



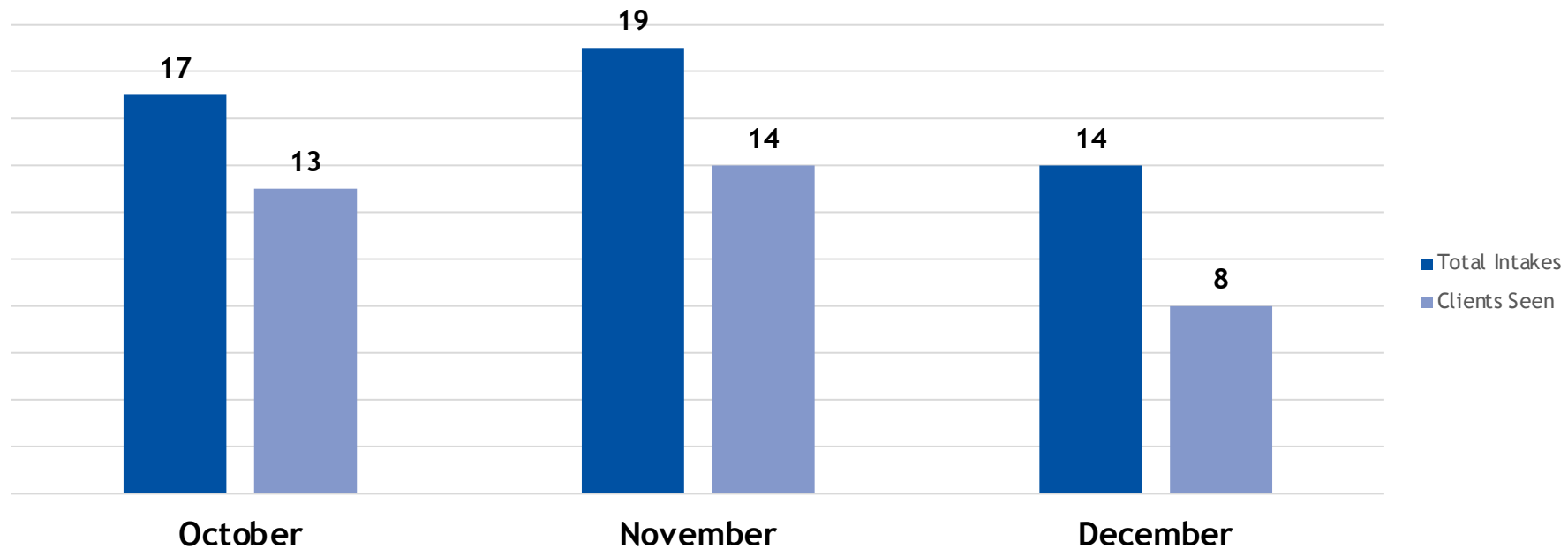
Performance and Quality Indicators/Improvement January 26, 2024

Agenda

1. Intake callers who became clients
2. Quality of Mental Health Case Records
 - a) Consent for Meds
 - b) Initial Diagnostic Assessments
 - c) Treatment plans/measurable goals
3. Effectiveness of Mental Health Treatment
4. Service Quality, Demand for Program (Money Coach)
5. Case Record Review (Money Coach)
6. Quarterly risk management review update
7. Food Pantry Engagement

Intakes – October through December 2023

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Waitlist	Admitted
Oct-23	17	0	1	1	0	0	2	0	13
Nov-23	19	0	1	1	0	0	3	0	14
Dec-23	14	0	0	0	0	0	0	6	8



Quality of Mental Health Case Record Review

100% of active
clients have fully
completed IDA
documentation

98% Consent for
medication
completed by
doctor and
signed by client

100% of cases
containing
measurable
criteria to be met
for discharge on
TX plan

Effectiveness of Mental Health Treatment

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:

July through December 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 = 68

Average Score at Time of Initial Questionnaire = 6.16

Average Score at Time of Second Questionnaire = 6.18

Number of Clients Who Showed Improvement = 31

(15 clients score remained the same)

% of Total Clients Who Showed Improvement = 46%

Effectiveness of Mental Health Treatment

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:

