



# **Performance and Quality Indicators/Improvement July 28, 2023**

# Agenda

1. Accreditation Update
2. Intake callers who became clients
3. Quality of Mental Health Case Records
4. Effectiveness of Mental Health Treatment
5. Service Quality/Demand for Program (Money Coach)
6. Case Record Review (Money Coach)
7. Quarterly Risk Management review update

# JFS has been reaccredited through July 2027!

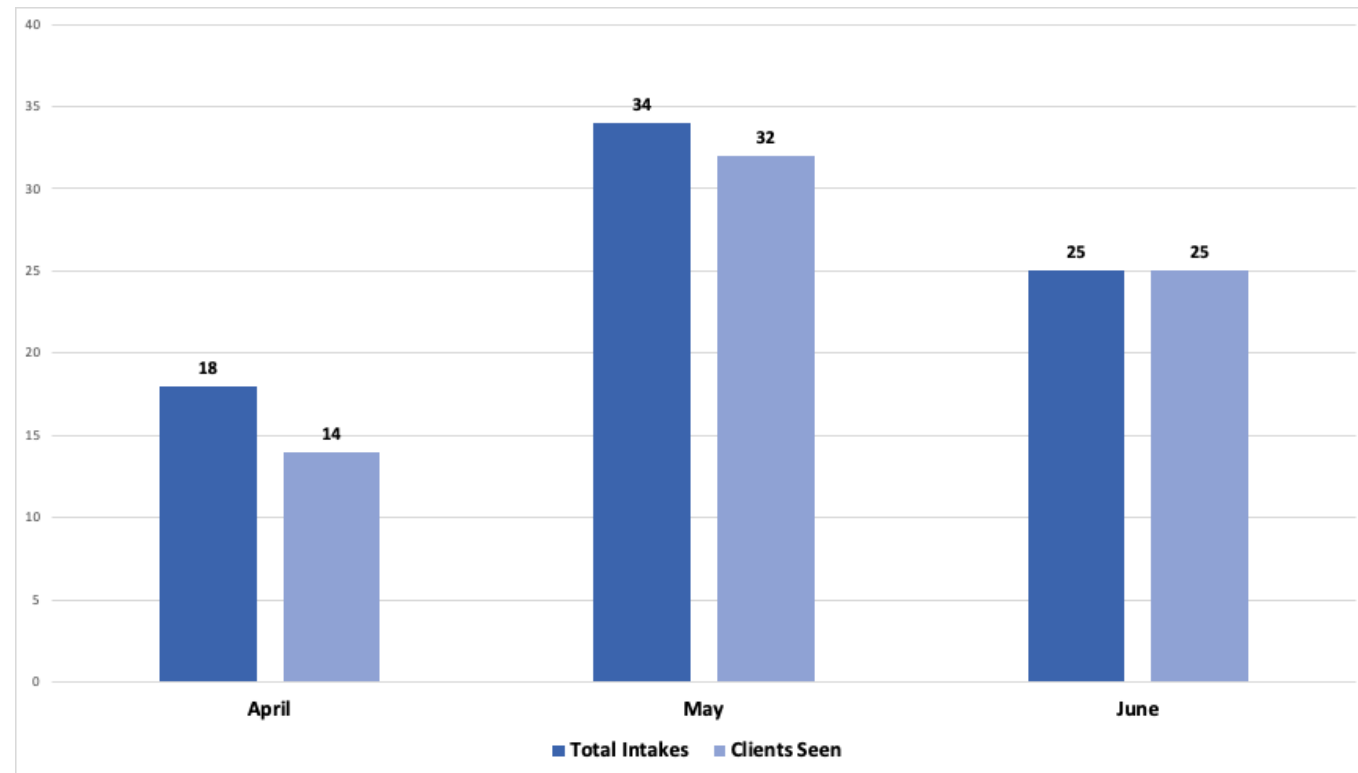
This achievement marks the end of a  
process that spanned 17 months

COA Accreditation means that our organization's  
programs, services, administration, and  
management have been rigorously evaluated and  
meet best practice standards in the human  
services field.

