



Jewish Family Services

Embracing Possibility.

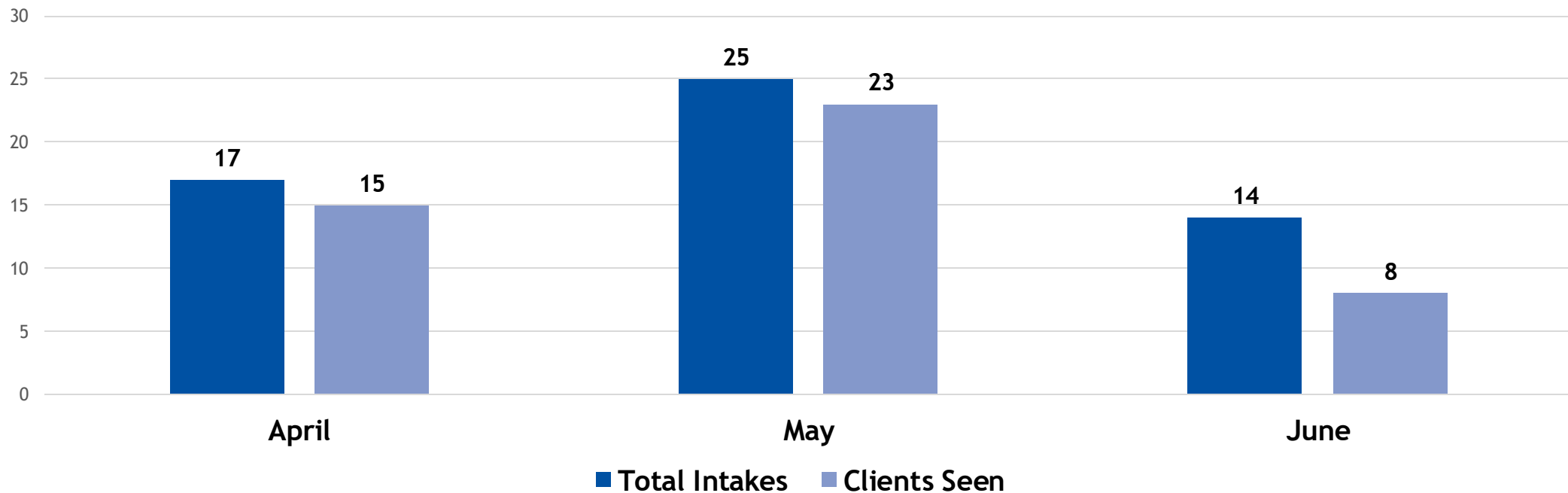
**Performance and Quality
Indicators/Improvement
July 26, 2024**

