



## CASE STUDY 9

# MENTAL HEALTH & COUNSELING CENTER (OHIO)

*Improving client outcomes with a clear view of the full client journey.*

## ORGANIZATION OVERVIEW



**Type:** Mental Health & Counseling Center



**Location:** Ohio



**Size:** 2,500+ clients annually



**Mission:** Provide trauma-informed mental health support, counseling, and crisis intervention

## THE CHALLENGE

The center had no way to track a client's journey from intake to graduation across programs.

### Challenges included:

- Siloed data between clinical teams
- Difficulty identifying drop-offs or service delays

- Inconsistent documentation
- Slow reporting turnaround
- Limited insight into counseling outcomes

This made continuous improvement difficult.

## GOALS & DESIRED OUTCOMES

### They wanted to:

- Map the full client journey
- Track engagement, attendance, and outcomes
- Identify where clients were getting stuck
- Improve reporting for boards and grants
- Strengthen program quality

## SANDAI'S APPROACH

SaNDaI delivered:

- A Client Journey Dashboard covering every stage: intake, sessions, referrals, outcomes
- Standardized data entry tools for clinicians
- Automated reports for clinical leadership
- A shared view that united counselors, leadership, and admin teams



## THE SOLUTION DELIVERED

- Real-time visibility into client progress
- Alerts for missed sessions or drop-offs
- Reporting templates for clinical meetings
- Clean, consolidated data across teams

## THE RESULTS



Faster interventions for at-risk clients



Reporting time cut by 40%



Clearer understanding of program effectiveness



Stronger communication across teams



Improved documentation consistency

## IMPACT ON MISSION

The center can now act quickly when clients disengage — strengthening care continuity and improving mental health outcomes.

## WHY THEY CHOSE SANDAI

They needed a partner who blended clinical sensitivity with technical clarity.



## WHAT'S NEXT

SaND AI is developing a predictive tool to forecast client engagement levels based on attendance trends.

## CLIENT TESTIMONIAL



*SaND AI helped us map our client journey from intake to graduation. Now staff can see where people get stuck, which services make the biggest difference, and how to improve care.*

— Clinical Services Manager