



JFS

**Performance and
Quality Indicators/
Improvement**

April 24, 2026

Agenda

1. Board Diversity and Recruitment
2. Intake callers who became clients
3. Mental Health Client Satisfaction
4. Semi-annual HIPAA compliance update
5. CCS Program – Financial Confidence & Success
6. CCS Program – Client Satisfaction
7. Quarterly risk management review

Board Diversity and Recruitment

The Nominating Committee, chaired by Eileen Seiger, met monthly from January through March 2026 to ensure the board remains well-positioned to lead the agency's strategic goals.

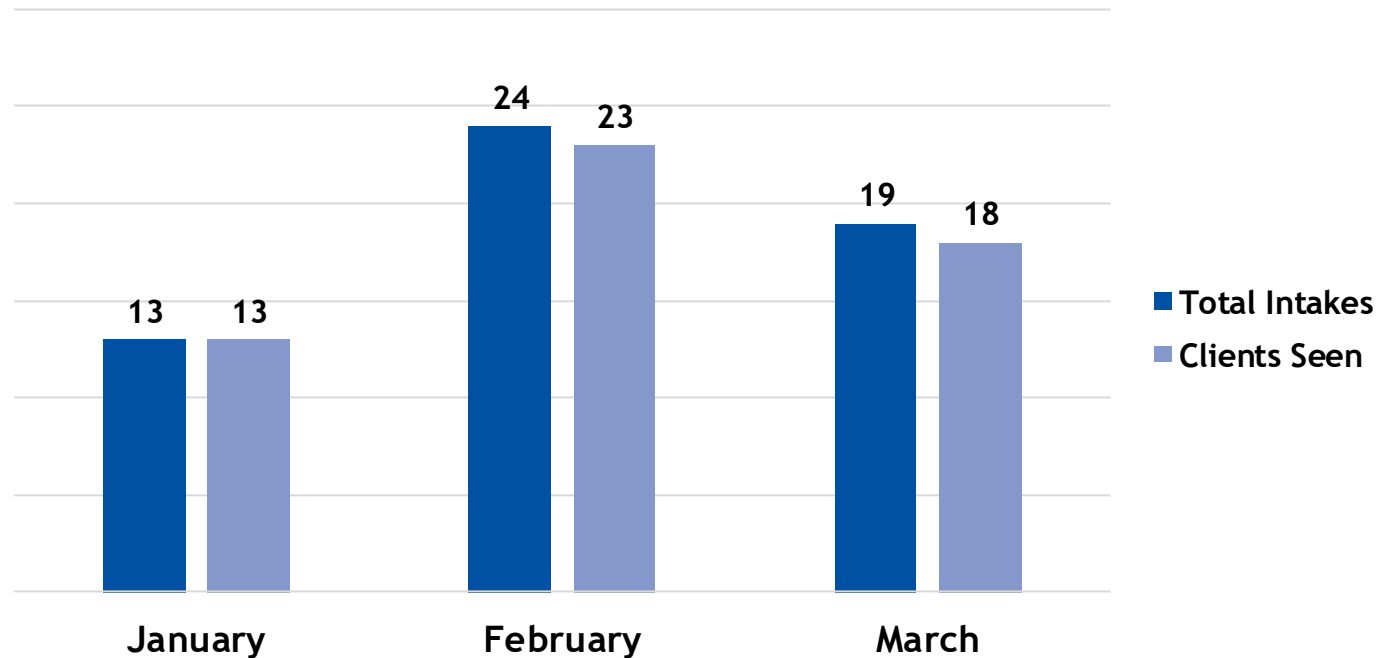
With a current membership of 28 individuals, the board operates effectively within the range of 24 to 36 members defined by the bylaws. To maintain a board that is truly representative of the community JFS serves, the committee issued a formal call for recommendations to the full board in January, requesting that members identify potential candidates with diverse backgrounds. They also requested that current board members submit notices of resignation by the end of February. This open process included the entire board and focused on bringing in stakeholders who reflect the agency's service population.

Following the resignation of two board members at the end of their terms, two new candidates were recommended for their specific skillsets and alignment with the organizational mission. These individuals were thoroughly vetted for their expertise and commitment to moving the strategic plan forward.

The final slate of candidates was formally presented to the board during the March meeting and is scheduled for a final vote at the annual meeting on June 3rd. By identifying these new members to fill upcoming vacancies, the committee continues to steward a leadership body that possesses both the professional diversity and the community connection necessary for effective governance.