Agenda

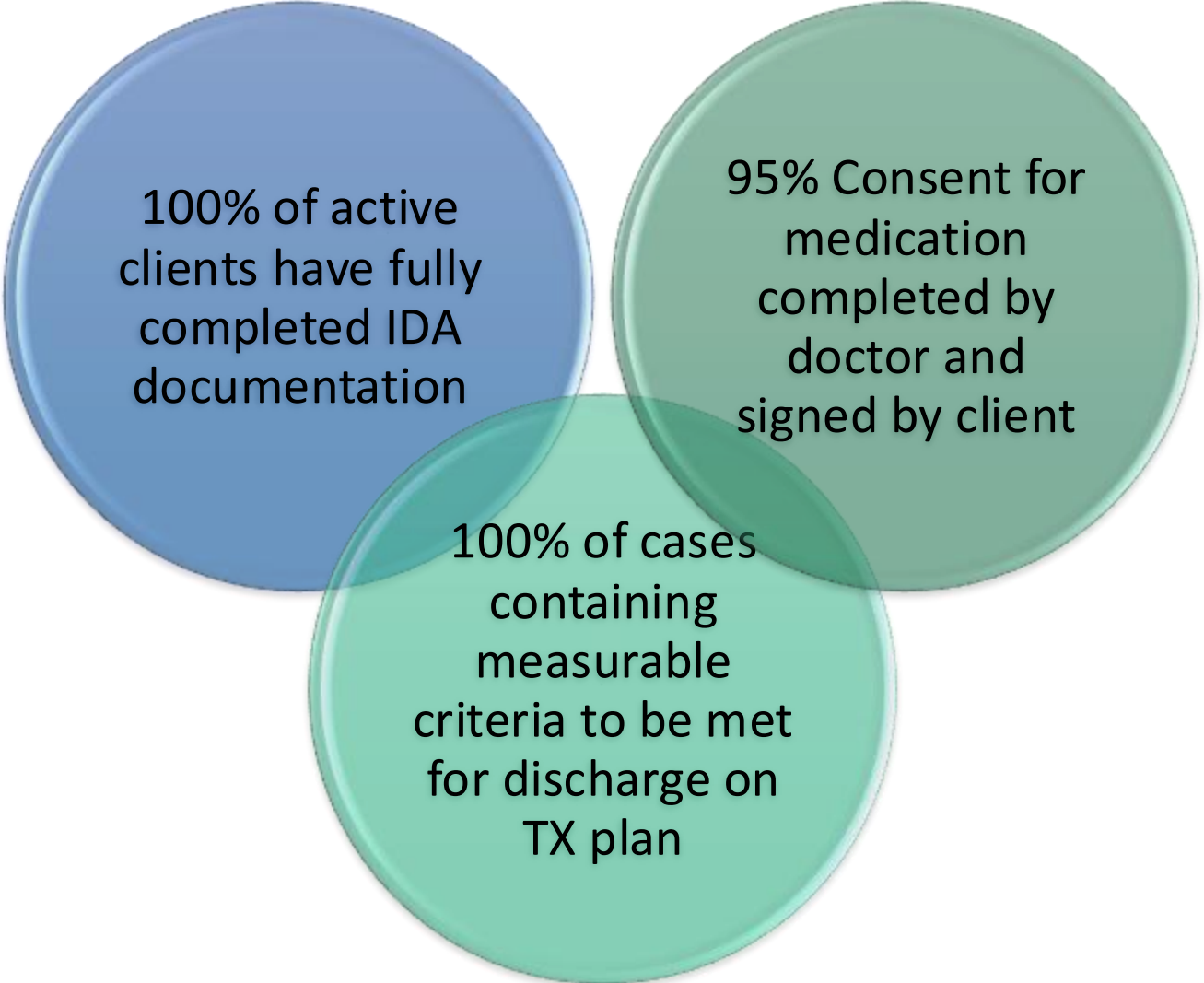
1. Intake callers who became clients
2. Quality of Mental Health Case Records
3. Effectiveness of Mental Health Treatment
4. Service Quality/Demand for Program (Money Coach)
5. Case Record Review (Money Coach)
6. Quarterly Risk Management review update

Intakes: April – June 2024

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Admitted
Apr-24	17	0	0	0	0	0	2	15
May-24	25	0	0	0	0	1	1	23
June-24	14	0	0	0	0	6	0	8



Quality of Mental Health Case Records



100% of active clients have fully completed IDA documentation

95% 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: January through June 2024

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 = 73

Average Score at Time of Initial Questionnaire = 6.87

Average Score at Time of Second Questionnaire = 6.83

Number of Clients Who Showed Improvement = 38

(9 clients score remained the same)

