

PERFORMANCE AND QUALITY
IMPROVEMENT
APRIL 27, 2022



Jewish Family Services

Embracing Possibility.

Board Diversity and Recruitment

JFS's nominating committee deeply values diversity and this is a critical consideration when reviewing members of the community who are interested in supporting JFS.

A diverse slate of seven new board members has been fully vetted by our nominating committee and will be presented to the full board at the May meeting. With the inclusion of these new board members, our board of directors will be:

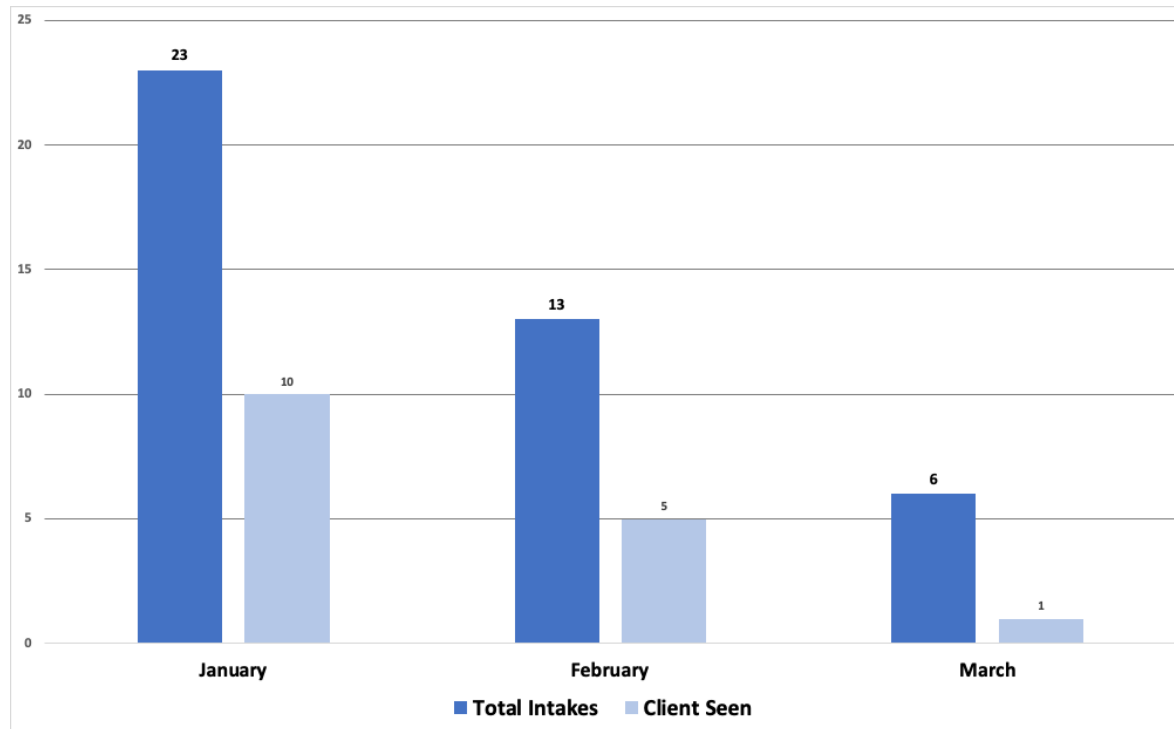
- 62% female
- 38% male
- 15% Black/African American
- 3% Latina/o/x/Hispanic
- 3% Asian/Pacific Islander
- 79% White
- 79% Jewish

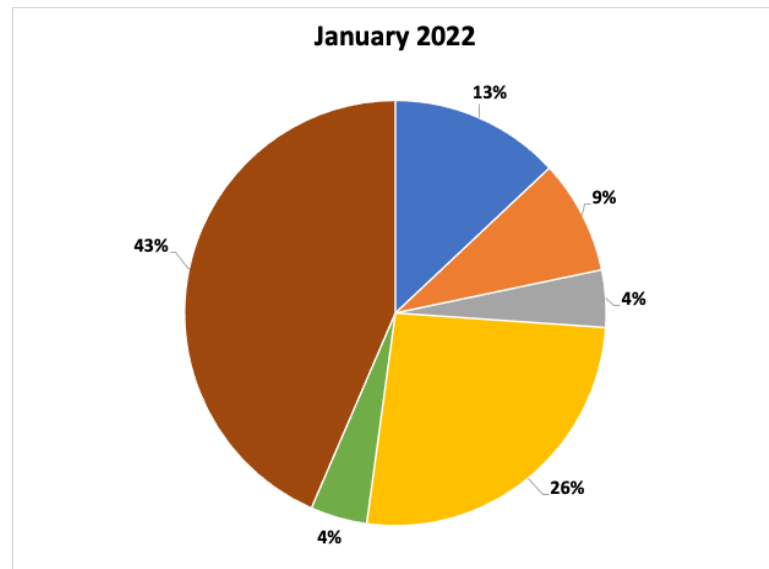
Open Board Positions:

