



JFS

**Performance
and Quality
Improvement**

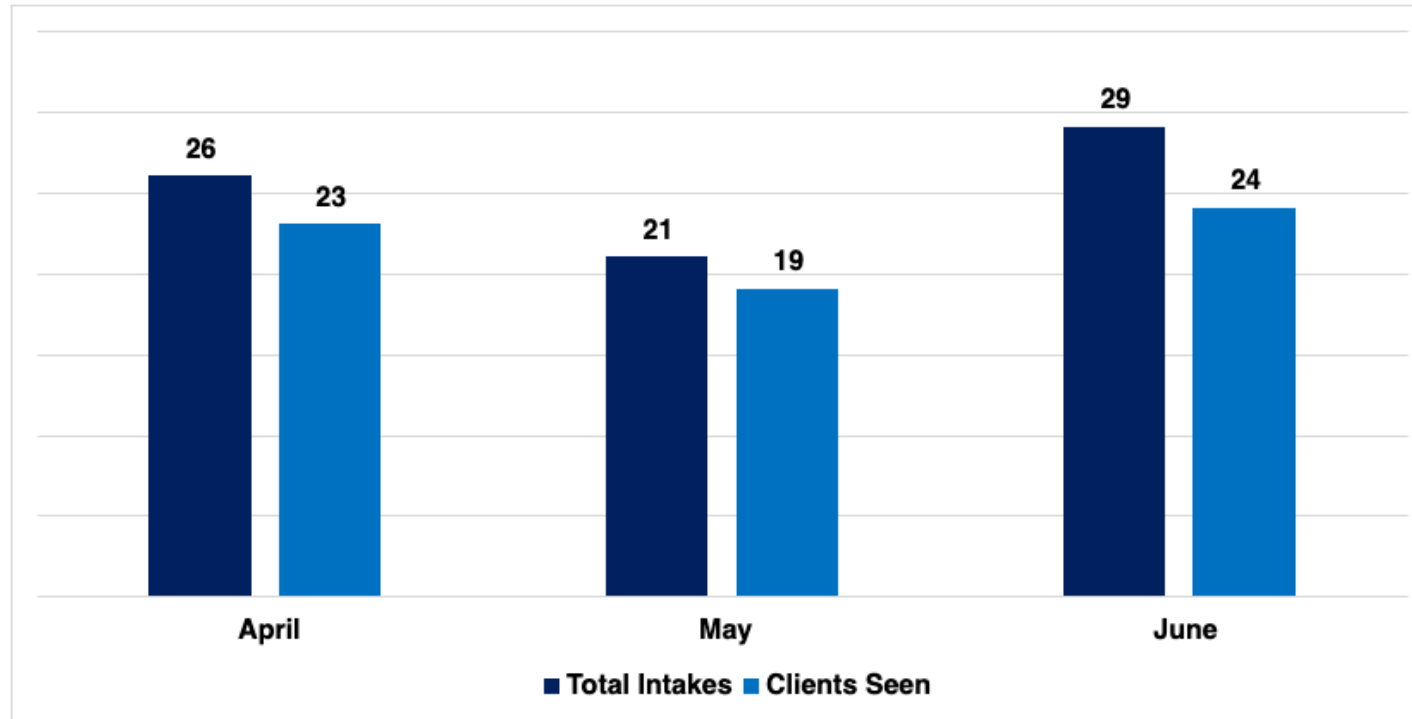
July 25, 2025

Agenda

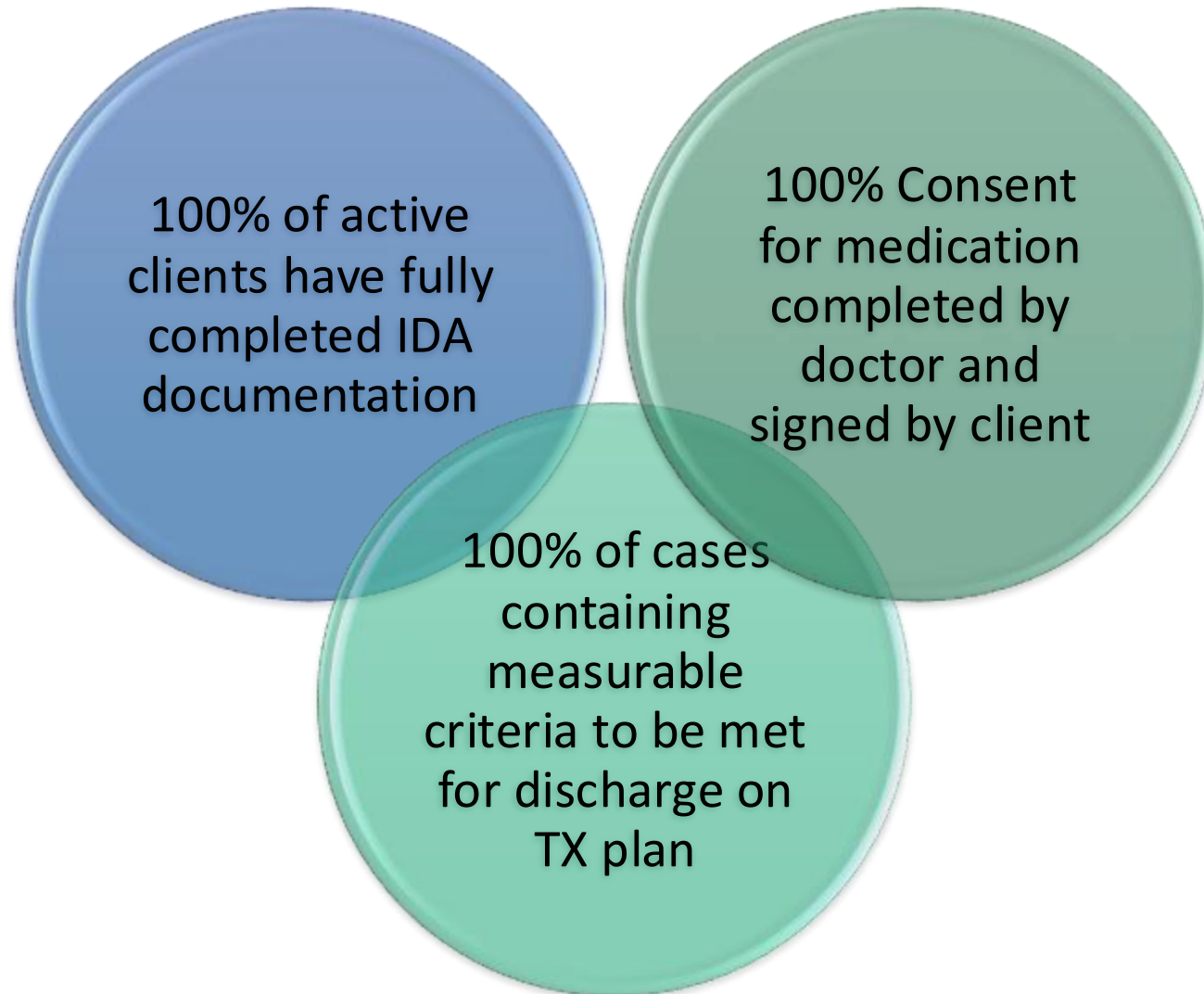
1. Intake callers who became clients
2. Quality of Mental Health Case Records
3. Effectiveness of Mental Health Treatment
4. Service Quality/Demand for Program (Money Coach)
5. Case Record Review (Money Coach)
6. Quarterly Risk Management review update

Intakes – April through June 2025

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Waitlist	Admitted
Apr-25	26	0	0	0	0	1	2	0	23
May-25	21	0	0	0	0	0	2	0	19
June-25	29	0	0	0	0	0	0	5	24



Quality of Mental Health Case Records



These measures have been exceeding the benchmark of 85% for multiple reporting periods.

PQI Work Team is currently assessing new case record review measures to incorporate into future PQI Committee reports.