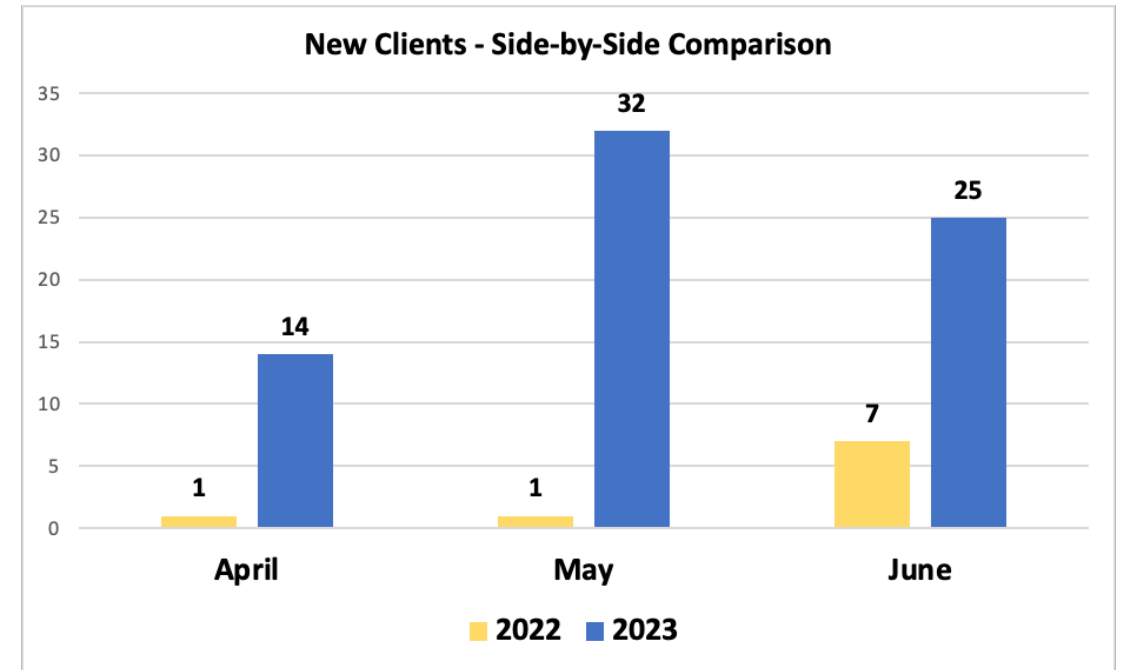
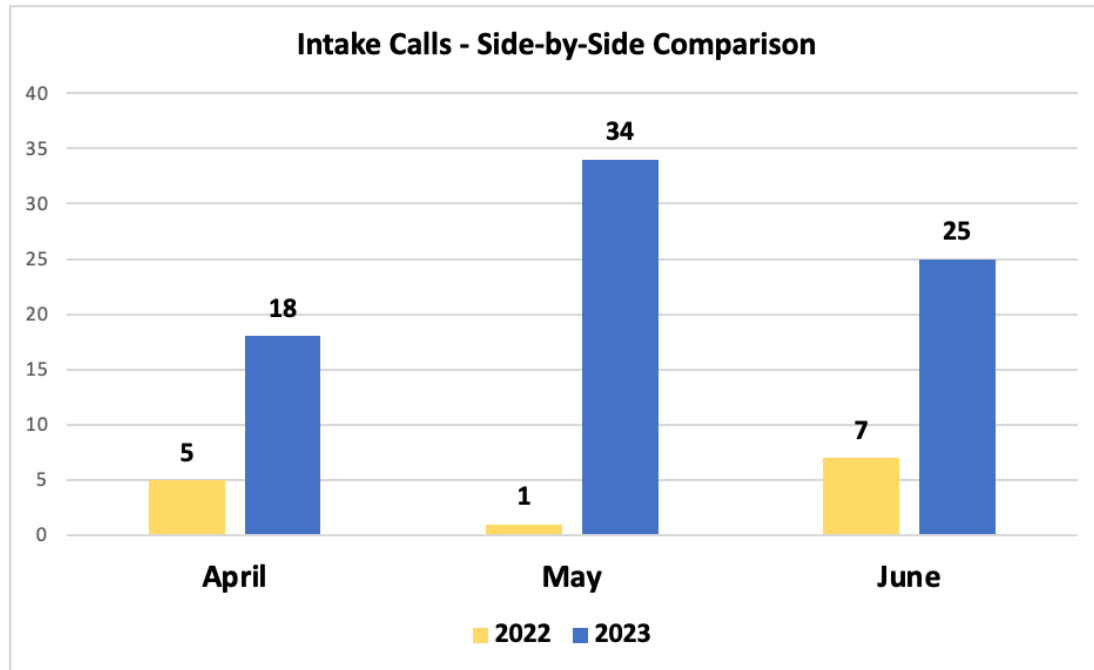


