

Quality Improvement Quarterly Report October-December 2019

AREA 5: Customer Satisfaction - GCIS	
Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Clients, referring agencies, and/or families are asked to complete a survey at the time of the care plan & review, then at the time of discharge in GCIS. Benchmark analysis= 85% for Customer Satisfaction outcomes.	
At the Time of Care Plan & Review	
Client surveys completed	40
Referring agency surveys completed	9
Family surveys completed	1
Client Reported Outcomes (based on those completed)	
▶ Felt the program helped them deal with their problems (32). 15% had no opinion (6). 5% disagreed (2)	80%
▶ Felt staff was available to talk with them (32). 20% had no opinion (8)	80%
▶ Felt staff treated them fairly (33). 15% had no opinion (6). 2% disagreed (1)	83%
▶ Felt staff psychiatrist treated them respectfully (32). 13% had no opinion (5). 7% not applicable (3)	80%
Referring Agency Reported Outcomes (based on those completed)	
▶ Felt client benefited from program (9)	100%
▶ Said they would recommend the program (9)	100%
Average overall rating was 4 out of 5 (with 5 being the highest).	4
Family Reported Outcomes (based on those completed)	
▶ See noticeable improvement in child's behavior/attitude/interaction (1)	100%
▶ Said they would recommend the program (1)	100%
Average overall rating was 4 out of 5 (with 5 being the highest).	4
Selected Comments at the time of care plan & review	
Clients: What about the program do you feel helps you the most? <i>"The ability to attend public school and participate in JROTC."</i> ▪ <i>"Food, school, staff, and activities."</i> ▪ <i>"The program has helped me a lot with my communication skills."</i> ▪ Referring Agencies: <i>"The staff here are professional. The clients benefit from placement here."</i> ▪ Families: <i>"None noted."</i>	
At Exit/Discharge	
Client surveys completed	3
Referring agency surveys completed	7
Family surveys completed	3
Client Reported Outcomes (based on those completed)	
▶ Felt the program helped them deal with their problems (3)	100%
▶ Felt staff was available to talk with them (3)	100%
▶ Felt staff treated them fairly (2). 33% disagreed (1)	67%
▶ Felt staff psychiatrist treated them respectfully (2). 33% had no opinion (1)	67%
Referring Agency Reported Outcomes (based on those completed)	
▶ Felt client benefited from program (7)	100%
▶ Said they would recommend the program (7)	100%
Average overall rating was 4.9 out of 5 (with 5 being the highest).	4.9
Family Reported Outcomes (based on those completed)	
▶ Saw noticeable improvement in child's behavior/attitude/interaction (3)	100%
▶ Said they would recommend the program (3)	100%
Average overall rating was 5 out of 5 (with 5 being the highest).	5
Selected Comments at the time of Exit	

Clients: What about the program do you feel helps you the most? “The staff.” ▪ “My education.” ▪ “The people here. Everyone was easy to talk to.” ▪ **Referring Agencies:** “Anna Cox is a responsive HSP” ▪ “Rick Gorrell is a responsive HSP.” ▪ “Thank you.” ▪ **Families:** “Thank yall for helping me.”

AREA 5: Customer Satisfaction – FCC Therapy

Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Clients and/or their caregiver are asked to complete a survey at the time of the Individual Plan of Care (IPOC) & review, then at the time of discharge in FCC Therapy. Benchmark analysis= 80% for Customer Satisfaction outcomes.

At the Time of IPOC & Review

Surveys Completed	18
Client Reported Outcomes (based on those completed)	
▶ Felt staff treated them in a professional manner (18)	100%
▶ Felt life has improved as a result of counseling (17). 6% had no opinion (1)	94%
▶ Felt their issues were being addressed during sessions (15). 17% had no opinion (3)	83%
▶ Said they would recommend or use the program again (17). 6% had no opinion (1)	94%
Average overall rating was 4.9 out of 5 (with 5 being the highest).	4.9

Selected Comments at the time of IPOC/Review

Guardians/Clients: What about the services you are receiving helps you the most: “How to cope in bad situations.” ▪ “Talking.” ▪ “Feeling like I can be honest.” ▪

At the Time of Exit/Discharge

Surveys Completed	0
▶ Felt staff treated them in a professional manner	
▶ Felt life has improved as a result of counseling	
▶ Felt their issues were addressed during sessions	
▶ Said they would recommend or use the program again	
Average overall rating was out of 5 (with 5 being the highest).	

AREA 5: Customer Satisfaction – FCC Parenting

Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Clients are asked to complete a survey at the time of **discharge** in FCC Parenting. Benchmark analysis= 80% for Customer Satisfaction outcomes.

At the Time of Exit/Discharge (One client did not answer #3)

Surveys Completed	11
Outcomes (based on those completed)	
▶ Course provided me information to improve my parenting skills (10). 9% disagreed (1)	91%
▶ Course helped improve relationships in our family (10). 9% disagreed (1)	91%
▶ My communication with my children improved (9). 10% disagreed (1)	90%

Selected Comments at the time of Exit

Parents: What did you learn in the Parenting course: “Getting to know more about being a better mom.” ▪ “How to become better person better parent.” ▪ “How to talk to my kid and ex without arguing with them.”

AREA 5: Customer Satisfaction – FCC Groups

Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Clients are asked to complete a survey at the time of **discharge** in FCC Groups. Benchmark analysis= 80% for Customer Satisfaction outcomes.