Intakes – January through March 2026

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Waitlist	Admitted
Jan-26	13	0	0	0	0	0	0	0	13
Feb-26	24	0	0	0	0	0	0	1	23
Mar-26	19	0	0	0	0	0	0	1	18



Mental Health Client Satisfaction

Update: in addition to the client satisfaction survey sent to clients at discharge, we have started conducting quality assurance calls to current clients to try to gather feedback on services in real-time.

Quality Assurance Questions:

- Date of last session
- Virtual or in-person
- How long did it last?
- How often would you like to be seen?
- How long would you like your session to be?
- Are you satisfied with your clinician?
- Have you expressed opinions to your clinician that you feel have not been heard?
- Is there any feedback you would like to give us about your clinician?

[Clinician] is great. She is always prepared and present during sessions. You can tell she cares about her clients and her work.

I feel very blessed to have experienced some exceptional therapists in my 70+ years. [Clinician] is one of those therapists. Her understanding and sensitivity to all that I'm dealing with makes me feel that there is somebody out there who really gets me. She is a remarkable human being and I am so grateful to have her in my life.

Semi-annual HIPAA Compliance Update

An audit of our Electronic Health Record (EHR) is required to be completed every six months. Currently, our Director of Behavioral Health Services runs this audit monthly. Additionally, all employees complete a HIPAA 101 at onboarding and receive a reminder about policy and compliance annually at an all-staff meeting.

The audit checks for the following things:

- Review to ensure staff members are only looking at clients on their own caseload
- Any unauthorized access into client charts

Results of compliance review since October, 2025: Zero

Number of Unauthorized Visits Action Taken: Not applicable

CCS Program – Financial Confidence & Success

Established Outcome: Between the start of their time in the program to 90-day mark, 80% of longer-term clients show either:

- An improved score on their Financial Capability Scale (FCS)
- or*
- An improved expense to income ratio

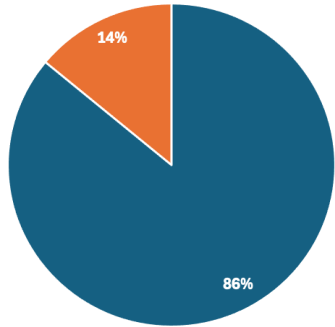
October 2025 – March 2026

100% of clients improved their FCS score

67% of clients improved their expense to income ratio (1 client stayed the same)

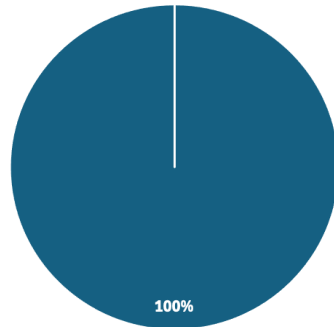
CCS Program – Client Satisfaction

Support from the CCS program has reduced the stress I feel about my personal finances.



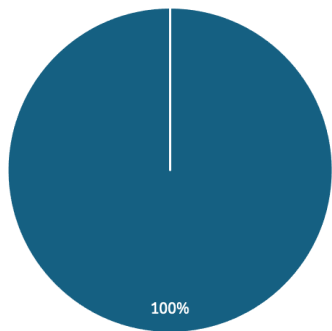
■ Yes ■ No

Support from the CCS program has improved my ability to increase my income.



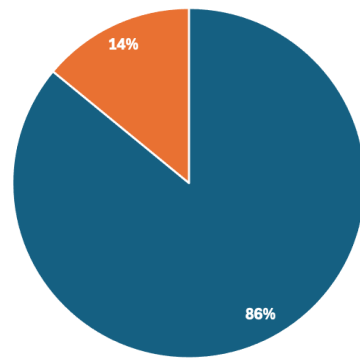
■ Yes ■ No

When I meet with CCS staff I feel like I am part of the process of setting goals for myself.



■ Yes ■ No

The quality of support I receive from this program is:



■ Excellent ■ Very Good

The program was very helpful. I have been very alert about my spending versus what I have. I am more on top of my bills and very conscious about spending.

I felt educated and encouraged. You have already supported me immensely. Thank you.

The resources were amazing and people don't know what else is available for them out there. Having someone to help me with other options was so helpful. Even in my own community I had access to things that I would never know of.

Quarterly Updates: Risk Management Review

Overview:

The areas covered in these reports include:

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

Update for the past quarter (January, February, March):

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

Additional Emergency Preparedness Notes:

- Fire Marshall renewed our certification for another 2 years
- Quarterly fire drill was conducted successfully
- Annual review of Emergency Policies & Procedures sent to JFS staff



JFS

**Next PQI
July 31, 2026**