- Second Vice President
- Assistant Secretary

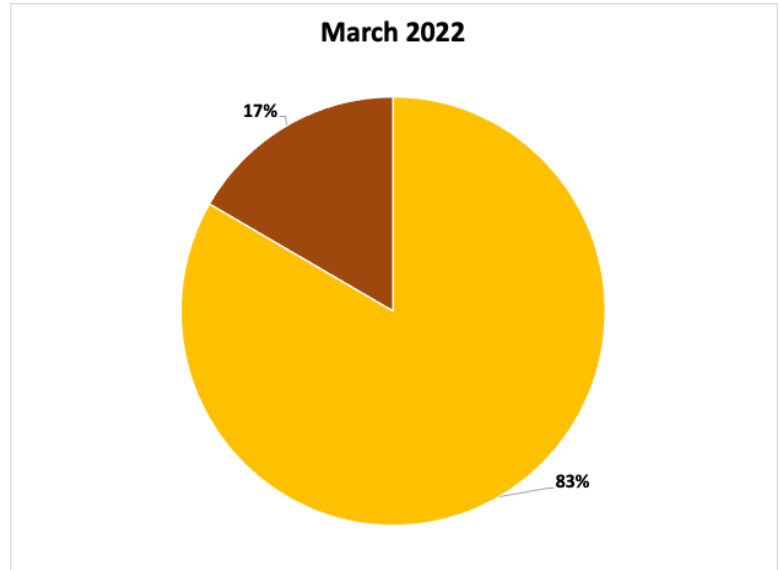
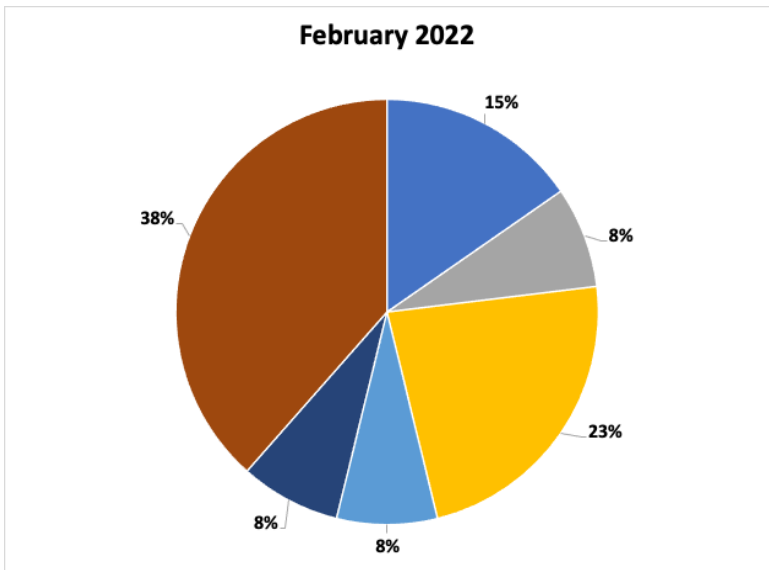
Intakes – January through March 2022

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Request for MD Only	Referred/ Transferred	Client Not Seen	Client Seen
Jan-22	23	3	2	1	6	0	1	0	10
Feb-22	13	2	0	1	3	1	0	1	5
Mar-22	6	0	0	0	5	0	0	0	1





- Needs Higher Level
- Not Offered by Agency
- Request for MD Only
- Client Not Seen
- No Response
- Declined Services
- Referred/transferred to another agency or physician
- Client Seen



Mental Health Client Satisfaction

11 total surveys received

Do you feel your clinician treated you with respect?

11 responses

- 100% responded with “Highly Agree”

(Caregiver/Parent) Do you feel that the important issues regarding the child/client were addressed during the clinical services process?

6 responses

- 17% (1 respondent) selected “Agree”
- 83% (5 respondents) selected “Highly Agree”

(Client/Child) Do you feel that the important issues regarding you were addressed during the clinical services process?

9 responses

- 11% (1 respondent) selected “Neutral”
- 89% (8 respondents) selected “Highly Agree”

Mental Health Client Satisfaction Continued

Do you feel that you were an important part of the overall process?

10 responses

- 10% (1 respondent) selected “Agree”
- 90% (9 respondents) selected “Highly Agree”

Did the clinician explain all forms and the entire process to you?

10 responses

- 10% (1 respondent) selected “Neutral”
- 90% (9 respondents) selected “Highly Agree”

Did the clinician give you the opportunity to ask questions, and did you feel that the process was collaborative?

