

Quality Improvement Quarterly Report April-June 2018

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	46
Referring agency surveys completed	3
Family surveys completed	0

Client Reported Outcomes (based on those completed)

▶ Felt the program helped them deal with their problems (38). 11% had no opinion (5). 6% disagreed (3)	83%
▶ Felt staff was available to talk with them (38). 6% had no opinion (3). 11% disagreed (5)	83%
▶ Felt staff treated them fairly (30). 20% had no opinion (9). 15% disagreed (7)	65%

Referring Agency Reported Outcomes (based on those completed)

▶ Felt client benefited from program (2). 33% had no opinion (1)	67%
▶ Said they would recommend the program (3).	100%
Average overall rating was 4.5 out of 5 (with 5 being the highest).	4.5

Family Reported Outcomes (based on those completed)

	0
▶ See noticeable improvement in child's behavior/attitude/interaction	
▶ Said they would recommend the program	

Selected Comments at the time of care plan & review

Clients: What about the program do you feel helps you the most? *"The staff"* ▪ *"My anger."* ▪ *"They teaching me the skills I need."* ▪ **Referring Agencies:** *"None noted."* ▪ **Families:** *N/A*

At Exit/Discharge

Client surveys completed	11
Referring agency surveys completed	4
Family surveys completed	4

Client Reported Outcomes (based on those completed)

▶ Felt the program helped them deal with their problems (9). 18% had no opinion (2)	82%
▶ Felt staff was available to talk with them (9). 18% had no opinion (2)	82%
▶ Felt staff treated them fairly (10). 9% had no opinion (1)	91%

Referring Agency Reported Outcomes (based on those completed)

▶ Felt client benefited from program (4)	100%
▶ Said they would recommend the program (3). 25% had no opinion (1)	75%
Average overall rating was 4.8 out of 5 (with 5 being the highest).	4.8

Family Reported Outcomes (based on those completed)

▶ Saw noticeable improvement in child's behavior/attitude/interaction (3). 25% had no opinion (1)	75%
▶ Said they would recommend the program (3). 25% disagreed (1)	75%
Average overall rating was 4.3 out of 5 (with 5 being the highest).	4.3

Selected Comments at the time of Exit

Clients: What about the program do you feel helps you the most? *"Everything."* ▪ *"Therapy."* ▪ *"When staff talks to me about my problems."* ▪ **Referring Agencies:** *"None noted"* ▪ **Families:** *"Mr. Corey and Mr. Bobby are awesome. Mr. Wayne is very professional."*

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	11
Client Reported Outcomes (based on those completed)	
▶ Felt staff treated them in a professional manner (10). 9% had no opinion (1)	91%
▶ Felt life has improved as a result of counseling (10). 9% had no opinion (1)	91%
▶ Felt their issues were being addressed during sessions (10). 9% had no opinion (1)	91%
▶ Said they would recommend or use the program again (10). 9% had no opinion (1)	91%
Average overall rating was 4.3 out of 5 (with 5 being the highest).	4.3

Selected Comments at the time of IPOC/Review

Guardians/Clients: What about the services you are receiving helps you the most: *“Jim is a great listener and offers the best feedback.”* ▪ *“I receive what I need EVERYTIME.”* ▪ *“Having outside source to speak with.”*

At the Time of Exit/Discharge

Surveys Completed	0
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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

Surveys Completed	15
Outcomes (based on those completed)	
▶ Course provided me information to improve my parenting skills (14). 7% disagreed (1)	93%
▶ Course helped improve relationships in our family (14). 7% disagreed (1)	93%
▶ My communication with my children improved (14). 7% disagreed (1)	93%

Selected Comments at the time of Exit

Parents: What did you learn in the Parenting course: *“A lot about being a parent”* ▪ *“How to communicate to my son and how to listen to my son.”* ▪ *“Stay calm. Talk to my children. Do more things with my children. Show them respect.”*

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	11
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Outcomes (based on those completed)

▶ Felt program helped them change attitude (11)	100%
▶ Felt groups helped them make safer choices (11)	100%
▶ Said they would recommend the program to others (11)	100%
▶ Said they would return to FCC if they needed help (11)	100%
▶ Said group helped improve their relationships (11)	100%

Selected Comments at the time of exit/discharge

“Tom is a very good person to have as a group counselor.” ▪ “Best people ever. Great men and group.” ▪ “Thank you Jim and Tom! You guys saved my life.”

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	35
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Outcomes (based on those completed)

▶ Caseworker asked about our family strengths and needs (33). 3% disagreed (1) (only 34 clients responded to this question)	97%
▶ Satisfied with the way their family was treated (35)	100%
▶ Felt family functioning improved because of experience (32). 9% disagreed (3)	91%

Selected Comments about caseworker was able to provide help:

“Very friendly and helpful.” ▪ “She is very sweet and easy to talk to.” ▪ “I’m really thankful for Ms. Robinson and her support w/ my situation. She is awesome.”

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= N/A at this time for Customer Satisfaction outcomes.**

At the Time of IPOC & Review

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

Client Reported Outcomes (based on those completed)

Referring Agency Reported Outcomes (based on those completed)

Foster Parents 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

Selected Comments at the time of IPOC & review

Clients: What is the most helpful thing your foster parents do? N/A ▪ Referring Agencies: N/A ▪ Foster Parents: None Noted

AREA 6: Post Discharge Outcomes

Group Care Intensive Services (GCIS)

Surveys Attempted/Distributed	54
Surveys Completed/Returned	26
Outcomes (based on those completed/returned)	
Discharged according to care plan (18)	69%
Currently maintaining in less restrictive environment (20)	77%
Attending educational setting OR working (26)	100%
Free of criminal activity (26)	100%

Family Counseling Center (FCC) – GROUPS

Surveys Attempted/Distributed	34
Surveys Completed/Returned	11
STEAR (Striving to End Abusive Relationships)	
Outcomes (based on those completed/returned)	
Utilizing skills learned in groups in daily life (11)	100%
Quality of support system improved (11)	100%
Not been involved in any criminal conduct (11)	100%
Relationship has improved because of participation in groups (11)	100%

Family Counseling Center (FCC) – THERAPY

Surveys Attempted/Distributed	4
Surveys Completed/Returned	2
Outcomes (based on those completed/returned)	
Utilizing skills learned in your daily life (2)	100%
Quality of support system improved (2)	100%
Free of disruption in the living/home environment (2)	100%
Not been involved in any psychiatric hospitalization (2)	100%

Family Counseling Center (FCC) – Parenting

Surveys Attempted/Distributed	21
Surveys Completed/Returned	7
Outcomes (based on those completed/returned)	
Confidence increased in your ability to handle the behavior of your child(ern) (7)	100%
Utilizing skills learned in your daily life (7)	100%
Relationships improved with your family (7)	100%
No disruption in the living/home environment (7)	100%

Connections Therapeutic Foster Care (TFC).....N/A at this time

Surveys Attempted/Distributed	N/A
Surveys Completed/Returned	N/A
Outcomes (based on those completed/returned)	
Discharged according to care plan	
Attending educational setting OR working	
Currently with family or foster home environment	
Free of criminal activity	