# **Behavioral Health Services**





Client's Demographics

A C	D
Age Group	Percentage
0 - 17	0.1%
18 - 59	83.8%
60 +	16.1%
Gender	Percentage
F	34.2%
М	64.4%
Unknown	1.4%
Ethnicity	Percentage
Prefer not to say	73.9%
Asian	0.1%
Black or African American	4.2%
Hispanic	0.6%
Multiracial	1.0%
Some Other Race	0.1%
Unknown Race	0.2%
White	19.9%
Marital Status	Percentage
Prefer not to say	75.8%
Divorced/Annulled	2.9%
Married	4.6%
Remarried	0.1%
Separated	0.7%
Single / Never Married	14.8%
Widowed	1.2%

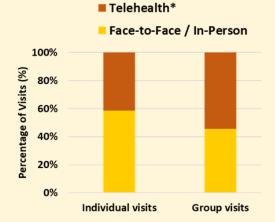
Highest Education Completed	Percentage
Currently in Elementary School	0.0%
Elementary School	0.0%
Middle School	4.2%
High School / GED	40.6%
Some College	20.3%
Associate Degree	8.4%
Bachelor's Degree	11.2%
Some Graduate or Professional School	0.0%
Master's Degree	2.8%
Doctorate / Professional Degree	0.0%
Trade School	7.0%
Prefer not to say	5.6%
How often you find it hard to pay for	
the very basics like food, housing,	Percentage
medical care, and heating?	
Not hard	51.7%
Rarely, once a year	2.8%
Rarely, once every 6 months	3.5%
Sometimes, once a month	14.0%
Frequently, once a week	4.9%
Frequently, 2-5 times a week	4.2%
Almost always, more than 5 times a week	2.8%
Prefer not to say	16.1%

# **Diagnosis**

# 2.2% Other Diagnosis 15.8% No Diagnosis

**82.0%** Alcohol, amphetamine, cannabis, opioid, cocaine, sedative/hypnotic/anxiolytic, and/or hallucinogen abuse and/or dependence

# **Service Delivery Formats**



Adaptability and accessibility by employing both face-to-face and remote formats.

\* Telehealth: video calls, phone calls, and/or WebEx, which is a video/audio platform supported by WMU.

### WMU Behavioral Health Services (2022-2023 Annual Performance Report)

# **Health and Safety**

Behavioral Health Services prioritizes a healthy and safe environment for all clients and staff.

### **ZERO**

Critical incidents requiring outside medical attention where agency neglect was indicated.

### 100%

of BHS staff are HIPAA trained.

### **ZERO**

incidents of HIPAA violations.



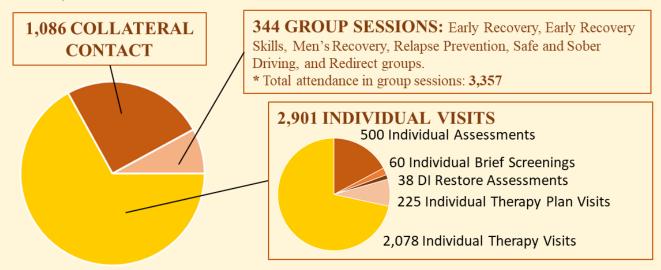
■ Strongly Agree

Agree

Neutral

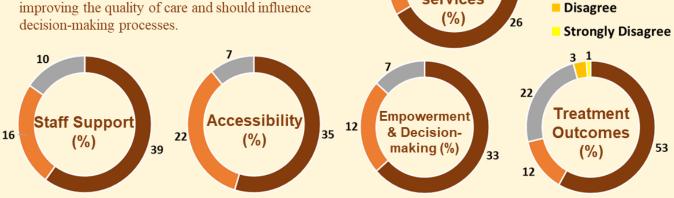
# Therapeutic Interactions

Therapeutic interactions are planned interactions between a client and a staff member, defined in a plan of service, and intended to achieve a desired outcome.



## Client Satisfaction

High level of satisfaction with behavioral health services at WMU Unified Clinics. Clients feel empowered and involved in their treatment, and the staff is supportive and responsive. The feedback collected is valuable for improving the quality of care and should influence decision-making processes.



10

Satisfaction

with

services