



JFS

**Performance and
Quality Indicators/
Improvement**

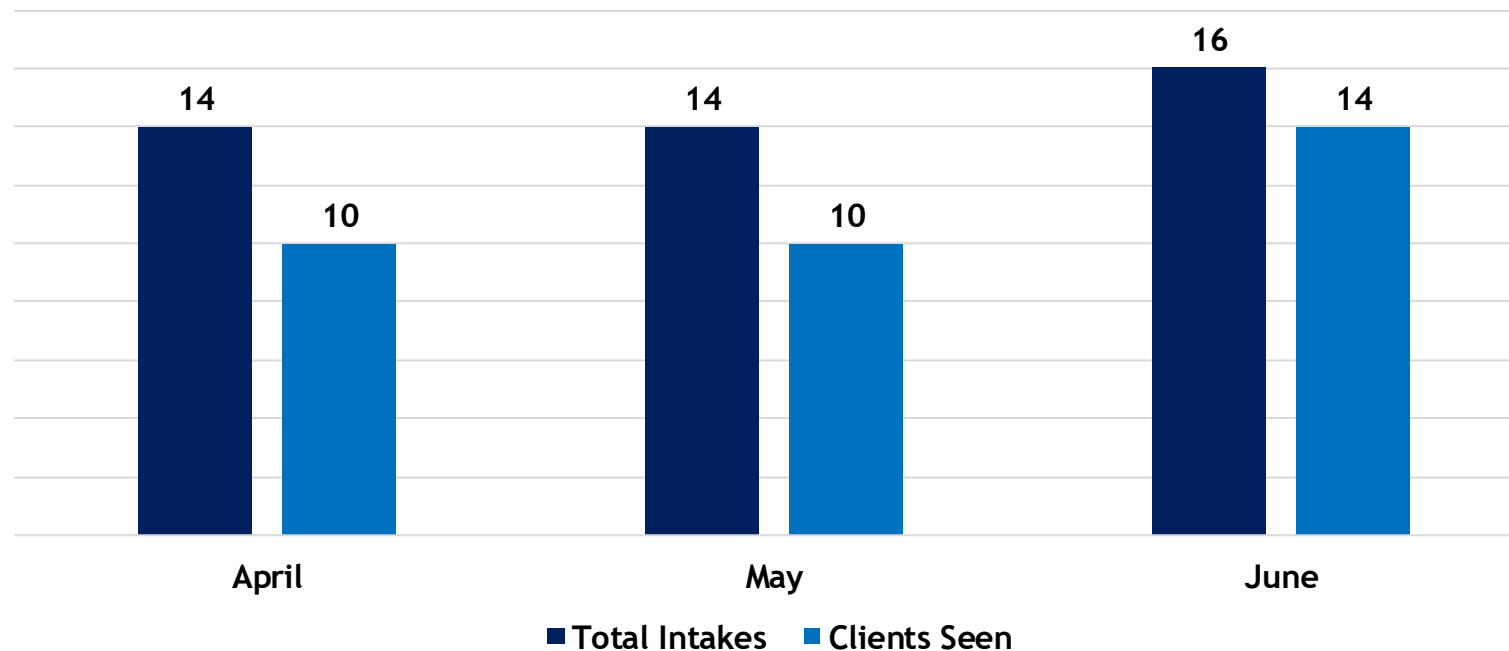
July 31, 2026

Agenda

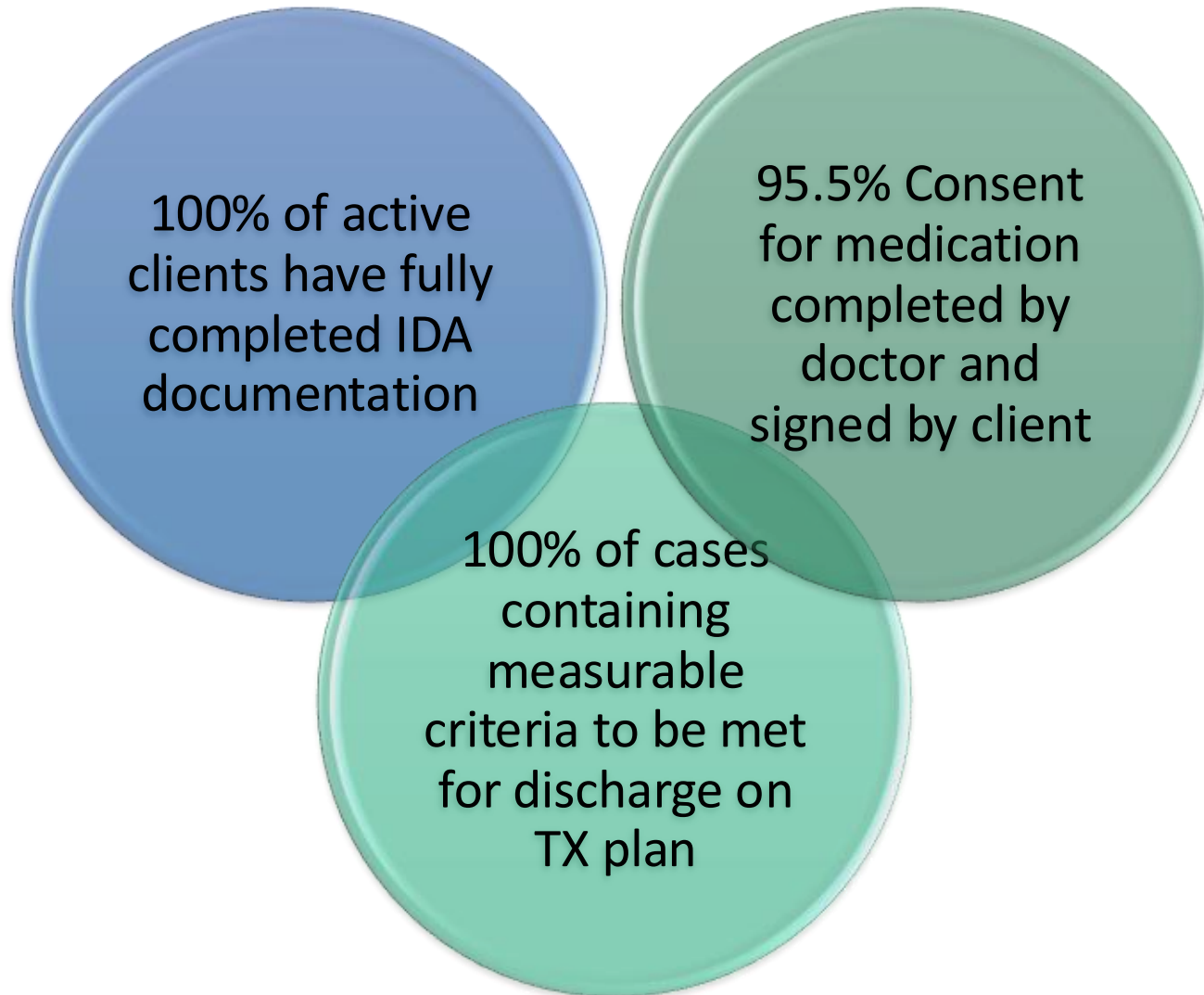
1. Intake callers who became clients
2. Quality of Mental Health Case Records
3. Effectiveness of Mental Health Treatment
4. Service Quality/Demand for Program (Money Coach)
5. Case Record Review (Money Coach)
6. Quality of JFS Service Environment
7. Quarterly Risk Management review update

Intakes – April through June 2026

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Waitlist	Admitted
Apr-26	14	0	0	0	0	0	2	2	10
May-26	14	0	0	0	1	0	3	0	10
June-26	16	0	0	0	0	0	0	2	14



