



JFS

**Performance
and Quality
Improvement**

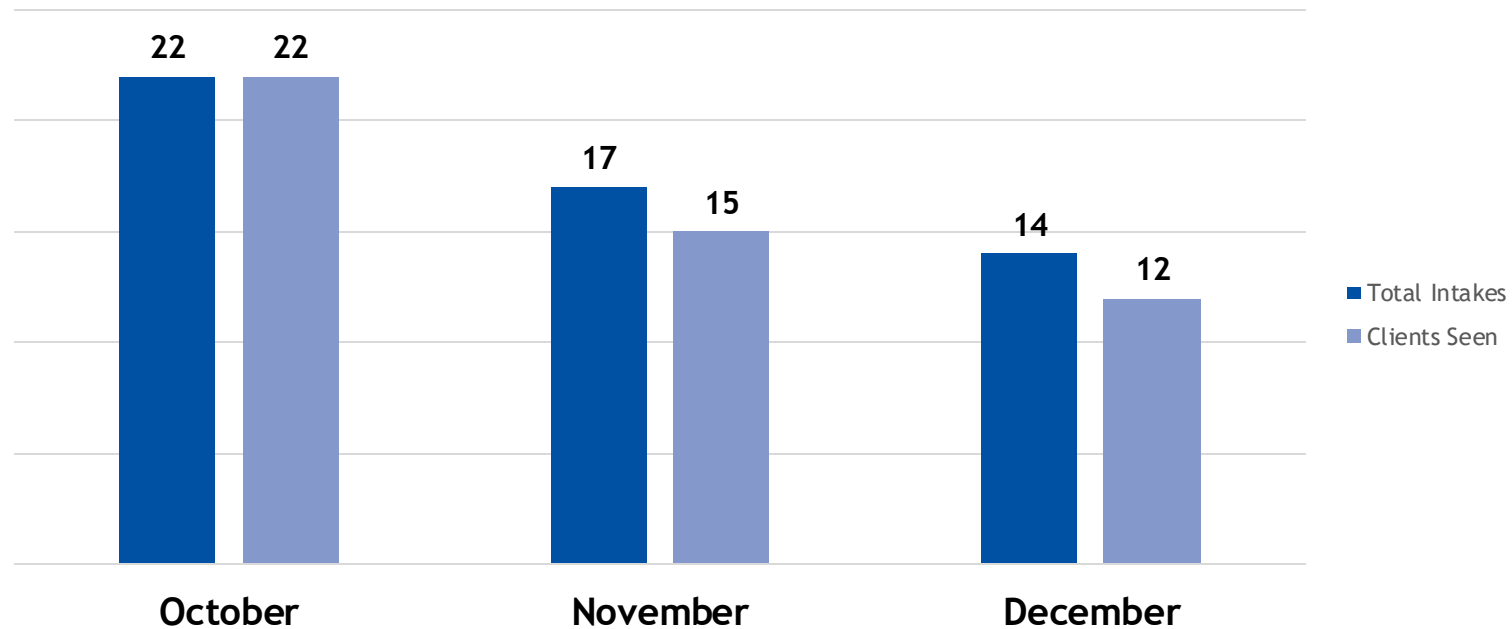
January 31, 2025

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. Staff Satisfaction Survey Results

Intakes – October through December 2024

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Waitlist	Admitted
Oct-24	22	0	0	0	0	0	0	0	22
Nov-24	17	0	0	0	1	1	0	0	15
Dec-24	14	0	0	0	0	2	0	0	12



Quality of Mental Health Case Record Review

100% of active
clients have fully
completed IDA
documentation

97.5% 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 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 = 71

Average Score at Time of Initial Questionnaire = 7.86

Average Score at Time of Second Questionnaire = 7.72

Number of Clients Who Showed Improvement = 31

(11 clients score remained the same)