# Intakes: April – June 2023

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Admitted
Apr-23	18	0	0	0	0	0	4	14
May-23	34	0	0	0	0	0	2	32
June-23	25	0	0	0	0	0	0	25



# Side-by-side Comparison – 2022 to 2023

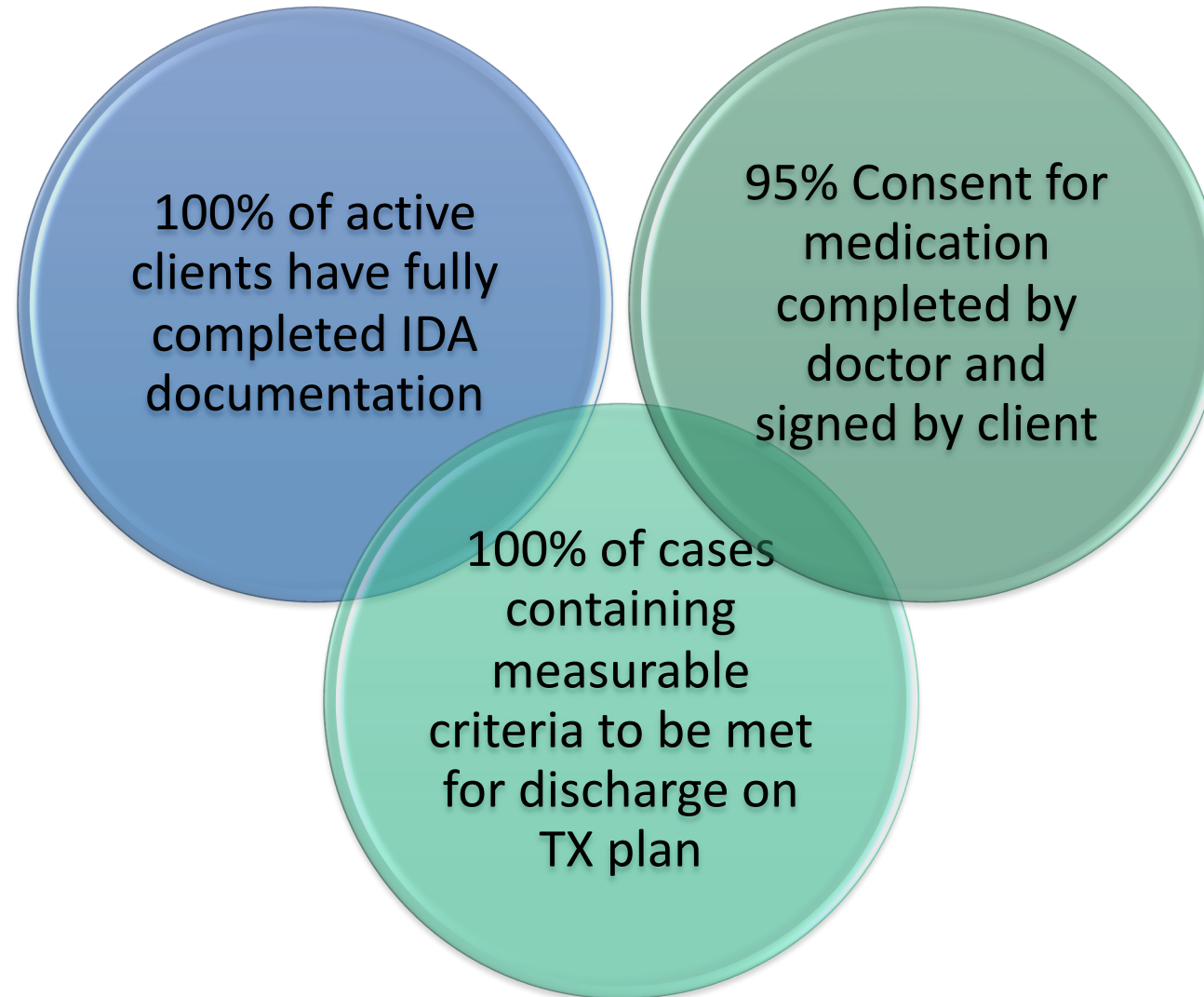


This time period last year we brought on 9 new clients

This year we brought on 71 new clients

This is a nearly 700% increase in new clients from the same time last year

# Quality of Mental Health Case Records



# Effectiveness of Mental Health Treatment

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## Adults/Older Adults (18+)

- Patient Health Questionnaire-9 (PHQ-9)

Functions as a screening tool, an aid in diagnosis, and as a symptom tracking tool that can help track a patient's overall depression severity as well as track the improvement of specific symptoms with treatment.

# PHQ-9 Results: January through June 2023

Total Score	Depression Severity
1-4	Minimal depression
5-9	Mild depression
10-14	Moderate depression
15-19	Moderately severe depression
20-27	Severe depression

**Number of Unique Clients Included in Report = 76**

**Average Score at Time of Initial Questionnaire = 6.49**

**Average Score at Time of Second Questionnaire = 6.39**

**Average Rate of Improvement = 1.54%**

**Number of Clients Who Showed Improvement = 28**

**% of Total Clients Who Showed Improvement = 37.84%**



# Effectiveness of Mental Health Treatment

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## Children/Youth (4-17)

- Pediatric Symptom Checklist-17 (PSC-17)

A psychosocial screen designed to facilitate the recognition of cognitive, emotional, and behavioral problems so that appropriate interventions can be initiated as early as possible.

# PSC-17 Results: January through June 2023

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A PSC-17 score of 15 or higher suggests the presence of significant behavioral or emotional problems.

