks Club in case of inclement weather

PERFORMANCES BY:
Community & Student Musical & Performing Troupe

GAMES FOR KIDS & ADULTS:
Sudoku & Trivial Pursue
8 Squares in the Air
Book, Book, Paper
Clubs Card Board
Bowl
Clubs Jenga
Cornhole
Kaboom!
Ladder
And Much more!

SNACKS & MEALS:
Healthy snacks at Clearview's Corner
From 4-7 pm:
Burritos and Bowls
Mexican Mini Donuts

INFORMATION AND MATERIALS:
Mental Health Prevention
Programs designed to help
Housing Homelessness Supported Employment
Early Childhood Education
Walk Therapy
Tobacco Program and much more!

THIS IS A NO SMOKING NO VAPING EVENT

This event is brought to you by:
CENTENNIAL MENTAL HEALTH CENTER
KPMX 105.7
Health Department