% of Total Clients Who Showed Improvement = 44%

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 2024

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

Number of Unique Clients Included in Report = 9

Average Score at Time of Initial Questionnaire = 8

Average Score at Time of Second Questionnaire = 7

Number of Clients Who Showed Improvement = 6

% of Total Clients Who Showed Improvement = 67%

Money Coach Program Engagement – July through Dec 2024

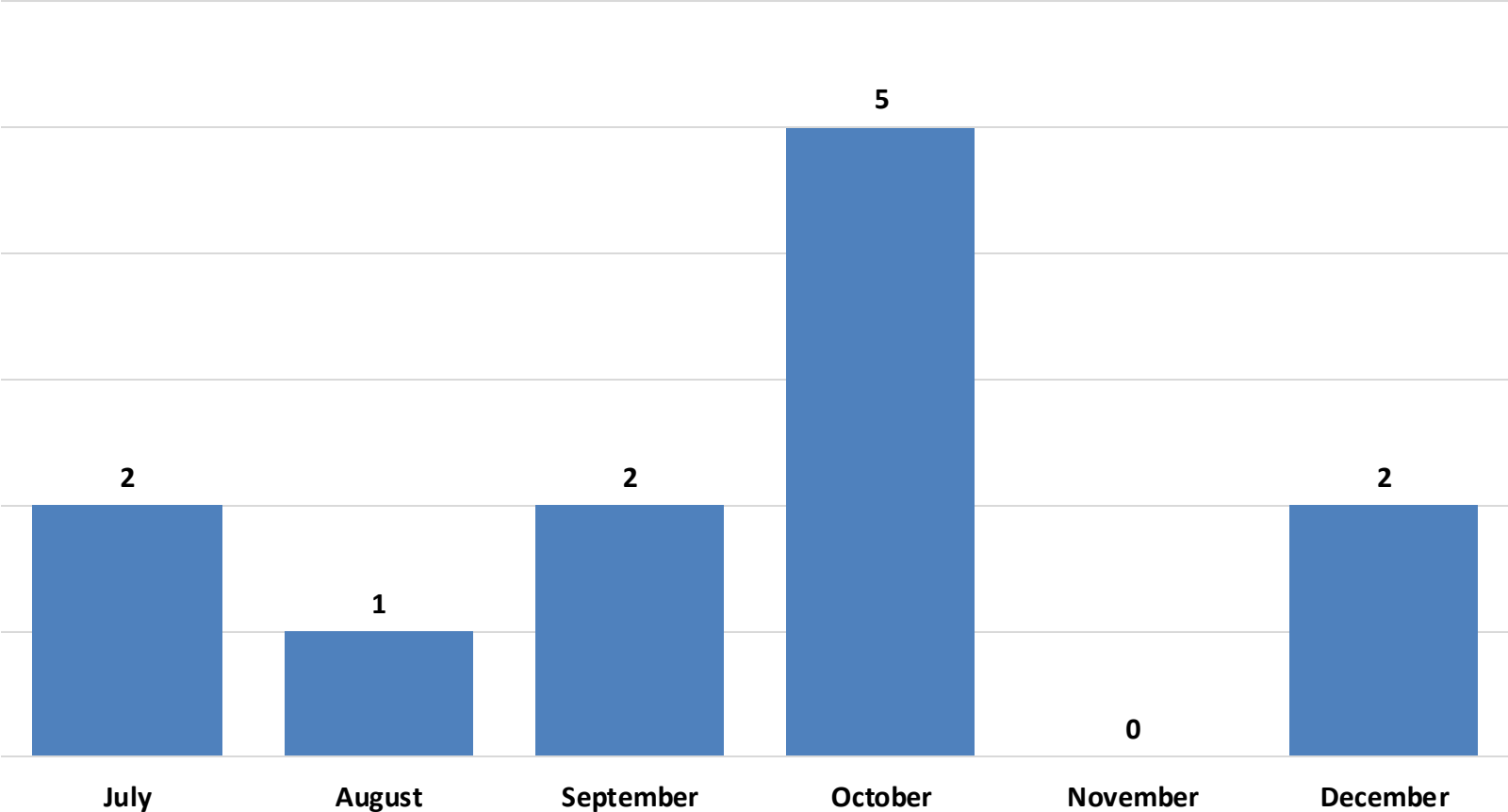
Money Coach



Total Clients: 12



Number of Clients Seen



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 (October, November, December):