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 2026

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 = 61

Average Score at Time of Initial Questionnaire = 7.13

Average Score at Time of Second Questionnaire = 6.39

Number of Clients Who Showed Improvement = 29

(7 clients score remained the same)

% of Total Clients Who Showed Improvement = 48%

Effectiveness of Mental Health Treatment

PSC-17 Results: January through June 2026

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

Number of Unique Clients Included in Report = 14

Average Score at Time of Initial Questionnaire = 9.43

Average Score at Time of Second Questionnaire = 8.79

Number of Clients Who Showed Improvement = 7

% of Total Clients Who Showed Improvement = 50%

Money Coach Program Engagement: Jan – June 2026

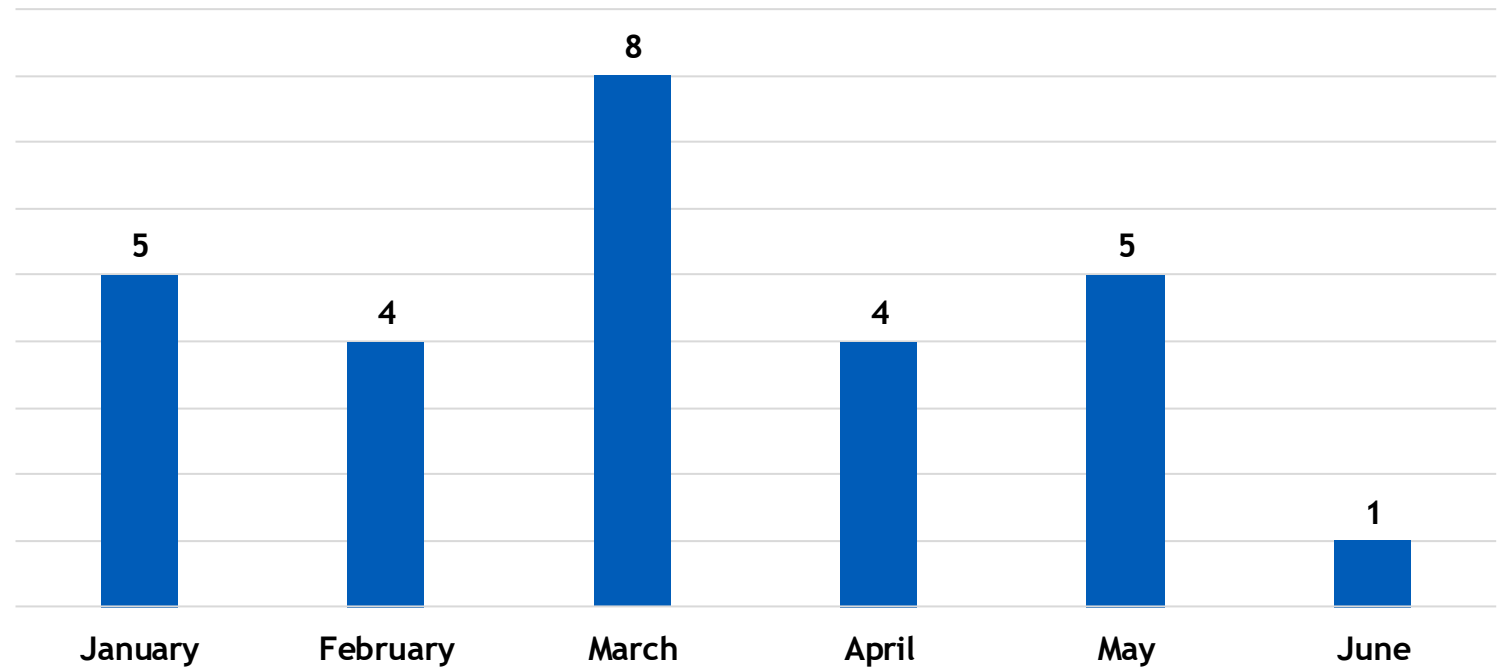
Money Coach



Total Clients: 27



Money Coach Sessions

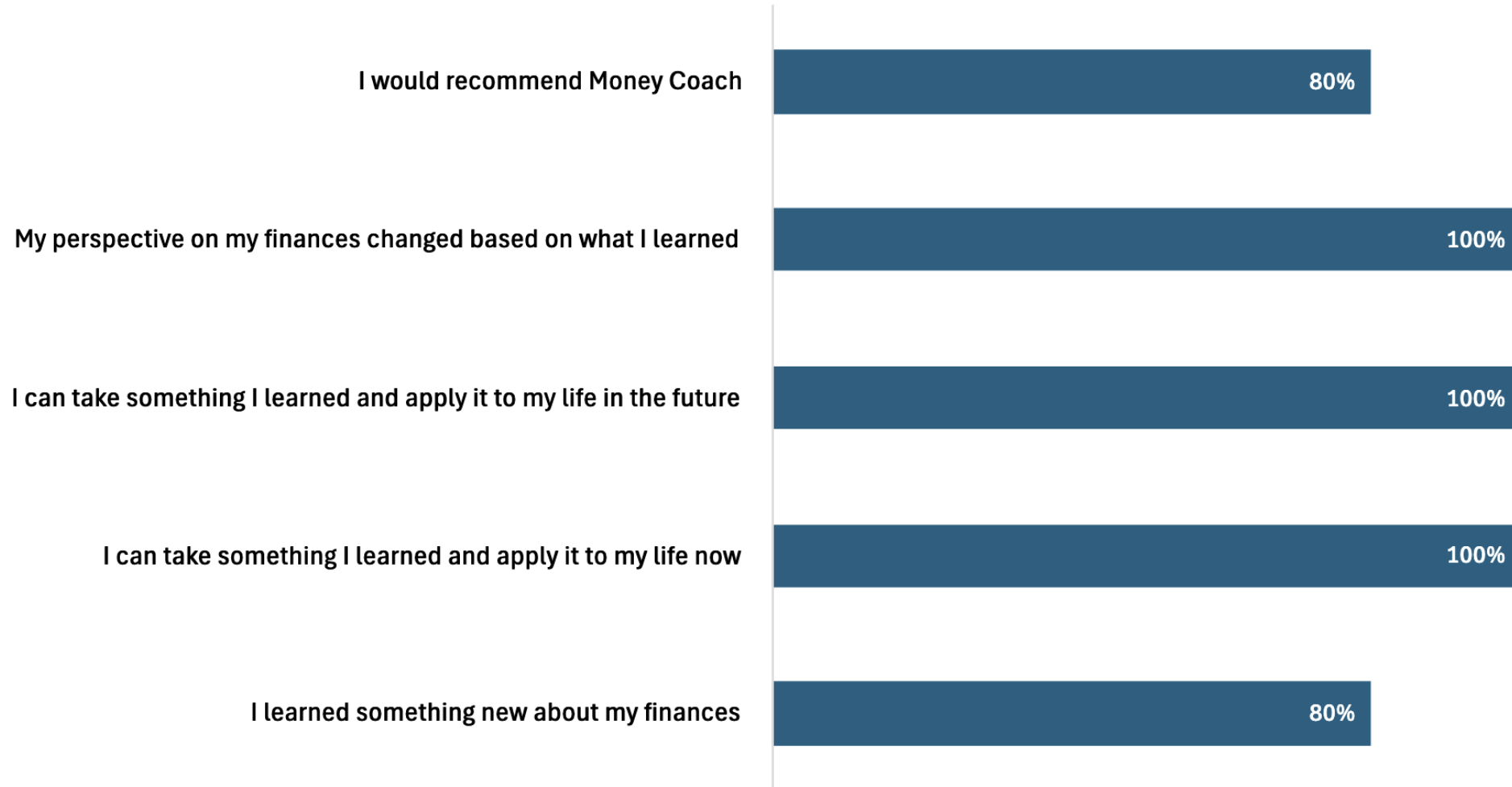


During this calendar year, Jim has also continued ongoing work with one client, who needed help on a particularly complex financial issue