**Number of Unique Clients Included in Report = 12**

**Average Score at Time of Initial Questionnaire = 9.67**

**Average Score at Time of Second Questionnaire = 7.42**

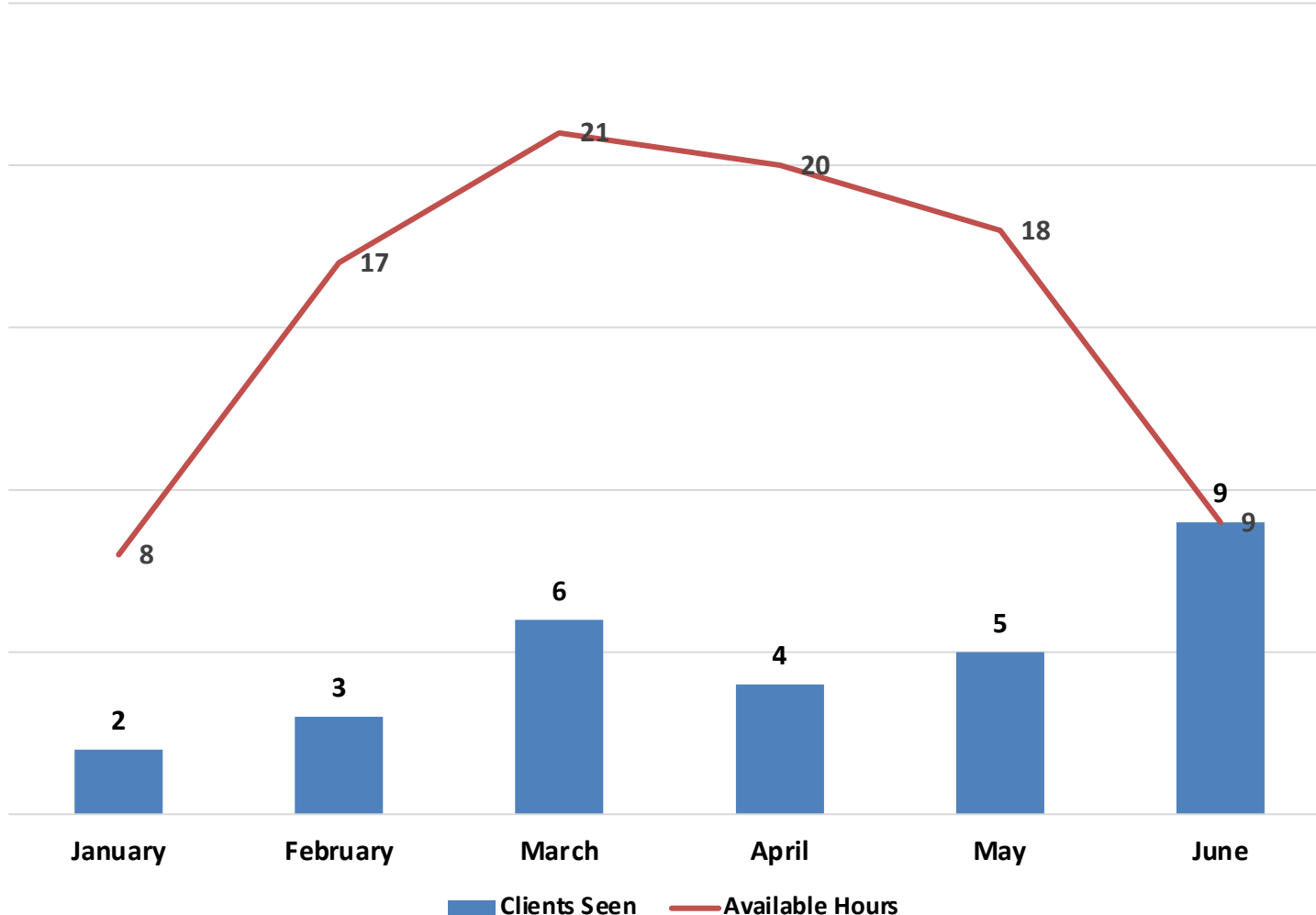
**Average Rate of Improvement = 23%**

**Number of Clients Who Showed Improvement = 8**

**% of Total Clients Who Showed Improvement = 67.67%**

# Money Coach Program Engagement: Jan – June 2023

Money Coach Capacity



Still working towards filling capacity consistently

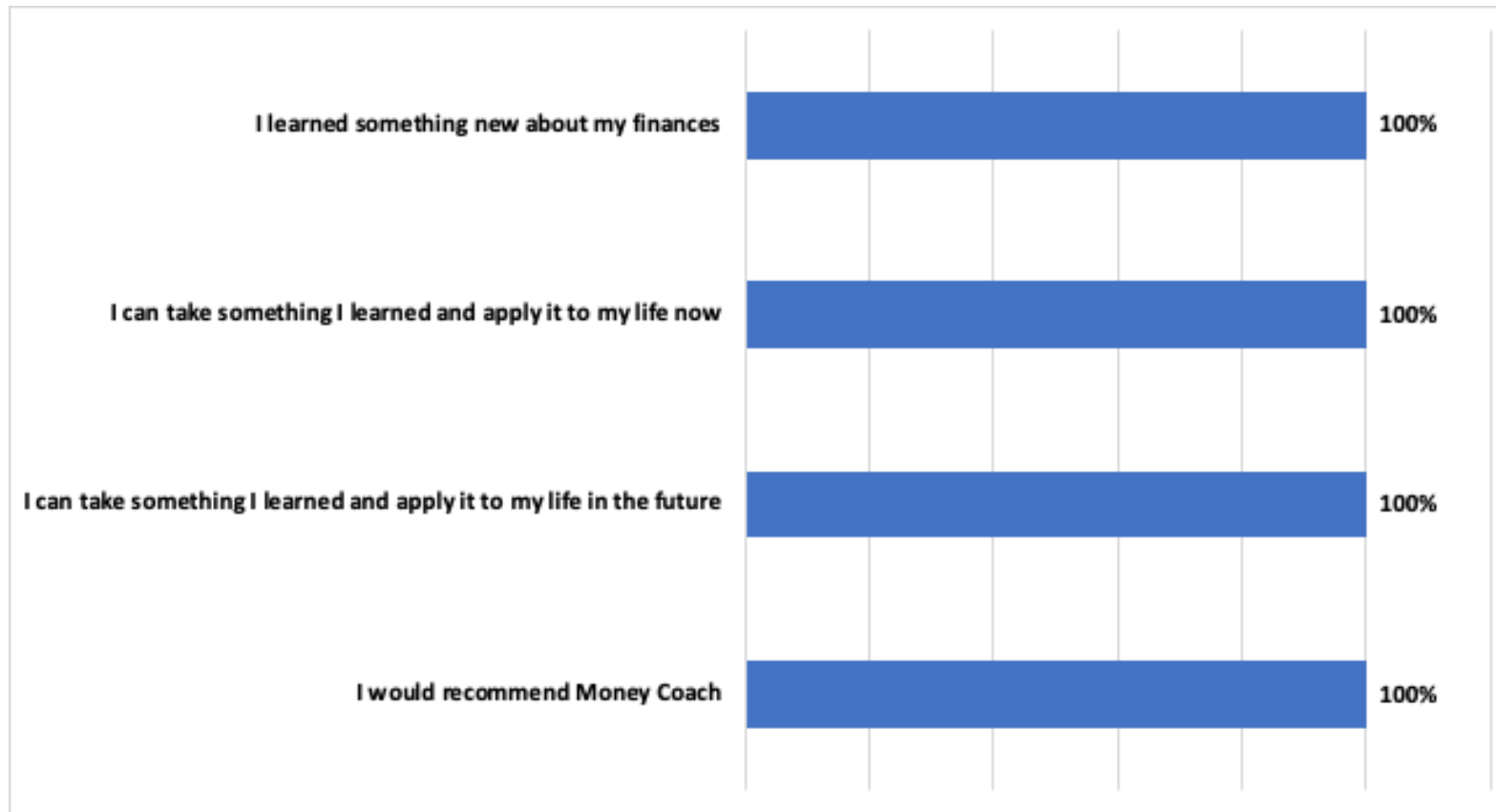
Capacity goal was reached for June (100% capacity) although total number of available hours was also smaller

## Recent improvements:

- New online booking system
- Updated flyers sent to community/available in Food Pantry
- Collaboration with CCS Client Support Specialist
- Reminder to JFS Staff and Volunteers about use of program
- Outreach to community partners