At the Time of Exit/Discharge

Surveys Completed	32
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Outcomes (based on those completed)

▶ Felt program helped them change attitude (30). 6% had no opinion (2)	94%
▶ Felt groups helped them make safer choices (32)	100%
▶ Said they would recommend the program to others (31). 3% no opinion (1)	97%
▶ Said they would return to FCC if they needed help (30). 6% had no opinion (2)	94%

Outcomes specific to STEAR Groups (26)

▶ Said group helped improve their relationships (25). 4% had no opinion (1)	96%
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Selected Comments at the time of exit/discharge

“My two group counselors Tom and Sherwood really helped me improve my relationship and they took the time to listen to me and coach me every week. They are great!” ▪ *“Tom and Marlene were wonderful teachers. They have taught me a lot about my relationship that I didn’t know before.”* ▪ *“Keep up the good work, very professional environment. Will be back as needed.”*

AREA 5: Customer Satisfaction – EF

Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Families are asked to complete a survey at the time of **discharge** in EF. Benchmark analysis= 80% for Customer Satisfaction outcomes.

At the Time of Exit/Discharge

Surveys Completed	15
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Outcomes (based on those completed)

▶ Caseworker asked about our family strengths and needs (15)	100%
▶ Satisfied with the way their family was treated (15)	100%
▶ Felt family functioning improved because of experience (14). 7% neither agree or disagree (1)	93%

Selected Comments about caseworker was able to provide help:

“Sara was great and the kids loved her. We will miss her.” ▪ *“Thank you Sara for being so great and understanding!”*

AREA 5: Customer Satisfaction – Connections TFC

Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Clients, referring agencies, and/or families are asked to complete a survey at the time of the IPOC & review, then at the time of discharge in TCF. Benchmark analysis= 80% for Customer Satisfaction outcomes.

At the Time of IPOC & Review

Client surveys completed	2
Referring agency surveys completed	1
Foster Parent surveys completed	4

Client Reported Outcomes (based on those completed)

▶ Felt foster parent helped them learn to deal with their problems (2)	100%
▶ Felt foster parents was available to talk with them (2)	100%
▶ Felt foster parents treated them fairly (2)	100%

Referring Agency Reported Outcomes (based on those completed)

▶ Satisfied with the program's interventions and services (1)	100%
▶ Said they would recommend the program (1)	100%
Average overall rating was 5 out of 5 (with 5 being the highest).	5

Foster Parents Reported Outcomes (based on those completed)

▶ Satisfied with the program's interventions and services (4)	100%
▶ Said they would recommend the program (4)	100%
Average overall rating was 5 out of 5 (with 5 being the highest).	5

Selected Comments at the time of IPOC & review

Clients: What is the most helpful thing your foster parents do? Clients: *"Homework."* ▪ *"Mrs. Lindsey is so nice."* ▪ *"She helps me with my homework. She helps me with my stuff."* ▪ **Referring Agencies: None noted** ▪ **Foster Parents:** *"Katonya is awesome; I really enjoy working with her. Thanks for all you do!"* ▪ *"New Foundations always have my back."*

At Exit/Discharge

Client surveys completed	0
Referring agency surveys completed	1
Foster Parents surveys completed	0

Client Reported Outcomes (based on those completed)

Referring Agency Reported Outcomes (based on those completed)

▶ Satisfied with the program's interventions and services. 100% had no opinion (1)	
▶ Said they would recommend the program (1)	100%
Average overall rating was 4 out of 5 (with 5 being the highest).	4

Foster Parents Reported Outcomes (based on those completed)

Selected Comments at the time of Exit

Clients: What is the most helpful thing the foster parents did? ▪ *"Referring Agencies: "Ms. Oglesby is a great placement. I wish it would have worked out better. Thank you all for trying"* ▪ **Foster Parents: N/A**

AREA 6: Post Discharge Outcomes

Group Care Intensive Services (GCIS)

Surveys Attempted/Distributed	52
Surveys Completed/Returned	27
Outcomes (based on those completed/returned)	
Discharged according to care plan (19)	70%
Currently maintaining in less restrictive environment (18)	67%
Attending educational setting OR working (24)	89%
Free of criminal activity (24)	89%

Family Counseling Center (FCC) – GROUPS

Surveys Attempted/Distributed	47
Surveys Completed/Returned	28
STEAR ¹ – 23 response and PACE ² – 5 responses	
Outcomes (based on those completed/returned)	
Utilizing skills learned in groups in daily life (28)	100%
Quality of support system improved (27)	96%
Not been involved in any criminal conduct (28)	100%
STEAR ONLY:	
Relationship has improved because of participation in groups (23)	100%

¹STEAR – Striving to End Abusive Relationships. ²PACE – Practicing Anger Control Effectively.

Family Counseling Center (FCC) – THERAPY

Surveys Attempted/Distributed	13
Surveys Completed/Returned	6
Outcomes (based on those completed/returned)	
Utilizing skills learned in groups in daily life (6)	100%
Quality of your support system improved (6)	100%
Any disruption in the living/home environment (6)	100%
No Psychiatrically hospitalized since your last session at FCC (6)	100%
Child's behavior improved (2) (other 4 clients were adult)	100%

Family Counseling Center (FCC) – Parenting

Surveys Attempted/Distributed	19
Surveys Completed/Returned	11
Outcomes (based on those completed/returned)	
Confidence increased in your ability to handle the behavior of your child(ern) (11)	100%
Utilizing skills learned in your daily life (11)	100%
Relationships improved with your family (11)	100%
No disruption in the living/home environment (10)	91%

Connections Therapeutic Foster Care (TFC)

Surveys Attempted/Distributed	3
Surveys Completed/Returned	0
Outcomes (based on those completed/returned)	
Discharged according to care plan	
Currently maintaining in less restrictive environment	
Attending educational setting OR working	
Free of criminal activity	