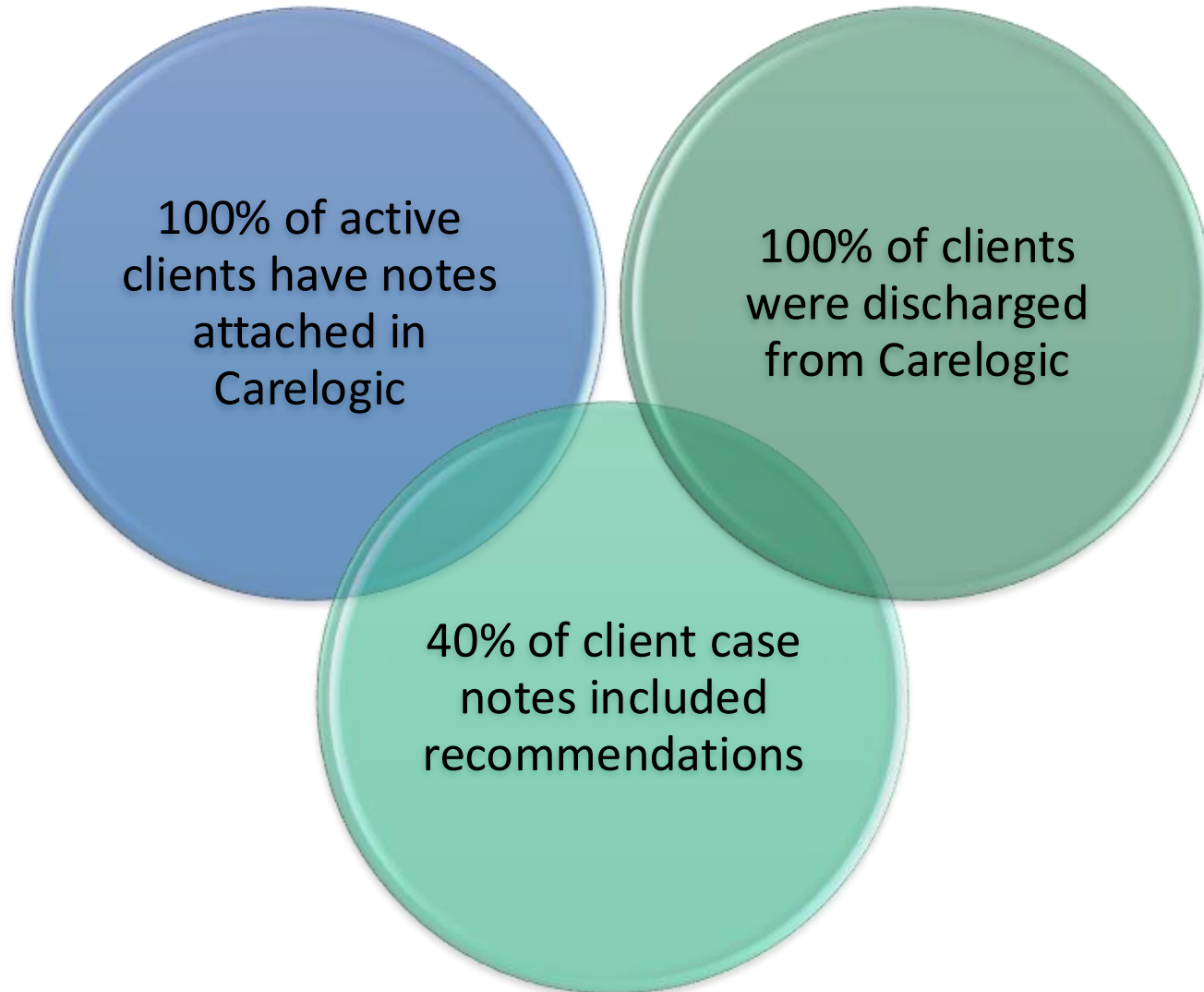
- 5 hours of prep for meeting with client
- 8 hours of meeting time
- 6 hours finding an attorney willing to help
- 3 hours emailing client regarding status of case/next steps

