



Jewish Family Services

Embracing Possibility.

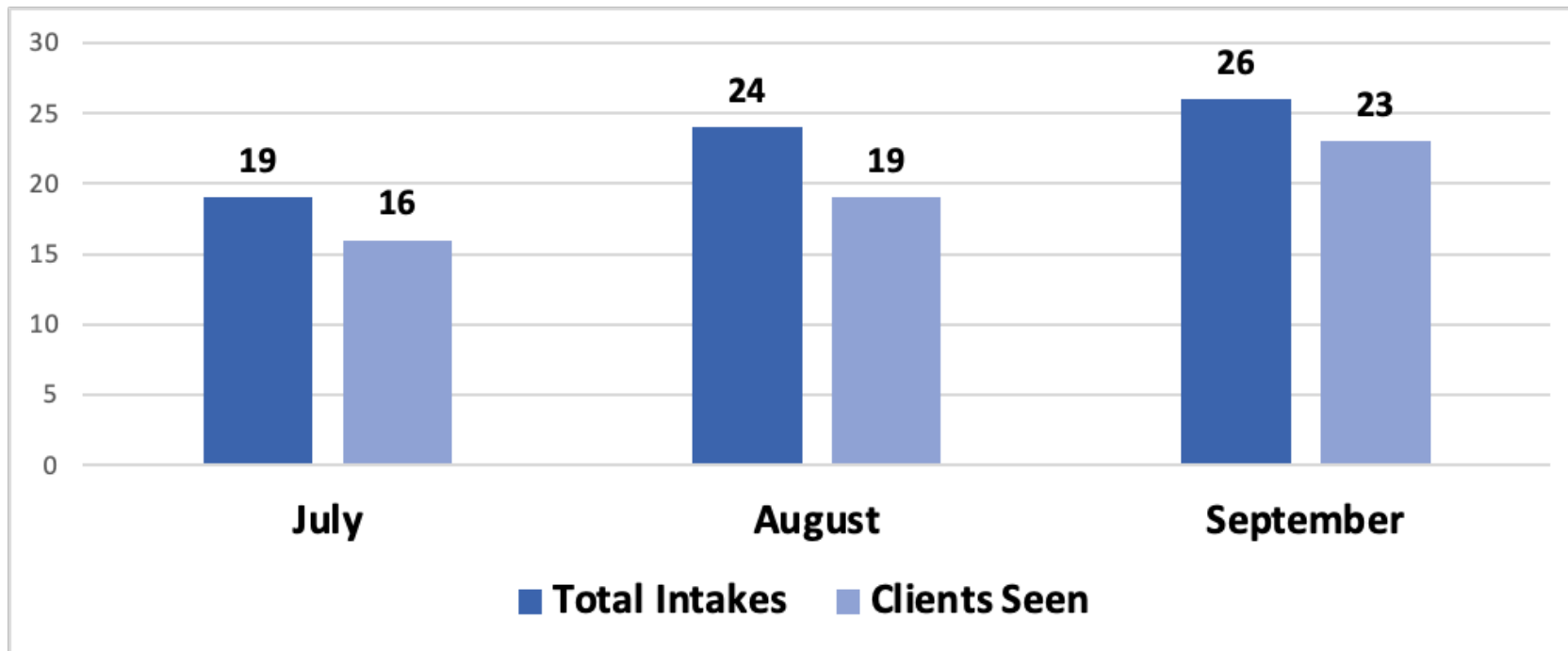
**Performance and Quality
Improvement
October 28, 2022**

Agenda

1. Intake callers who became clients
2. Mental Health Client Satisfaction
3. Controllable Billing Adjustments
4. Board Diversity and Recruitment
5. Staff Satisfaction
6. Update on PQI Process

Intakes – July through September 2022

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Admitted
July-22	19	0	0	2	1	0	0	16
Aug-22	24	0	4	0	1	0	0	19
Sept-22	26	0	0	0	0	3	0	23



Mental Health Client Satisfaction – Changes to Process

There were no surveys submitted to report on for this time period

Currently, Mental Health Client Satisfaction surveys are distributed via regular mail to clients upon discharge from services

Moving forward, we will start providing these surveys twice per year (January and July) during services as well as at discharge, to capture client satisfaction throughout services, which will better allow for evaluation of services and opportunities for improvement

Clients who prefer email will receive the survey link via email, and clients who prefer regular mail will continue to receive them that way

Controllable Billing Adjustments

Increasing billable services is a key goal in our strategic plan, and the Controllable Billing Adjustments report serves as a good temperature check for our clinical program's revenue seeking efforts and billing processes. These metrics allow us to identify issues and highlight areas of growth for our earned revenue efforts with the goal of increasing the sustainability of the clinical program overall.

Something to note is that some of these measures are not within our control, however they are worth noting as they are factors that impact the program's income.