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

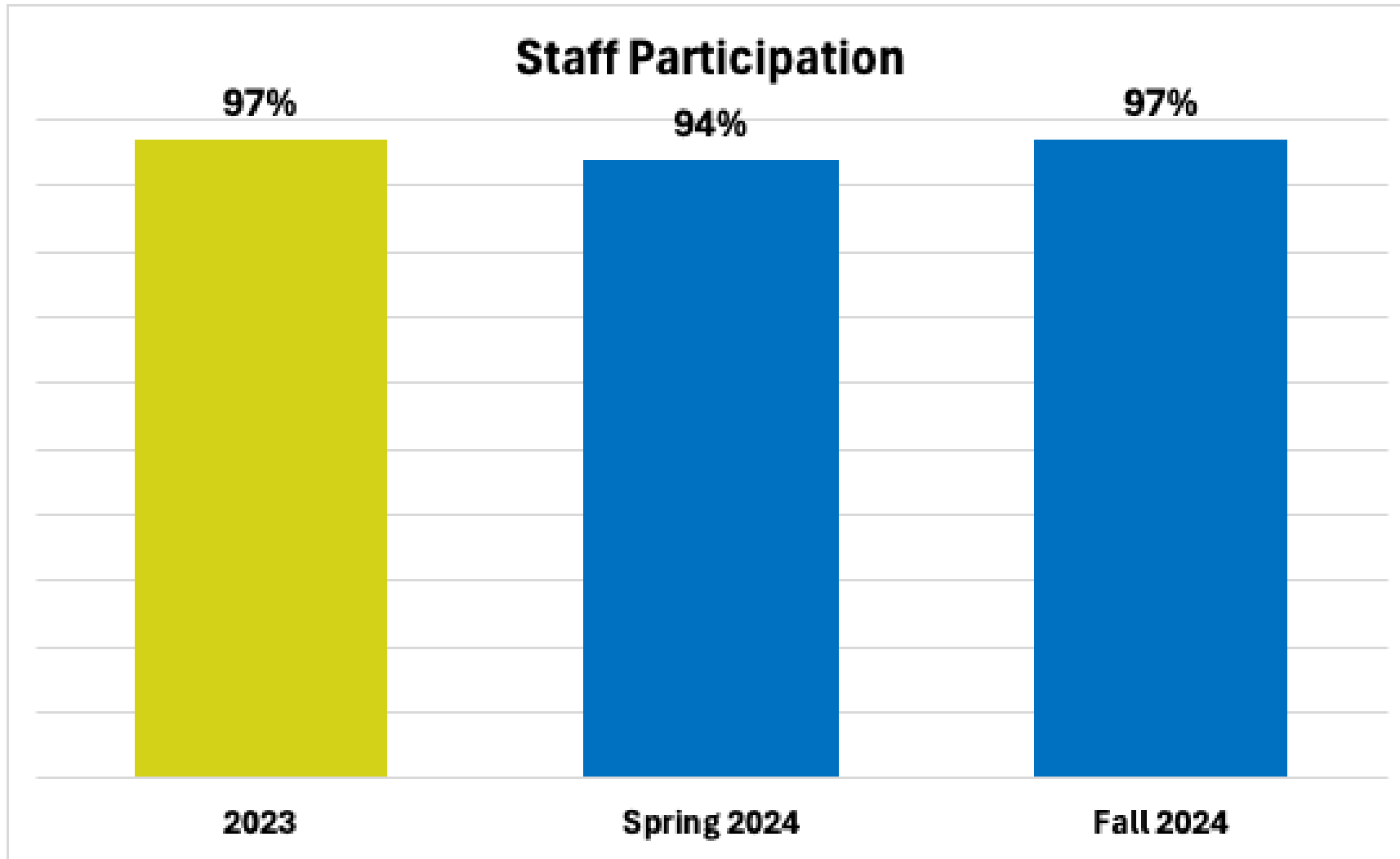
Additional Risk Management Note: Quarterly fire drill was conducted successfully

About the Employee Experience Survey

- tool that solicits honest and confidential input
- organizations can learn about issues, trends, and insights
- identifying organizational strengths as well as identify growth areas that can be addressed to improve workplace culture
- this year, Leading Edge implemented a shorter, more focused survey, that was administered twice, once in Spring and once in Fall

LEADING  EDGE

JFS Response Rate



A few things to know

- The things we are going to talk about today are for the organization as a whole
- Department-specific feedback may be different and each Director is reviewing and determining next steps based on their department-specific feedback
- Some of the categories for the 2024 surveys are different than 2023, so comparison won't be as clean year to year

