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New Freedom Successfully Launches And Completes Their First Year with Kipu, with a 97% success rate at one-year recidivism rates and a 100% housing placement rate

“My first recommendation [for New Freedom] was Kipu because it is so user friendly for anybody that isn’t really tech savvy. It had to make sense for someone that is recently released, that might want to work for New Freedom in the future.”

**Katherine Nisbet,
Chief Clinical Officer**

CUSTOMER SUMMARY •

New Freedom is an intensive outpatient facility located in Central Phoenix that focuses on serving clients who have recently been released from incarceration. Their services include vocational training, case management, peer support counseling, and supportive housing options.

ORGANIZATIONAL CHALLENGES

- **Timeline Constraints** New Freedom had a three-month timeline to get their practice off the ground and start accepting clients. Due to this expedited timeline, they needed the right infrastructure in place to make it happen.
- **Multimodal Service Structure** Due to the variety of services offered, synchronizing efforts across the board was an immediate need.
- **Employee Ease of Use** was a priority, as New Freedom wanted to consider the day-to-day activities of current and future employees in their decision-making process.
- **Building a New Model of Care from Scratch** meant finding a flexible system that was highly configurable to incorporate their various medical and clinical needs.

OUTCOMES ENABLED WITH KIPU •

- **Implementation of Kipu EMR** allowed for unique workflows to be created via personalized templates, evaluations, consent forms.
- **Kipu allows for equal weight between the medical and behavioral care**, resulting in equal focus on medical forms and ease-of-use, without neglecting customizable behavioral health features.
- **Kipu's customizability** allows for better work and happier employees, resulting in better care for all clients.
- **Easy transferability of data** makes communicating with auditors and payers easy and hassle-free.
- **High visibility on all services being provided** allows for staff activity optimization, meaningful documentation, better training practices, and more ideal data tracking over time.
- **Use of one integrated system** provides access to medicine inventory, occupancy for supportive housing, relevant forms, and keeps general case management doable.

“I think for me, Kipu is invaluable because you can make so many different people happy on so many different fronts that are using the system. You might have a psychiatric nurse practitioner, an MD, lab people, a case manager, therapist, billers, and provide a system that will work for each one of them.”

Katherine Nisbet,
Chief Clinical Officer
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