July through December 2023

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

Number of Unique Clients Included in Report = 14

Average Score at Time of Initial Questionnaire = 8.81

Average Score at Time of Second Questionnaire = 8.81

Number of Clients Who Showed Improvement = 9

% of Total Clients Who Showed Improvement = 64%

Money Coach Program Engagement – July through Dec 2023

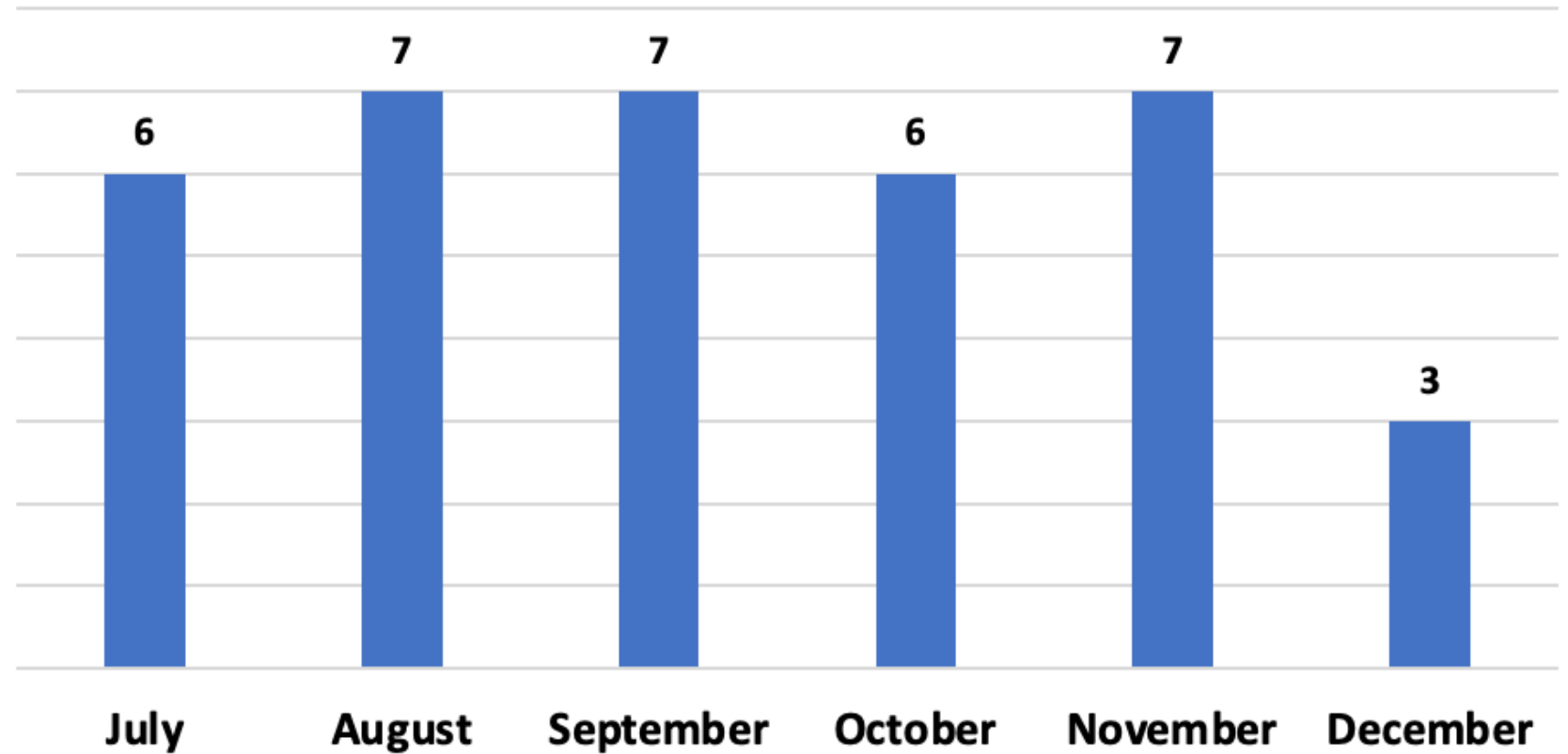
Money Coach



Total Clients: 36



Number of Clients Seen



Money Coach Case Record Review July-December 2023

60% of active
clients had notes
attached in
Carelogic

60% of clients
were discharged
from Carelogic

40% of client
notes included
recommendations

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 (October, November, December):

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

Additional Risk Management Note: Quarterly fire drill was conducted successfully

July - December 2023
1773 visits to the food pantry



July - December 2023
3,546 Number of Bags
of Groceries
Distributed to Clients

342 bags
distributed for
Thanksgiving





Next PQI: April 2024