Strengths – Spring 2024

Leading Edge identified that JFS is doing particularly well in the category called "Well-being" and highlighted a few responses

"My organization respects my time when I am not working (e.g., non-working hours, paid time off, vacation, sick time, etc. " **97% positive response**

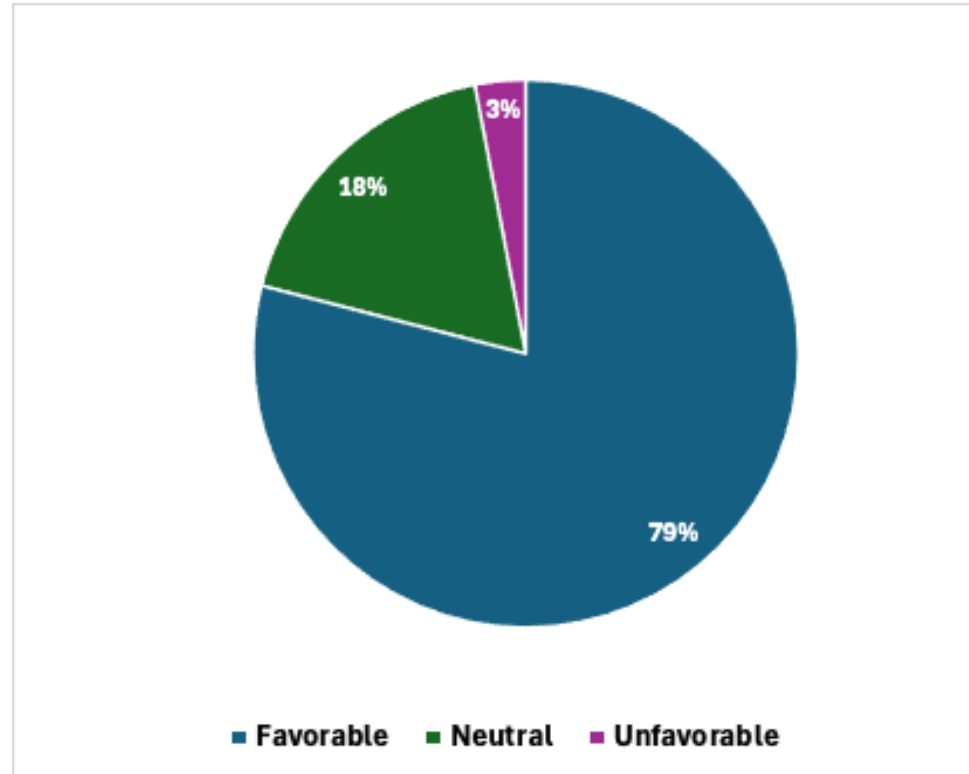
"My manager genuinely cares about my well-being—e.g. my satisfaction, workload, and/or overall health." **94% positive response**

"My organization demonstrates care and concern for its employees."
94% positive response