Money Coach – Client Satisfaction

January – June 2026
5 responses (19% response rate)



Money Coach Case Record Review



Since date of our last report on this measure (January 2026), we created and the Money Coach has implemented a new standardized notes form with a section for recommendations.

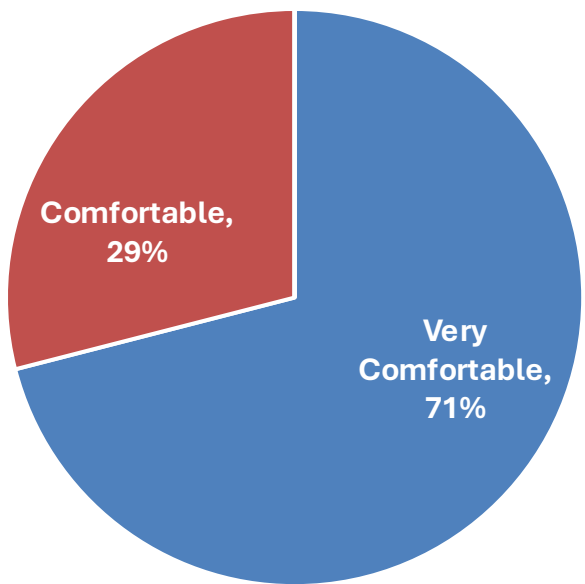
This set of case records included both records before and after implementing that new form.

We expect continued improvement on this measure.

Quality of JFS Service Environment – 17 Survey Responses

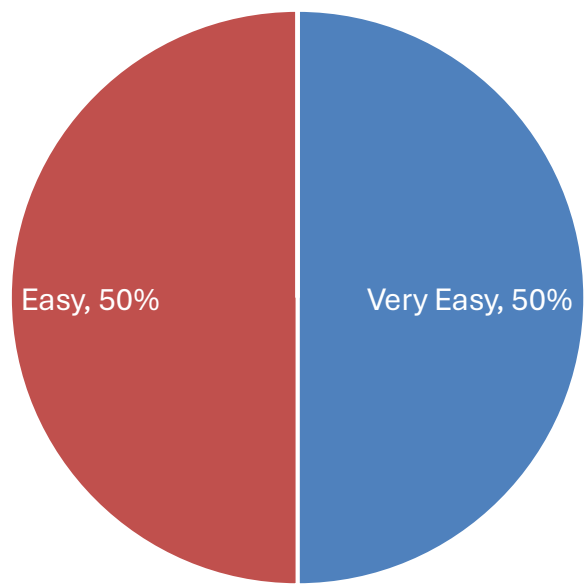
Average Number of Years Using JFS Services: 5.5 years
Longest: 30 years
Shortest: 8 months

How physically comfortable do you feel in the waiting area and the inside offices?



■ Very Comfortable ■ Comfortable ■ Neutral ■ Uncomfortable ■ Very Uncomfortable

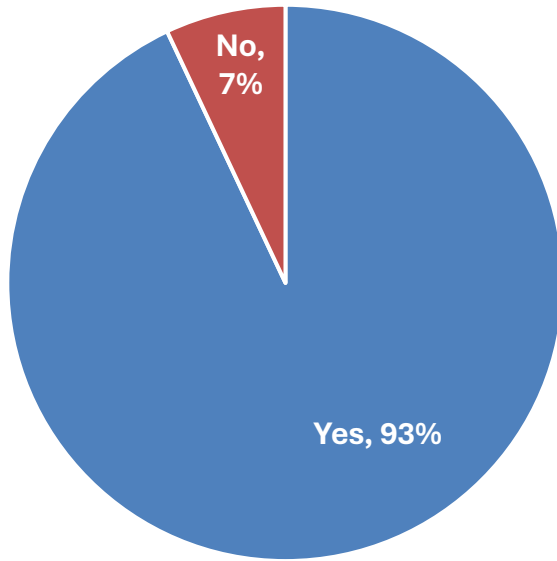
How would you rate the ease of access to the facility and parking?



