



# **Quality Assurance Management Committee Meeting 2019-2020 Annual Report Children's Community Mental Health August 2020**

## **Performance Outcome Measures Summary**

The mission of Helping People Succeed is to transform lives by realizing potential, creating hope and building futures through education, counselling, training and employment. Helping People Succeed strives for a high level of consumer satisfaction and continuous quality improvement of services that are cost effective and have measurable outcomes.

The goal of the Children's Community Mental Health Program is to improve the functioning abilities of children with emotional and behavioral disorders. In accordance with the organization's mission statement, the outcomes management system measures the accomplishment of program objectives by measuring program performance in four key areas: access, effectiveness, efficiency, and satisfaction. With the ultimate goal of consumer satisfaction, our survey measures consumer satisfaction as to competence, integrity, reliability, timeliness, value, and courtesy of those providing services and the services themselves.

Percentage of each program objective is targeted at a specific percentage benchmark. Achievement is expressed as a percentage of attainment or average, which is reported for each objective.

### **Objective 1: To ensure timely access to services the length of time between admission and first service event should be no longer than 2 weeks**

- **Results:** Average length of time between admission and first service event was 2 weeks.  
⇒ Program objective was met.

### **Objective 2: Average Length of Time between request for Psychiatric Evaluation and appointment scheduled should be no longer than 4 weeks.**

- **Results:** Average wait time between request for psychiatric evaluation and appointment was 4 weeks.  
⇒ Program objective was met.

### **Objective 3: 72% of children served will improve level of functioning as measured by a decrease of \*CFARS.**

- **Results:** 73% Children served improved Children's Functional Assessment Rating Score (CFARS).  
⇒ Program objective was exceeded.

\*As indicated by a drop of 1 or more points in overall CFARS score within current fiscal year

**Objective 4: Children served average number of days spent in the community will be remain at 360.**

- **Results:** 100% Children served spend average of 360 \*days in the community.  
⇒ Program objective was met.

\* Number of days that the consumer was **NOT** in any of the following settings: jail, detention facility, crisis stabilization inpatient hospitalization for mental health or substance abuse reasons, mental health hospital, children's residential treatment centers, wilderness camp, homeless or runaway.

**Objective 5: Average of 88% of school days available was attended by all children served.**

- **Results:** Average 90% school days available attended.  
⇒ Program objective was exceeded.

**Objective 6: 100% of billing per year averaged no less than 8 units of service per client per month.**

- **Results:** 100% of billing for the year averaged no less than 8 units of service per client per month.  
⇒ Program objective was met.

**Objective 7: The Agency will become TCM Wraparound Certified by the end of the 2019-2020 fiscal year.**

- **Results:** We were are on track to become TCM Wraparound Certified by the end of the fiscal year, the last requirement involved having staff follow along with Southeast Florida Behavioral Health Network (SEFBHN) staff. Due to Covid-19 SEFBHN staff have been required to work remotely, so we were not able to meet this objective by the end of the fiscal year.

**Objective 8: All Direct Service Staff will attend a minimum of 92% of all regularly scheduled supervision appointments.**

- **Results:** Direct Service Staff attended 92% of all regularly scheduled supervision.  
⇒ Program objective was met.