Top Opportunities – Spring 2024

Professional Leadership

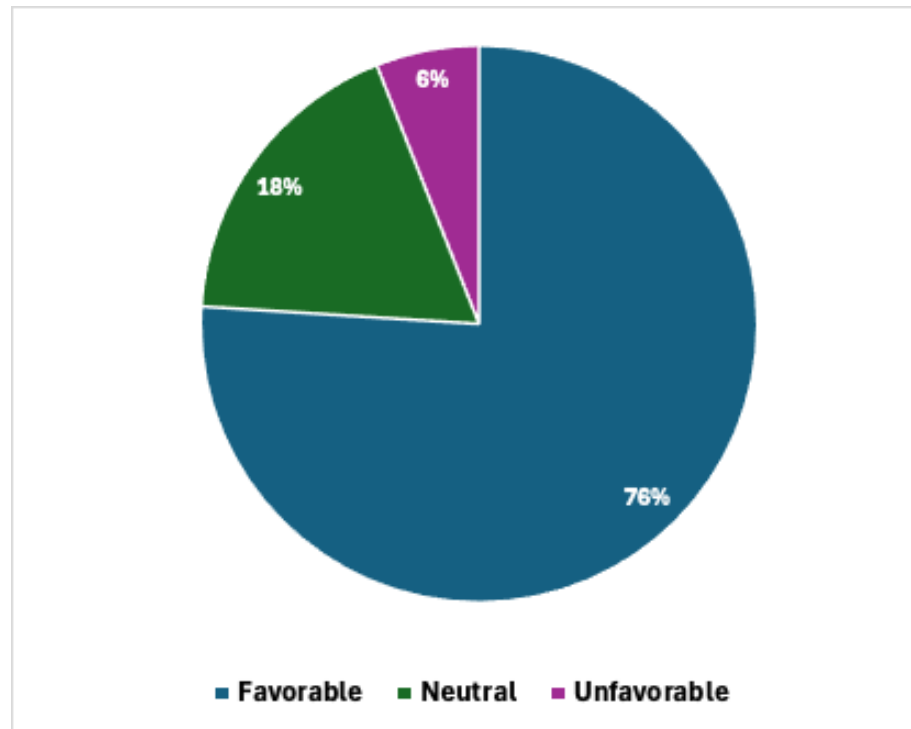
"At my organization there is open and honest two-way communication."



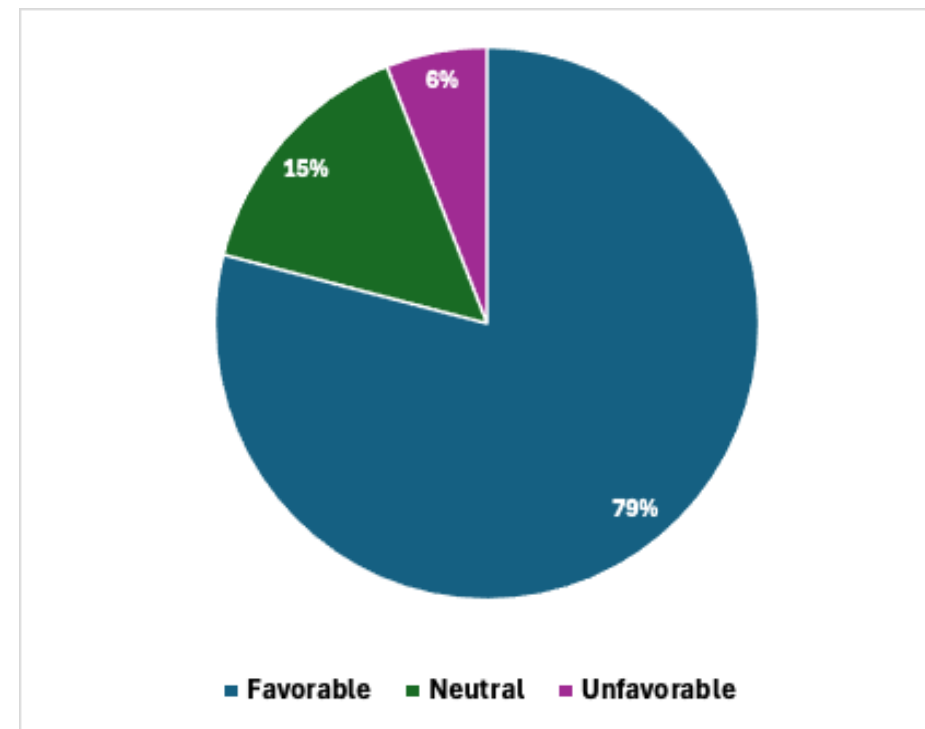
Top Opportunities – Spring 2024

Collaboration

"There is good collaboration within my team/department"



"I am able to effectively collaborate with members of my team."