# Money Coach – Client Satisfaction

Client satisfaction survey for Money Coach (implemented in January)  
11 responses (38% response rate)



"Jim zoned in on a few critical elements important to my family finances. He takes a low key, yet very thoughtful approach to provide helpful feedback. Much appreciated!!!"

"I am grateful for the time and advice afforded me by Jim Goldman and the JFS staff. I am gaining knowledge and resources that I may not have found on my own."

# Money Coach – Case Record Review

As part of an improvement plan for monitoring and measuring the Money Coach Program, a quarterly client file review has been implemented. Moving forward, this will be reported out at the January and July PQI Committee Meetings.

January – March  
5 case records reviewed  
(42% of total clients for the quarter)

100% were  
added  
correctly to  
EHR

0% were  
discharged  
correctly  
from EHR

100% had  
case notes  
attached to  
their record

We are working to more consistently implement the client record process for this program and aim to increase our consistency and percentages significantly over the next two quarters.

# Quarterly Updates: Risk Management Review

## Overview:

Risk management reviews, both internal and external, take place throughout the year. The CEO and COO manage these review procedures, and all findings related to critical incidents, accidents, and grievances are brought to the PQI Committee as part of a quarterly update.

The areas covered in these reports to the committee include:

- facility safety issues;
- any serious illnesses, injuries, or deaths;
- situations where a person was determined to be a danger to themselves or others

## Update for the past quarter (April, May, June):

There were no critical incidents, accidents, or grievances in this past quarter

**Additional Risk Management Note:** Quarterly fire drill was conducted successfully



**Next PQI: October 2023**