**Objective 9: 98% Percent of consumers surveyed will be satisfied with access to services.**

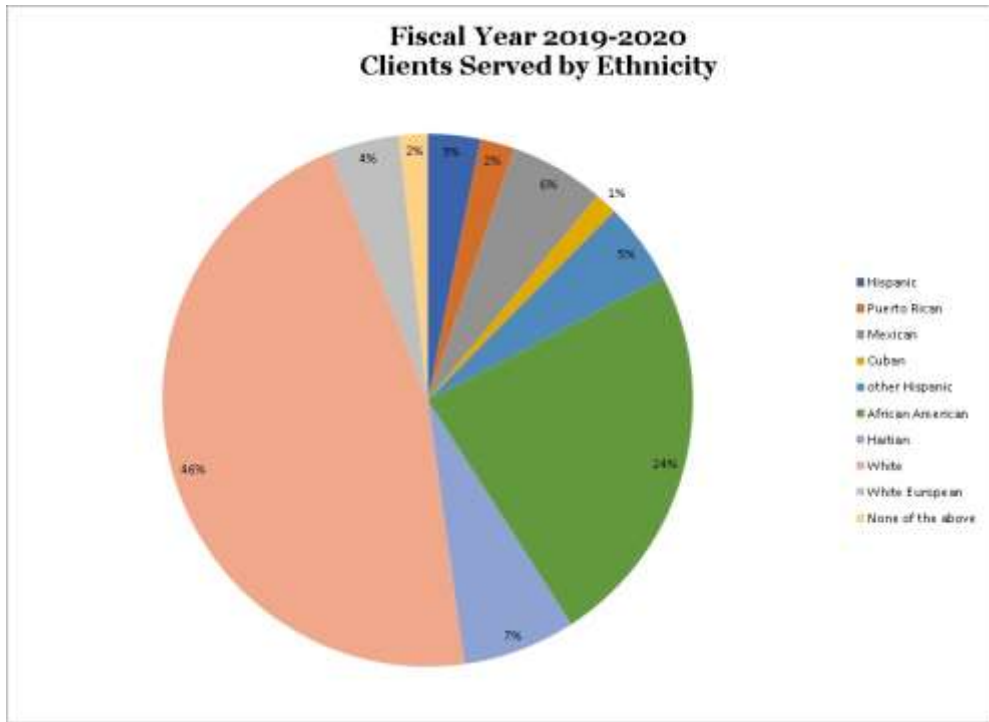
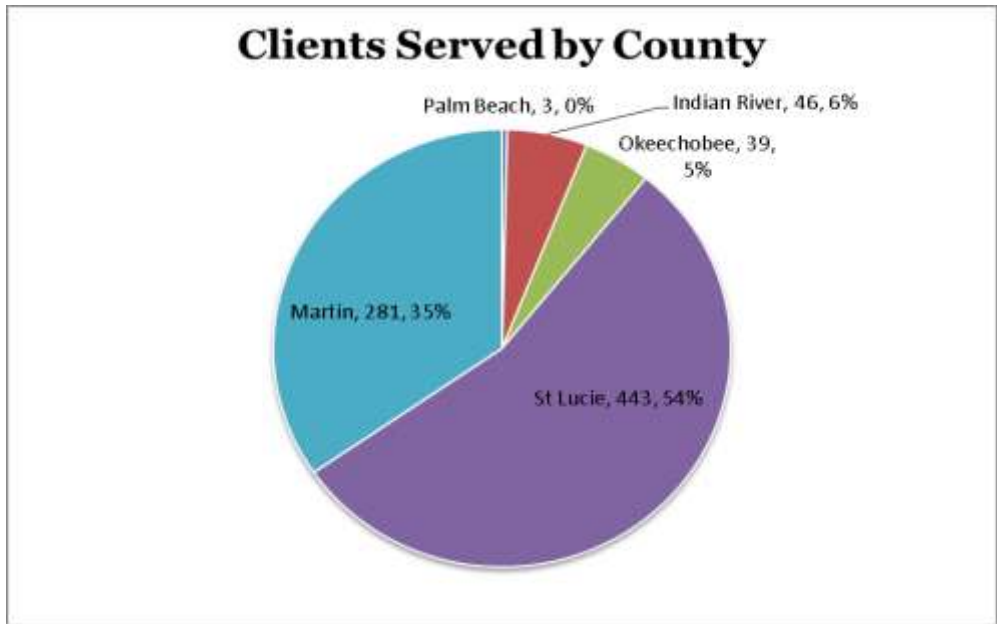
- **Results:** 98% of consumers were satisfied with access to services.  
⇒ Program objective was met.