■ Very Easy ■ Easy ■ Neutral ■ Difficult ■ Very Difficult

Quality of JFS Service Environment – Continued

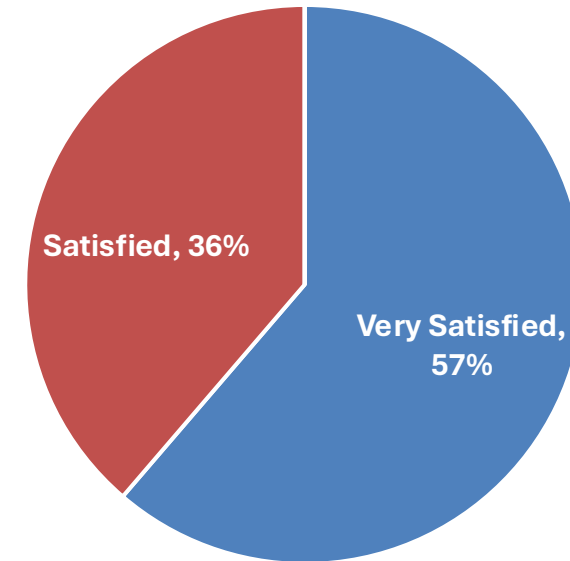
Are you pleasantly greeted and treated courteously and respectfully by the office staff?



■ Yes ■ No

NOTE: for the one "No" response, every other response including their experience with check-in were the highest positive response. Included the "No" for exact accuracy but suspect it may have been a mis-reading of the question.

How satisfied are you with the check in process when you arrive at JFS?