Goal: Controllable losses will remain at less than 5% each year

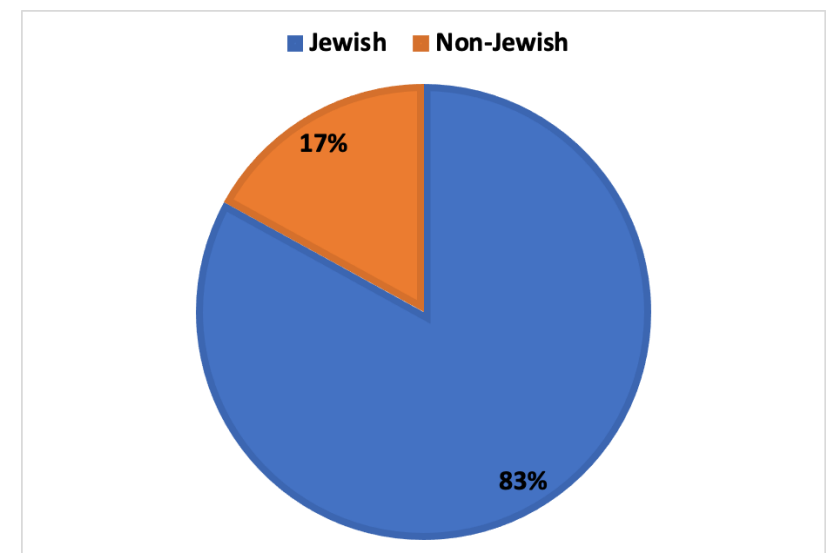
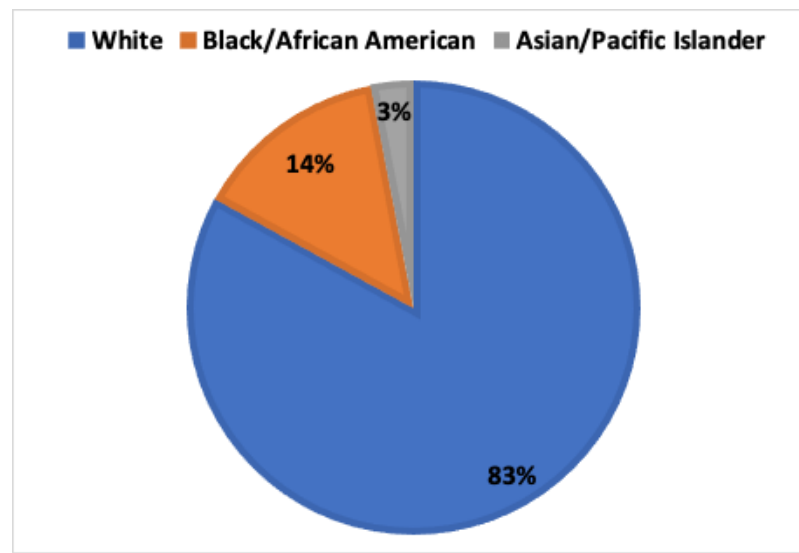
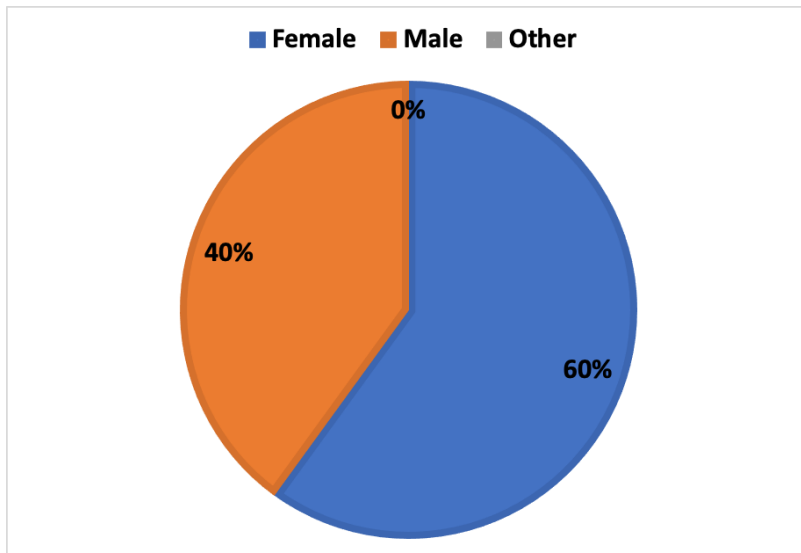
Controllable losses for FY22 = 6%