## CHILDREN'S COMMUNITY MENTAL HEALTH FISCAL YEAR 2019-2020 DEMOGRAPHICS

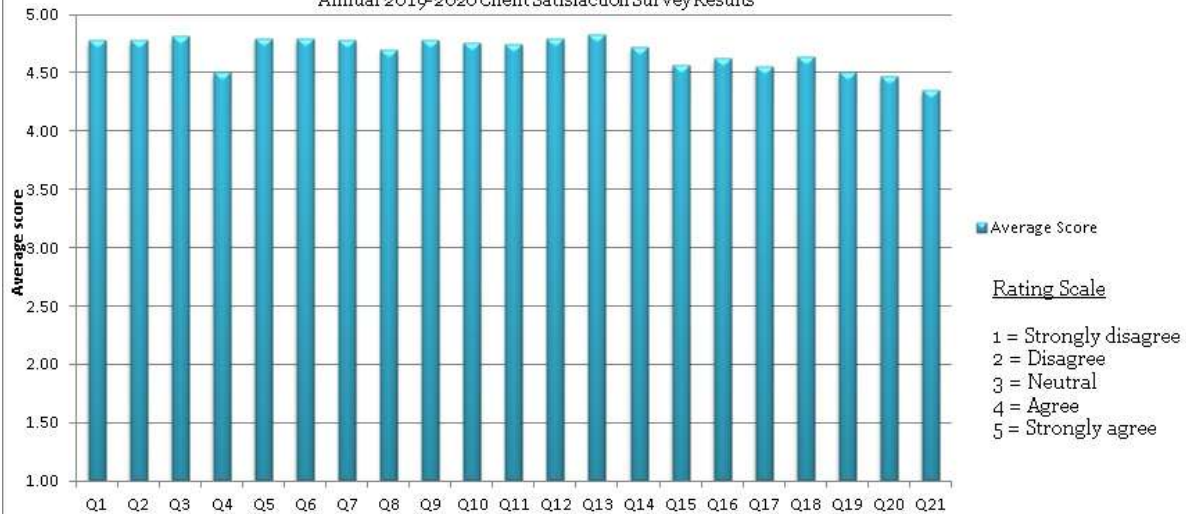
**FEMALE: 384**  
**MALE: 428**

**TOTAL SERVED: 812**





Children's Community Mental Health  
Annual 2019-2020 Client Satisfaction Survey Results



Questions

- Q1. I liked the services my child received.
- Q2. If I had other choices, I would still choose to get services from this agency
- Q3. I would recommend this agency to a friend or family member.
- Q4. The location of services was convenient (parking, distance, transportation, etc.)
- Q5. Staff were willing to see my child as often as I felt it was necessary.
- Q6. Staff returned my call within 24 hours.
- Q7. Services were available at times that were good for me and my family.
- Q8. I was able to get all the services I thought my child needed.
- Q9. Staff at HPS believe my child can grow, change and get better.
- Q9. Overall, I am satisfied with the services that I received.
- Q10. I felt free to complain.
- Q11. Staff told me what side effects to watch for in my child.

- Q12. Staff respected my wishes about who is, and who is not, to be given information about my child's treatment.
- Q13. Staff were sensitive to my family's cultural/ethnic background.
- Q14. Staff helped me to obtain the information I and my child needed so that we could take charge of managing my child's problem(s).
- Q15. My child deals more effectively with daily problems.
- Q16. My child is better able to manage his/her life.
- Q17. My child is better able to deal with a crisis.
- Q18. My child is getting along better with our family.
- Q19. My child does better in social situations.
- Q20. My child does better in school.
- Q21. My child's symptoms are not bothering him/her as much.

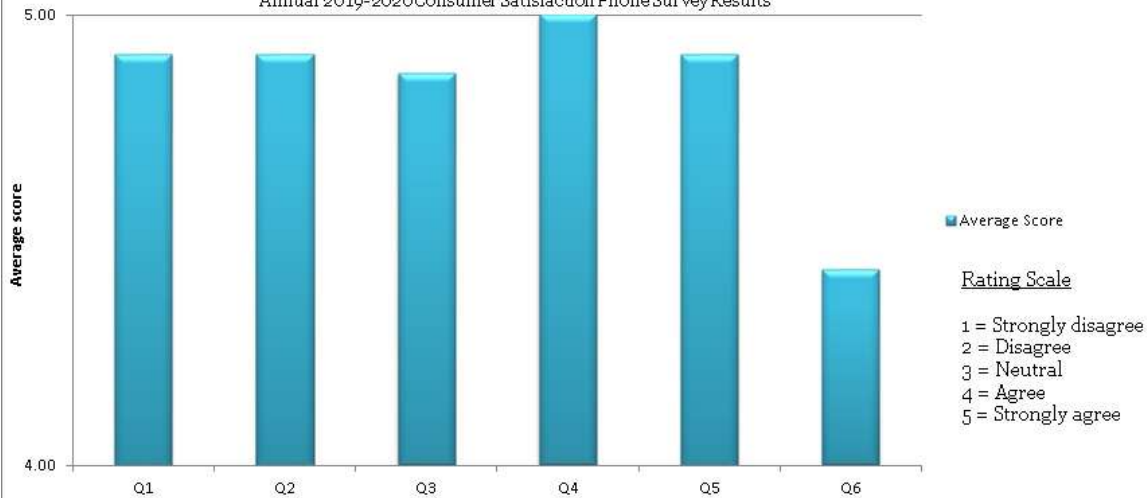
## Comments from Consumer Satisfaction Surveys:

- Appreciate the smooth transition with everything going on, really good job rolling with the punches, daughter doesn't miss out, looks forward to weekly teletherapy.
- She's an excellent therapist. Great match for child. Always has solutions.
- Always available, calls back right away, child is doing well with therapist.
- Ally has done a fantastic job with kids.
- Always available, calls back right away, child is doing well with therapist.
- You all have done amazing, would recommend to anyone. You've done all you can to help my child.
- Therapist has given us great tools to make our life better.
- Laci is wonderful - very satisfied.
- Therapist is incredible - love her. No one has ever been able to bring out what she has in my children.
- This therapist is one of the best I've experienced with any of my foster children. We feel better equipped because of her and supported.
- Therapist has been a godsend. She really cares and we wouldn't know what to do without her. We've moved farther away but kept services for therapist.



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### Children's Community Mental Health Annual 2019-2020 Consumer Satisfaction Phone Survey Results



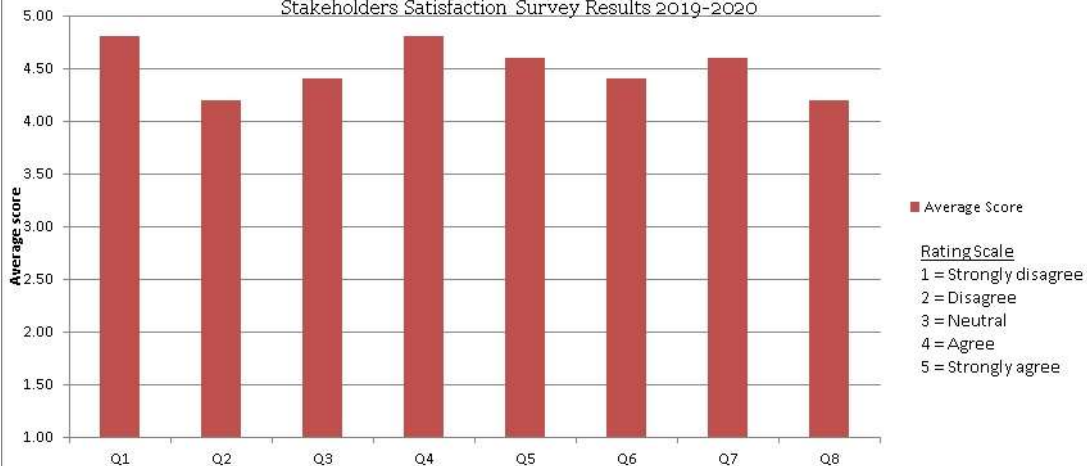
#### Questions

- Q1. Do you like the services your child receives?
- Q2. Is the staff willing to see your child as often as you feel necessary?
- Q3. Are you able to get all the services you think your child needs?
- Q4. Are you able to talk with staff when you need to?
- Q5. If you have a question or complaint, do you feel that you know who to call?
- Q6. Do you feel your child's symptoms are not bothering him/her as much?



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### Children's Mental Health Stakeholders Satisfaction Survey Results 2019-2020



#### Questions

- Q1. I am satisfied with the referral procedure to this program.
- Q2. I am satisfied with the response time for services to start for the person(s) I referred.
- Q3. I am satisfied with the quality of service at this program.
- Q4. I am satisfied that staff are approachable and professional.
- Q5. I am satisfied that staff in this program responded satisfactorily to requests for information and consultation.
- Q6. Participants have expressed satisfaction with the services they have received from this program.
- Q7. I am satisfied that services provided by this program have led to positive changes for participants.
- Q8. I am satisfied with the voice/email system used for contacting staff in this program.



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### Children's Mental Health Program

Medication Satisfaction

Dr. Martin

July 2019- June 2020

#### Question #1

Are you satisfied with the way your child's medications are prescribed?

#### Question #2

Do you know how, and with whom to communicate if you have a problem with your child's medications?