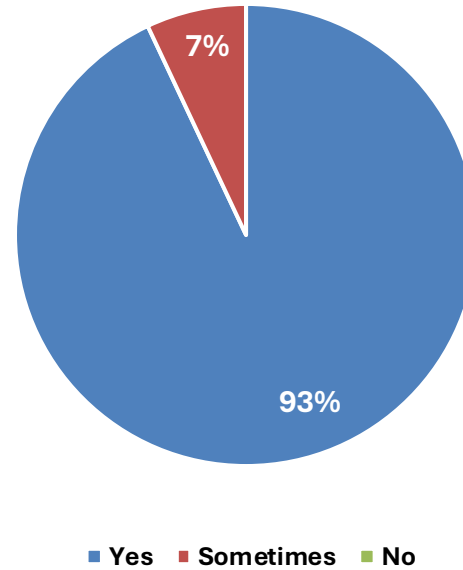


■ Very Satisfied ■ Satisfied ■ Neutral ■ Unsatisfied ■ Very Unsatisfied

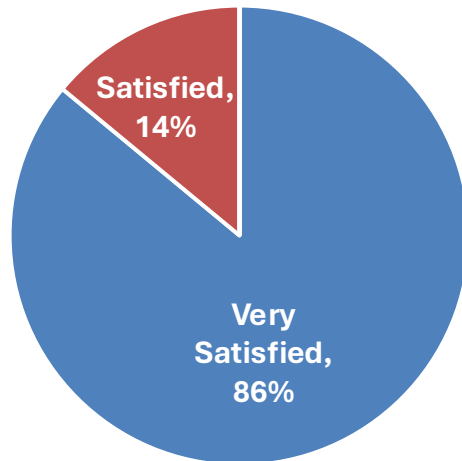
NOTE: 1 response left blank

Quality of JFS Service Environment – Continued

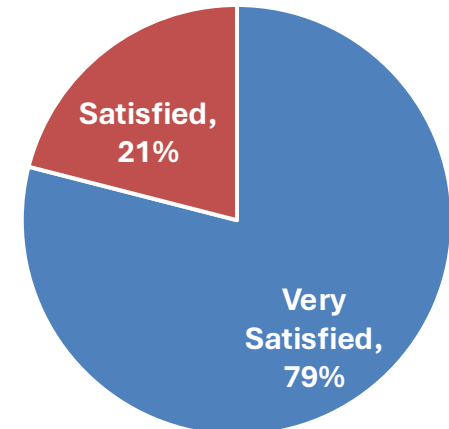
Were you seen on time for your scheduled visit or appointment?



How satisfied were you with the cleanliness of our building?

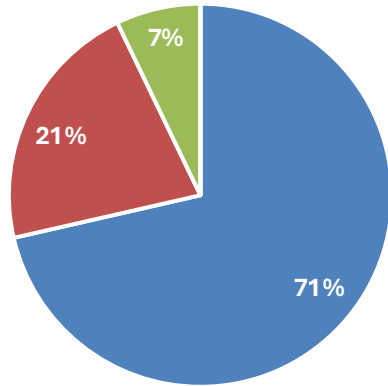


How satisfied are you with the safety of our building?



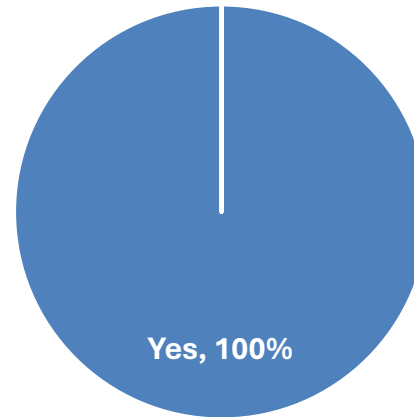
Quality of JFS Service Environment – Continued

Based on your experience in your offices, if you were to seek services again, how likely would you be to come back to JFS?



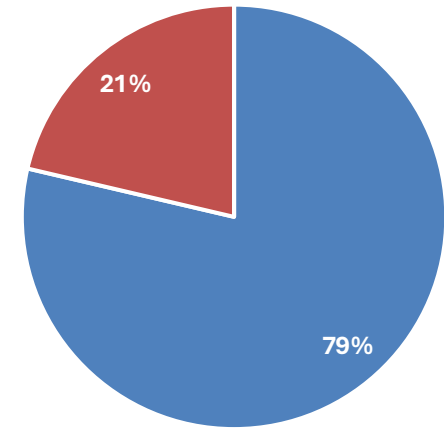
■ Extremely Likely ■ Likely ■ Neutral ■ Unlikely ■ Extremely Unlikely

Do you feel like your privacy is respected when in our offices?



■ Yes ■ No

Based on your experience in our offices, how likely would you be to recommend our facilities to a family member or friend?



■ Extremely Likely ■ Likely ■ Neutral ■ Unlikely ■ Extremely Unlikely

Quality of JFS Service Environment – Comments

"I cannot say enough wonderful things about the people assisting us/employees/volunteers of JFS. Professional, helpful, excellent service at all times. So grateful/thankful for this organization. Especially Zenobia! :) "

"The staff are very professional and respectful to me. In the pantry one staff made sure my needs are being met and they listen."

"Excellent staff and teamwork. Very attentive and concerned for our needs. Couldn't ask for a better place to be seen."

"The staff is great. I thank God for Zenobia and Sam."

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 (April, May, June):

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

Additional Emergency Preparedness Notes:

- Quarterly fire drill was conducted successfully
- Staff completed their annual review of the Emergency Policies & Procedures
- John Colangelo attended our May staff meeting and provided a training entitled, “Navigating Conflict: The Power of De-Escalation”



JFS

**Next PQI
October 30, 2026**