Strengths – Fall 2024

Leading Edge highlighted several questions that showed particular strength for JFS:

"I would speak up to someone in a leadership position if my values were ever compromised." **100% positive response** (Psychological Safety category)

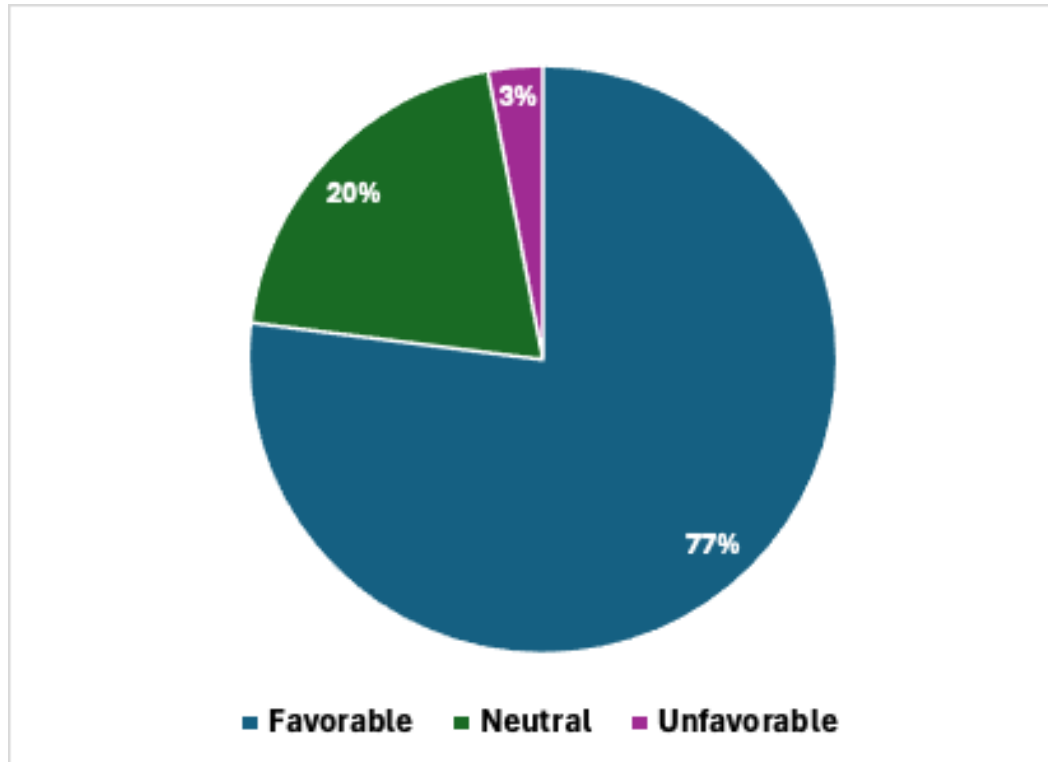
"My organization values input from employees with a variety of perspectives and identities." **97% positive response** (Diversity, Equity, Inclusion, & Belonging category)

"I have confidence in our leaders to lead the organization effectively." **97% positive response** (Professional Leadership category)

