

NorthPointe Resources continues its' long-held tradition of providing superior community focused services. We are one of few agencies that use a rigorous whole-quality analysis system that includes outcome measures enabling us to capture a "snapshot" of the effectiveness of our services and programs.

**Our focus is to assure all program participants reach personal and program outcomes.**

# Outcomes at a Glance 2017

**COMMUNITY EMPLOYMENT**  
Employment Resources

	2016	2017
Access	Met	Met
Effectiveness	Not Met	Not Met
Efficiency	Not Met	Met
Satisfaction	Met	Met

**RESIDENTIAL SERVICES**

	2016	2017
Access	Not Met	Not Met
Effectiveness	Met	Met
Efficiency	Not Met	Met
Satisfaction	Met	Met

**DAY PROGRAM**  
Choice & EmploymentMatters

	2016	2017
Access	Met	Met
Effectiveness	Met	Met
Efficiency	Not Met	Not Met
Satisfaction	Met	Met



**N** NorthPointe Resources

**W** Wellness Champions

**E** Employment Leaders

**S** Service Innovators

**COMMUNITY**

**SOARR** Behavioral Health Services

**100% SATISFACTION**

	2016	2017
Access	Met	Met
Effectiveness	Met	Met
Efficiency	Not Met	Met
Satisfaction	Met	Met