10 responses

- 10% (1 respondent) selected “Agree”
- 90% (9 respondents) selected “Highly Agree”

Mental Health Client Satisfaction Continued

Comments:

- I think Nancy did as good of a job as was possible given the wide gap in needs and expectations between my husband and myself. I chose to end the sessions because I felt that they were not productive. I think [my husband] was more forceful in getting his concerns addressed. I didn't have the emotion stamina to continue.
- Mr. Zack is an excellent human being and Professional
- There was only one for in the envelope that we received and it was addressed to both [client names]. Nancy did the joint counseling and Jonas the individual counseling.
- Colleen is a compassionate and competent counselor. Working with her has been very beneficial.

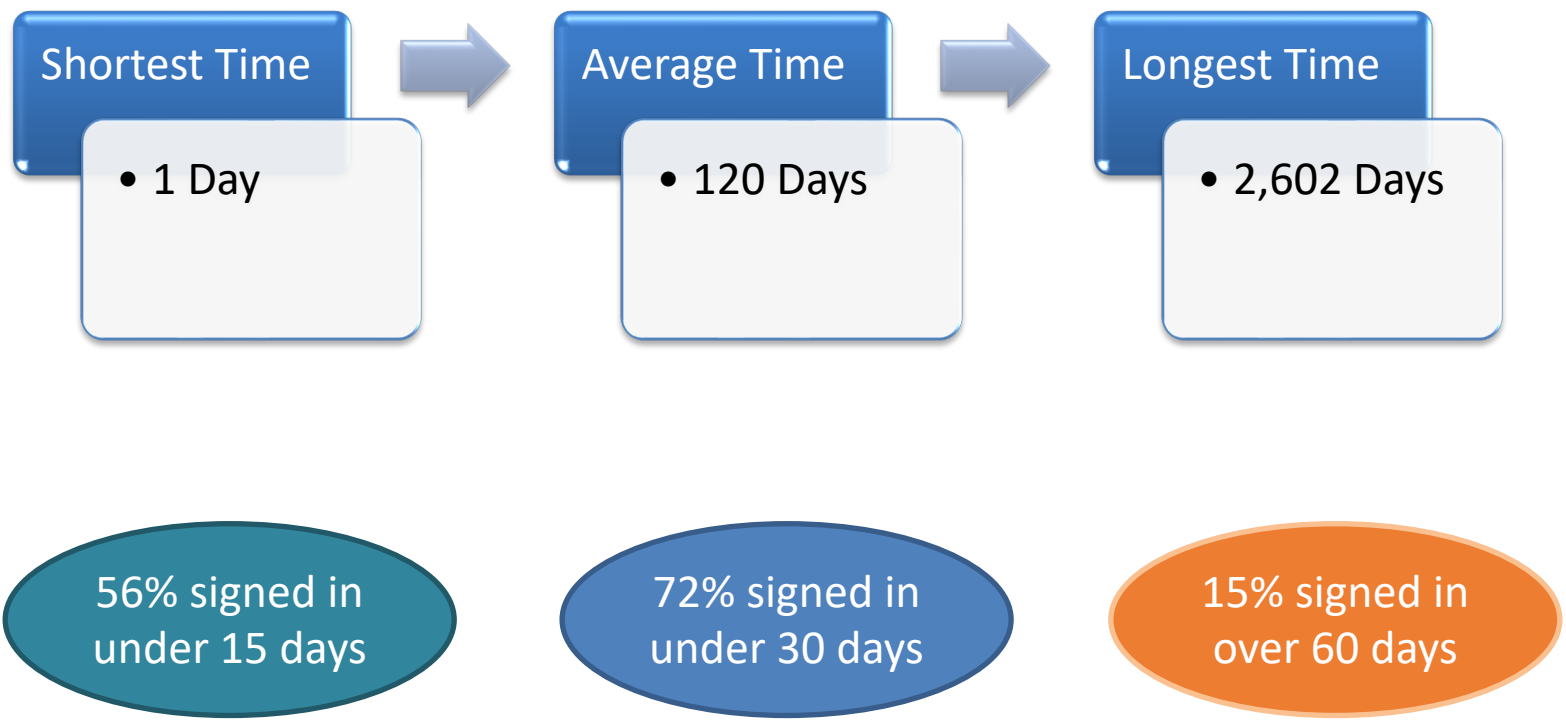
Quality of Mental Health

92% of active clients have fully completed IDA documentation

Consent for medication and transition in Psychiatrist

% of cases containing measurable criteria to be met for discharge on TX plan

Length of Time for IDA to be Completed and Entered in CareLogic



Ongoing Process for Assessment and Improvements



SAVE THE DATE
NEXT PQI: JULY 27, 2022



Jewish Family Services

Embracing Possibility.