Effectiveness of Mental Health Treatment

PHQ-9 Results: January through June 2025

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 = 75

Average Score at Time of Initial Questionnaire = 7.72

Average Score at Time of Second Questionnaire = 7.12

Number of Clients Who Showed Improvement = 31

(13 clients score remained the same)

% of Total Clients Who Showed Improvement = 41%

Effectiveness of Mental Health Treatment

PSC-17 Results: January through June 2025

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

Number of Unique Clients Included in Report = 8

Average Score at Time of Initial Questionnaire = 8.88

Average Score at Time of Second Questionnaire = 7.75

Number of Clients Who Showed Improvement = 4

% of Total Clients Who Showed Improvement = 50%

Money Coach Program Engagement: Jan – June 2025

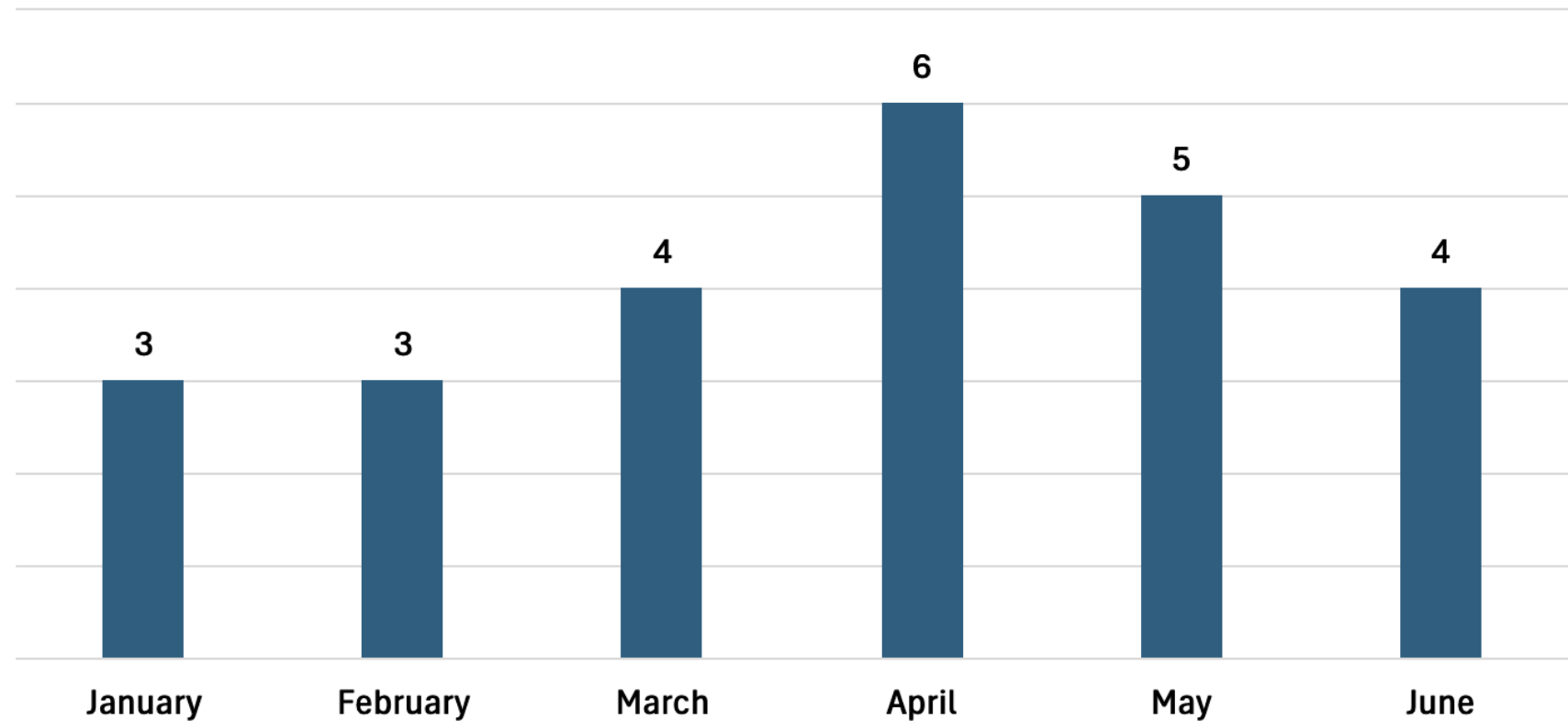
Money Coach



Total Clients: 25

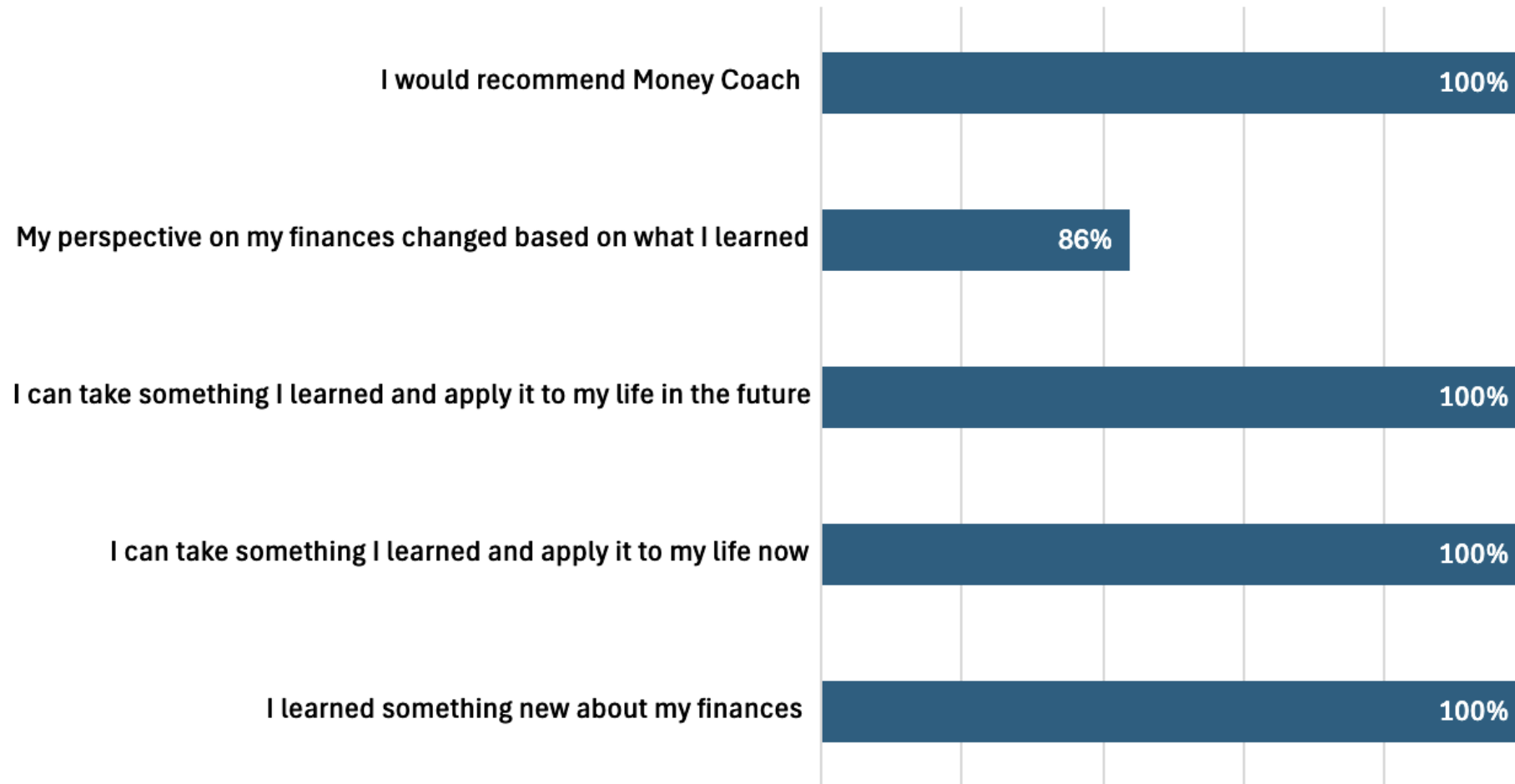


Money Coach Sessions

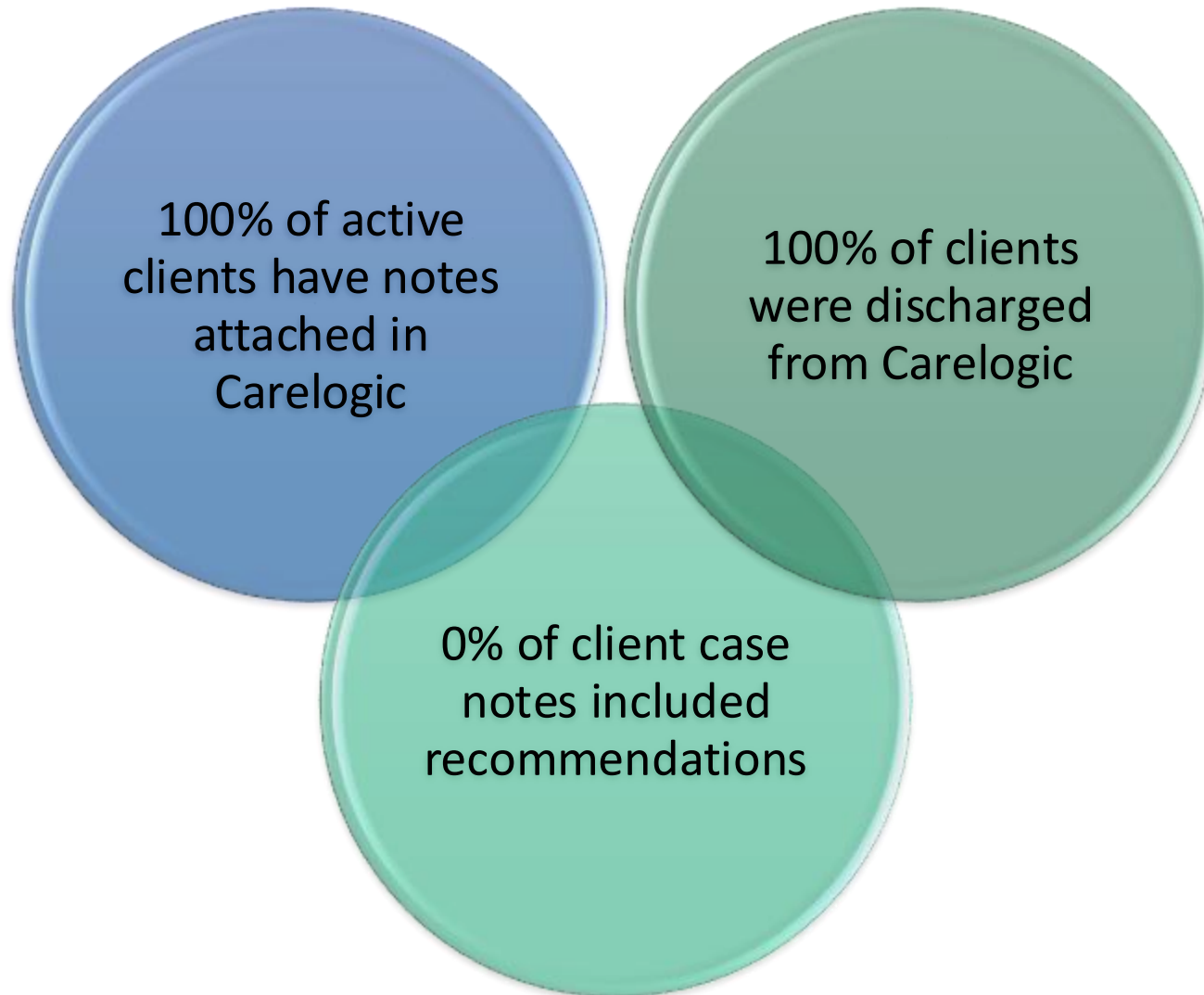


Money Coach – Client Satisfaction

January – June 2025
7 responses (44% response rate)



Money Coach Case Record Review



To address the recommendations measure remaining low, we have created an improvement plan and Katie is discussing which option will work best for the Money Coach's workflow (taking into account his preferred note take process)

- standardized notes form that the Money Coach can use
- collaborate on a set of typical recommendations that Money Coach can note for each client

We will report on the progress of this new plan at the January PQI meeting

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



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**Next PQI
October 31, 2025**