	Sum of Adjustment Total	Number of Adjustments
Counseling - Adult	\$327,753	5991
Mental Health Services Donations	\$13,207	162
Small Balance Adjustment	\$13	7
Revenue Adjustment	\$16,410	132
Nonparticipating provider	\$1,212	22
Deceased	\$120	3
COVID-related bad debt	\$5,293	154
Contractual Co-payment	\$18,404	888
Auto-Contractual Adjustment	\$254,192	3655
Client ineligible		
Contractual Adjustment	\$12,269	828
Medicare reduction		
No authorization	\$271	3
Sliding Scale	\$4,927	114
Timely filing limit	\$188	2
Uncollectible balance	\$1,216	18
Adjustment error	\$30	3
Counseling - Child and Adolescent	\$132,368	2275
Auto-Contractual Adjustment	\$108,691	1573
Revenue Adjustment	\$6,360	38
Contractual Adjustment	\$867	67
Contractual Co-payment	\$8,680	464
COVID-related bad debt	\$1,944	56
Nonparticipating provider	\$354	4
Uncovered service	\$114	1
Timely filing limit	\$47	1
Medicare reduction		
Mental Health Services Donations	\$2,323	28
No authorization		
Sliding Scale	\$782	9
Uncollectible balance	\$2,206	34
Adjustment error		
Counseling - Older Adult	\$139,212	3317
Auto-Contractual Adjustment	\$117,301	1980
Contractual Co-payment	\$2,861	174
COVID-related bad debt	\$472	10
Medicare reduction	\$48	1
Revenue Adjustment	\$2,675	18
Small Balance Adjustment	\$20	8
Mental Health Services Donations		
Contractual Adjustment	\$15,528	1115
Medicare reduction		
Sliding Scale	\$143	2
Timely filing limit	\$165	9
Uncollectible balance		
Counseling - People with Disabilities	\$15,812	479
Auto-Contractual Adjustment	\$12,189	253
Non-billable	\$150	1
Revenue Adjustment	\$110	1
Mental Health Services Donations		
Contractual Adjustment	\$3,053	221
Medicare reduction		
No authorization		
Sliding Scale	\$310	3
Grand Total	\$615,145	12062

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 was adopted at the June board meeting. Since that time, we have had two inactive board members and one additional member leave. With these changes, the makeup of our board stands at:



Staff Satisfaction

The Leading Edge Employee Experience Survey is intended to help individual organizations understand and improve how their employees experience work. The survey helps Jewish nonprofit leaders and managers identify organizational strengths as well as growth areas that can be addressed to improve workplace culture.

- tool that solicits honest and confidential input
- learn about issues, trends, and insights
- identifying organizational strengths
- identify growth areas that can be addressed to improve workplace culture

Overall Favorable Responses

10% higher than the overall score for JFS

3% higher than the national benchmark

2022

Employee Engagement

n = 24



2021

Employee Engagement

n = 33



Diversity, Equity, and Inclusion

2022

I feel like I belong at my organization

Diversity, Equity, & Inclusion



My organization demonstrates a genuine commitment to diversity, equity, and inclusion (feel free to leave specific examples and suggestions in the comments)

Diversity, Equity, & Inclusion



My organization values diversity (for purposes of answering this question diversity is defined as the representation of all varied identities and differences)

Diversity, Equity, & Inclusion



2021

I feel like I belong at my organization



My organization demonstrates a genuine commitment to diversity, equity, & inclusion (feel free to leave specific examples and suggestions in the comments)



My organization values diversity (we define diversity as the representation of all our varied identities and differences)



Diversity, Equity, and Inclusion

Actions

- We applied for and received a grant from the William Caspar Graustein Memorial Fund to work with NCCJ on a customized organization-wide antiracism process.
- We surveyed staff to collectively determine the goals of this training. All of the feedback has been provided to NCCJ and we are working with them to develop a series that addresses the things that we all indicated are most important.
- As a result of this, we engaged in two 4-hour antiracism trainings. We believe that this is only the beginning of this work, and we would like to continue having important conversations both internally and in terms of how we impact the community.

Community Questions

2022

My manager is generally available to respond to my concerns



I know how my work contributes to my organization's mission, strategy, and goals



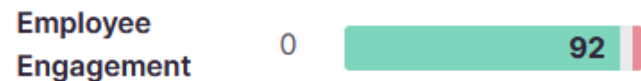
I feel like I am making a difference through my work



My organization provides high-quality programs and services to our constituents



I feel proud to work for my organization

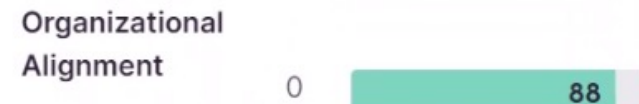


2021

My manager is generally available to respond to my concerns



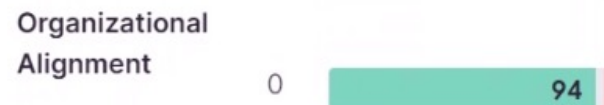
I know how my work contributes to my organization's mission, strategy, and goals



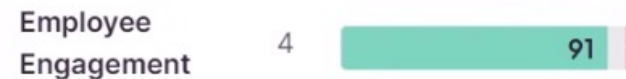
The mission of my organization makes me feel like I am making a difference through my work



My organization provides high-quality programs and services to our constituents



I feel proud to work for my organization



Ongoing assessment and improvement

Management continues to work on the agency-wide improvement areas including:

- DEI work continues
- Reviewing each program budget and analyze capacity for scheduled increases
- Supervisors meeting with staff members regularly to discuss ways work experience can improve

Update on PQI Process

We have recently completed a full revision of our PQI Plan. This plan document outlines the processes followed in our PQI system, and includes details on what measures we use to track performance and quality, and how we gather and report out data

We will provide a copy of the PQI Plan document to all members of the committee after this meeting

There will also be an archive of PQI committee meetings available on the JFS website. This is in process and will be released and shared by the end of November



Next PQI: January 2022