% of Total Clients Who Showed Improvement = 49%

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: January through June 2024

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 = 7.61

Average Score at Time of Second Questionnaire = 7.67

Number of Clients Who Showed Improvement = 6

% of Total Clients Who Showed Improvement = 50%

Money Coach Program Engagement: Jan – June 2024

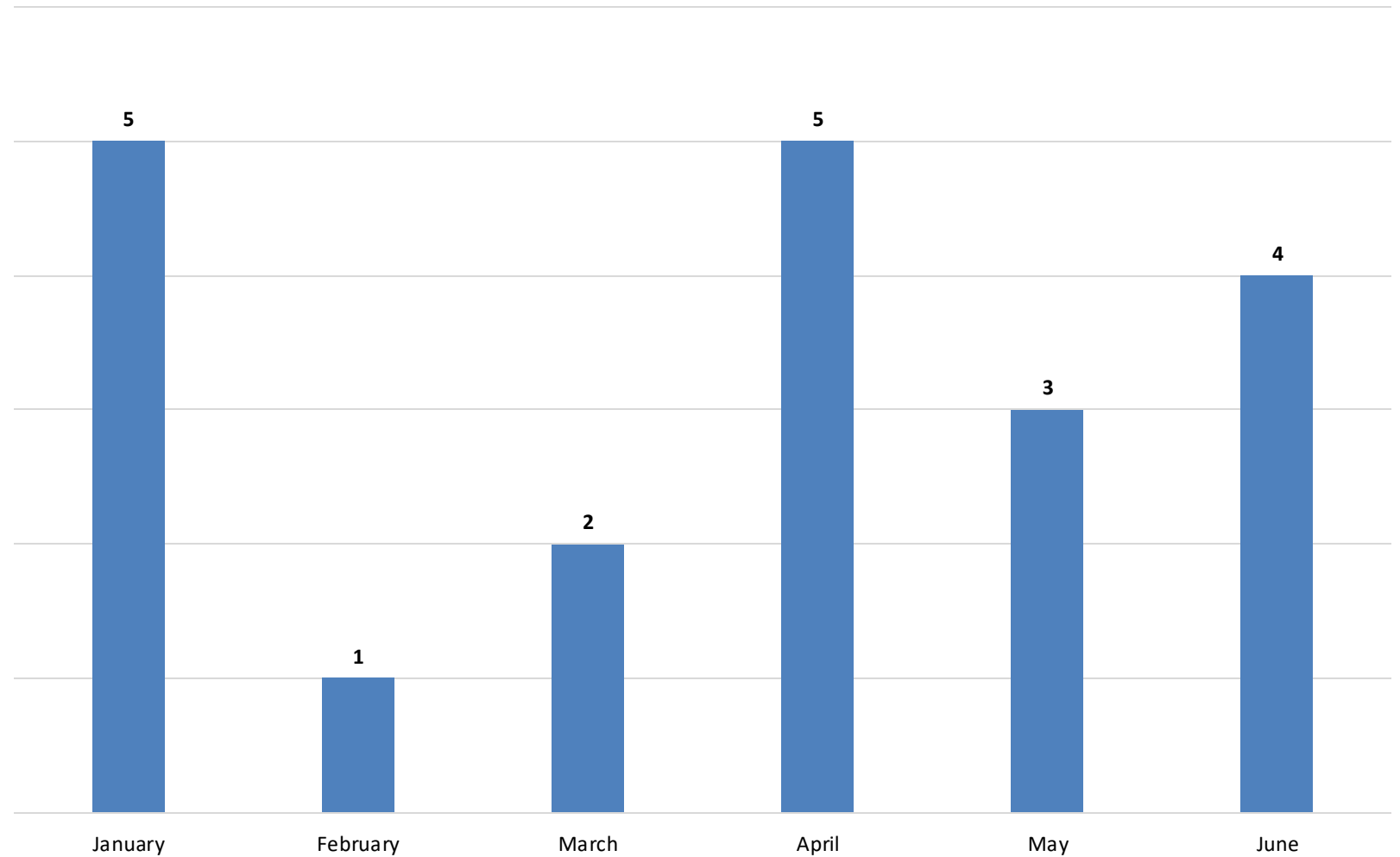
Money Coach



Total Clients: 20



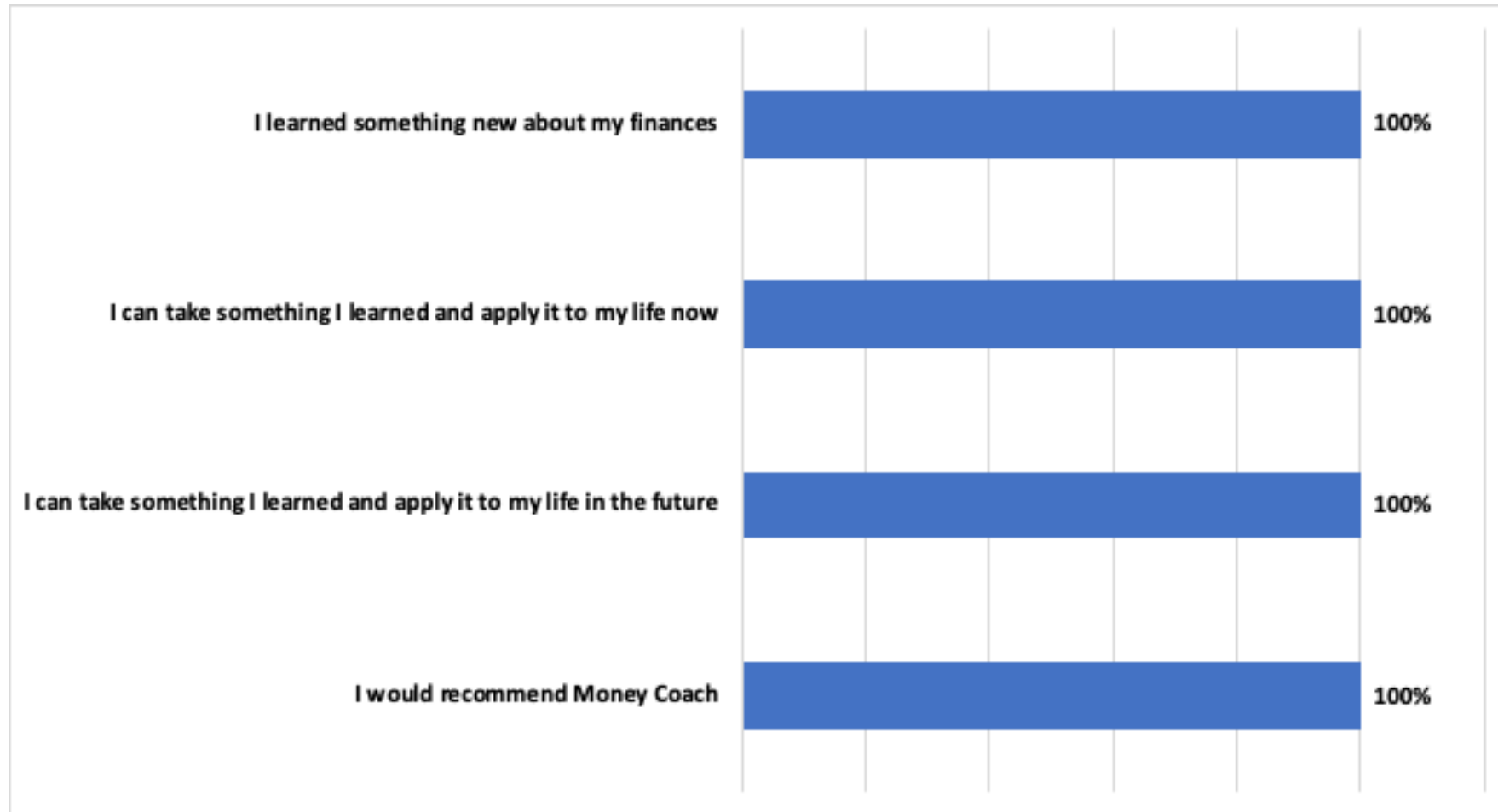
Money Coach Sessions



Money Coach – Client Satisfaction

January – June 2024

2 responses (10% response rate)



Money Coach Case Record Review

100% of active
clients had notes
attached in
Carelogic

100% of clients
were discharged
from Carelogic

0% 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 (April, May, June): There were no critical incidents, accidents, or grievances in this past quarter

Additional Risk Management Note: We conducted a building-wide evacuation drill with alarms included. This was conducted successfully and we were able to identify the need to have a wheelchair available at all times at reception.



Next PQI: October 2024