

Quality Improvement Quarterly Report January-March 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	51
Referring agency surveys completed	3
Family surveys completed	4

Client Reported Outcomes (based on those completed)

▶ Felt the program helped them deal with their problems (32). 31% had no opinion (16). 6% disagreed (3)	63%
▶ Felt staff was available to talk with them (36). 23% had no opinion (12). 6% disagreed (3)	71%
▶ Felt staff treated them fairly (32). 33% had no opinion (17). 4% disagreed (2)	63%

Referring Agency Reported Outcomes (based on those completed)

▶ Felt client benefited from program (2). 33% disagreed (1)	67%
▶ Said they would recommend the program (2). 33% disagreed (1)	67%
Average overall rating was 5 out of 5 (with 5 being the highest).	5

Family Reported Outcomes (based on those completed)

▶ See noticeable improvement in child's behavior/attitude/interaction (3). 25% had no opinion (1)	75%
▶ Said they would recommend the program (3). 25% had no opinion (1)	75%
Average overall rating was 4.6 out of 5 (with 5 being the highest).	4.6

Selected Comments at the time of care plan & review

Clients: What about the program do you feel helps you the most? *"Before I came here I was bad mouth but now I know how to humble myself."* ▪ *"I feel like groups help me."* ▪ *"Therapy."* ▪ **Referring Agencies:** *"None noted."* ▪ **Families:** *"None noted"*

At Exit/Discharge

Client surveys completed	2
Referring agency surveys completed	3
Family surveys completed	1

Client Reported Outcomes (based on those completed)

▶ Felt the program helped them deal with their problems (2)	100%
▶ Felt staff was available to talk with them (2)	100%
▶ Felt staff treated them fairly (2)	100%

Referring Agency Reported Outcomes (based on those completed)

▶ Felt client benefited from program (3)	100%
▶ Said they would recommend the program (3)	100%
Average overall rating was 5 out of 5 (with 5 being the highest).	5

Family Reported Outcomes (based on those completed)

▶ Saw noticeable improvement in child's behavior/attitude/interaction (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 Exit

Clients: What about the program do you feel helps you the most? *"With my authority."* ▪ *"The staff."* ▪ *"Therapy and social interaction."* ▪ **Referring Agencies:** *"None noted"* ▪ **Families:** *"None noted"*

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	23
Client Reported Outcomes (based on those completed)	
▶ Felt staff treated them in a professional manner (23)	100%
▶ Felt life has improved as a result of counseling (21). 9% had no opinion (2).	91%
▶ Felt their issues were being addressed during sessions (21). 9% had no opinion (2)	91%
▶ Said they would recommend or use the program again (23).	100%
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:
“Being able to voice my thoughts.” ▪ *“Barbara is amazing.”* ▪ *“This is great help for Tylikia”* ▪

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

Surveys Completed	10
Outcomes (based on those completed)	
▶ Course provided me information to improve my parenting skills (10)	100%
▶ Course helped improve relationships in our family (10)	100%
▶ My communication with my children improved (10)	100%

Selected Comments at the time of Exit

Parents: What did you learn in the Parenting course: *“It's okay to step back & breathe. It will be fine live life but in a responsible way.”* ▪ *“Learning to listen to my kids feelings, play thinking games like red, light, green light, so kids can think about what their doing before they do it.”* ▪ *“I've learn to have patience I've learned not to argue.”*

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	16
-------------------	----

Outcomes (based on those completed)

▶ Felt program helped them change attitude (16)	100%
▶ Felt groups helped them make safer choices (16)	100%
▶ Said they would recommend the program to others (16)	100%
▶ Said they would return to FCC if they needed help (16)	100%

Outcomes specific to STEAR Groups (14)

▶ Said group helped improve their relationships (14)	100%
--	------

Selected Comments at the time of exit/discharge

“I love this place, your the best for help! Thanks a lot. PS Im going to miss Marleen.” ▪ *“I consider this a life course. I wish could be offered to everyone!!!.”* ▪ *“I learned a lot and I'm looking forward to continue to use what I learned.”*

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	14
-------------------	----

Outcomes (based on those completed)

▶ Caseworker asked about our family strengths and needs (14)	100%
▶ Satisfied with the way their family was treated (14)	100%
▶ Felt family functioning improved because of experience (14)	100%

Selected Comments about caseworker was able to provide help:

“Ms. Robinson was awesome.” ▪ *“Very helpful, great person to work with.”* ▪ *“Sara went above and beyond to serve our family. SAFY has quite the resource in Sara.”*

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	1
Foster Parent surveys completed	1

Client Reported Outcomes (based on those completed)

▶ Felt foster parent helped them learn to deal with their problems	
▶ Felt foster parents was available to talk with them	
▶ Felt foster parents treated them fairly	

Referring Agency Reported Outcomes (based on those completed)

▶ Satisfied with the program's interventions and services (1)	100%
▶ Said they would recommend the program 100% had no opinion (1)	0%
Average overall rating was 4 out of 5 (with 5 being the highest).	4

Foster Parents Reported Outcomes (based on those completed)

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

Selected Comments at the time of IPOC & review

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

AREA 6: Post Discharge Outcomes

Group Care Intensive Services (GCIS)	
Surveys Attempted/Distributed	48
Surveys Completed/Returned	26
Outcomes (based on those completed/returned)	
Discharged according to care plan (20)	77%
Currently maintaining in less restrictive environment (24)	92%
Attending educational setting OR working (26)	100%
Free of criminal activity (26)	100%

Family Counseling Center (FCC) – GROUPS	
Surveys Attempted/Distributed	41
Surveys Completed/Returned	7
STEAR ¹ – 7 response and PACE ² – 0 responses	
Outcomes (based on those completed/returned)	
Utilizing skills learned in groups in daily life (7)	100%
Quality of support system improved (7)	100%
Not been involved in any criminal conduct (7)	100%
Outcomes specific to STEAR Groups (7)	
Relationship has improved because of participation in groups (7)	100%

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

Family Counseling Center (FCC) – THERAPY	
Surveys Attempted/Distributed	5
Surveys Completed/Returned	0

Family Counseling Center (FCC) – Parenting	
Surveys Attempted/Distributed	22
Surveys Completed/Returned	5
Outcomes (based on those completed/returned)	
Confidence increased in your ability to handle the behavior of your child(ern) (5)	100%
Utilizing skills learned in your daily life (5)	100%
Relationships improved with your family (5)	100%
No disruption in the living/home environment (5)	100%