

# Customer Impact:

## Forest County Community Wellness Court, WI



### Situation:

Katie Kennedy, Wellness Court Clinician at the Forest County Community Wellness Court, recalls the challenges of managing client data using paper files and manual spreadsheets. "We tried a database solution, but it wasn't designed for the complexities of treatment court work," Kennedy explained. That changed when they discovered the equivalent Supervision team and the Northpointe Suite.

### Challenges:

Treatment courts require tailored systems to support multiple roles—clinicians, program coordinators, and peer support staff—each with distinct access needs. The off-the-shelf database previously in use lacked customization and didn't align with the team's workflow. "It just couldn't meet our needs," Kennedy said.

### Solutions:

At a professional conference, Kennedy and her colleagues connected with the equivalent Supervision team and were immediately drawn to the flexibility of the Northpointe Suite. From the start, equivalent took a hands-on approach—sitting down with Kennedy's team to understand their specific needs across risk/needs assessments, data collection, and case management.

"They documented everything, even incorporating the templates I was already using into the system," said Kennedy. The team also built in HIPAA-compliant firewalls to ensure appropriate data access—allowing Kennedy to view team notes while maintaining the confidentiality of her clinical records.

With this tailored setup, the court can now access critical client data and program performance metrics at a moment's notice. "The customization was only part of it—they also trained us thoroughly so we could get the most out of the system," she added.

### Impact:

The Forest County Community Wellness Court now operates with a fully integrated, intuitive software platform that boosts efficiency and supports evidence-based practices. "I'm no longer wasting time on clunky systems or chasing down paper files," Kennedy said. "Everything I need is in one place, which gives me more time to focus on my clients."

The transformation hasn't gone unnoticed. Other courts have expressed interest in the solution after seeing it in action. "People are impressed with how we're using the Northpointe Suite to elevate treatment court practices," Kennedy said. "equivant Supervision's continued support and updates keep us ahead. There's truly nothing else out there as user-friendly and treatment court-focused as this. It's the best I've seen for the important work we do."



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There's truly nothing else out there as user-friendly and treatment court-focused as the equivalent Supervision Northpointe Suite solution.