

Guidance/Care Center



Biannual Infographic | January - June 2026

We are pleased to present our biannual overview, reflecting our commitment to excellence in care, continuous improvement, and positive outcomes for our community and stakeholders.

This report highlights key performance metrics, client satisfaction, access to care, and program outcomes.



Medication & Medical Care

Overall Medication Satisfaction: 93.7%

80.2%

Clients Linked to Primary Care

Clients Reporting NO Bothersome Side Effects: 90.4%



Access to Care & Waiting Time

10.42 Days

Average Wait Time
(Initial Contact to First Appt)

74.7%

Seen Within 14 Days

90.8%

Satisfied with Intake Process



Scheduled Outpatient Appointments

88.9%

Outpatient Appointment Attendance Rate

Adults

10,576 appointments
80.2% Kept

Children & Adolescents

1,273 appointments
71.1% Kept



Inpatient Programs Discharge Satisfaction (Overall Experience):

- Detoxification Services: 80.4% Satisfied
- Crisis Stabilization (CSU): 88.9% Satisfied

Only 7.4% Were Readmitted Within 30 Days



Client Satisfaction



91.1%

Overall Program Satisfaction
reported by Adult Clients

100%

Child/Adolescent Clients
Case Management Satisfaction

The WestCare Mission

WestCare empowers everyone with whom we come into contact to engage in a process of healing, growth, and change benefiting themselves, their families, coworkers, and communities.

Uplifting the Human Spirit

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