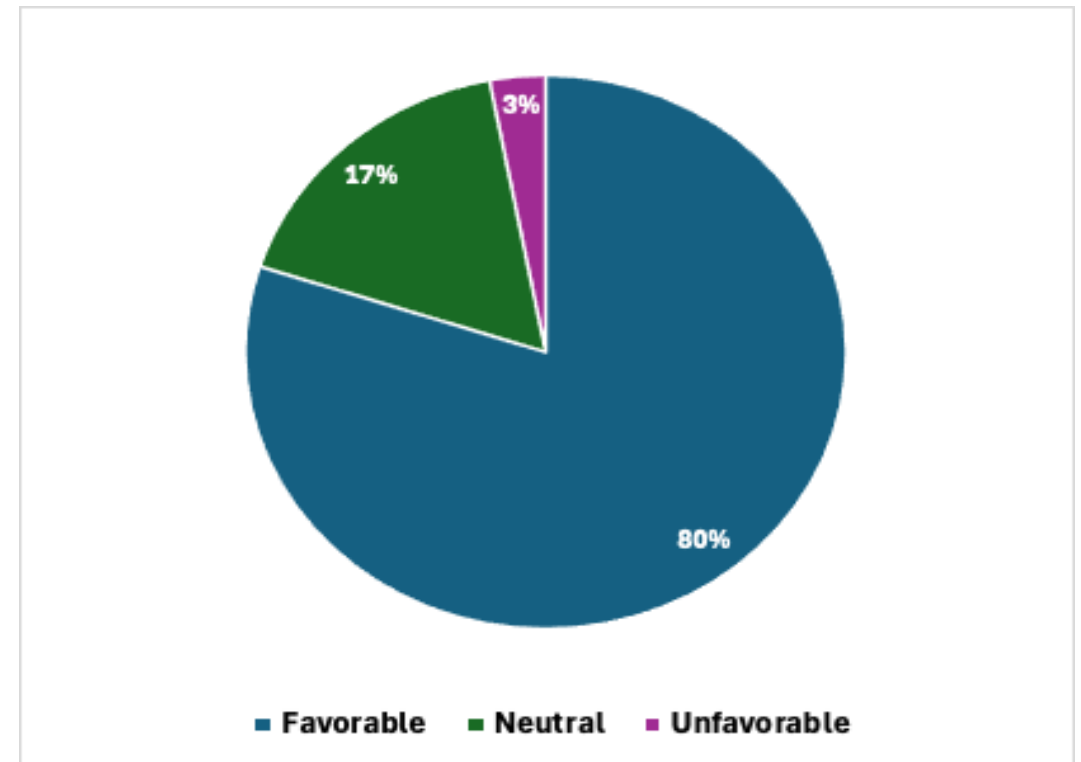
Top Opportunities – Fall 2024

Psychological Safety Category Questions

"I am comfortable sharing potentially unpopular opinions about how to do our work."



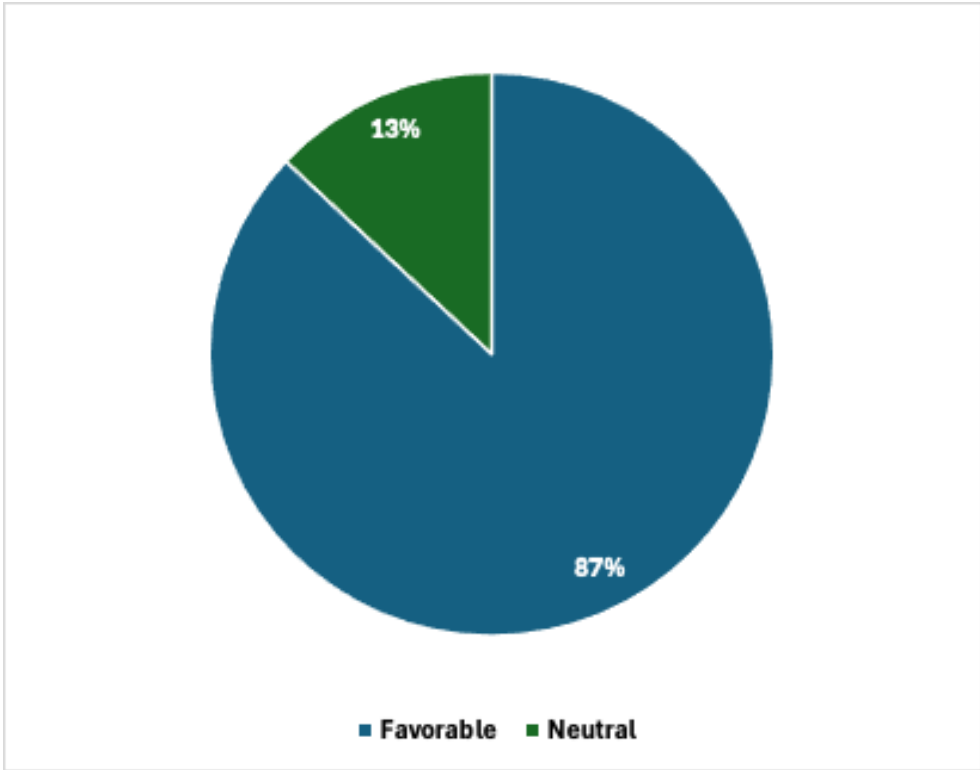
"When I offer my opinion, I feel that it is heard and respected."



Top Opportunities – Fall 2024

Well-being Category

"I have colleagues who I can turn to for support."



Leadership's Next Steps

- Continue to work with the Volunteer & Employee Experience Coordinator to provide opportunities for team building, cross-communication, and general morale
- Department-specific feedback will be reviewed by management team, discussed, and actions will be led by the department directors to assure we're addressing opportunities for improvement, when possible
- We will continue to participate in surveys so that we all can continue to provide feedback



JFS

**Next PQI
April 25, 2025**