



Quality Assurance Management Committee Meeting
2022-2023
Annual Report
Behavioral Health Services
August 2023

Performance Outcome Measures Summary

The mission of Helping People Succeed is to transform lives by realizing potential, creating hope and building futures through education, counselling, training and employment. Helping People Succeed strives for a high level of consumer satisfaction and continuous quality improvement of services that are cost effective and have measurable outcomes.

The goal of the Children's Community Mental Health Program is to improve the functioning abilities of children with emotional and behavioral disorders. In accordance with the organization's mission statement, the outcomes management system measures the accomplishment of program objectives by measuring program performance in four key areas: access, effectiveness, efficiency, and satisfaction. With the ultimate goal of consumer satisfaction, our survey measures consumer satisfaction as to competence, integrity, reliability, timeliness, value, and courtesy of those providing services and the services themselves.

Percentage of each program objective is targeted at a specific percentage benchmark. Achievement is expressed as a percentage of attainment or average, which is reported for each objective.

Objective 1: To ensure timely access to services the length of time between admission and first service event should be no longer than 2 weeks

- **Results:** Average length of time between admission and first service event was 2 weeks.
⇒ Program objective was met.

Objective 2: Average Length of Time between request for Psychiatric Evaluation and appointment scheduled should be no longer than 4 weeks.

- **Results:** Average wait time between request for psychiatric evaluation and appointment was 2 weeks.
⇒ Program objective was exceeded.

Objective 3: 72% of children served will improve level of functioning as measured by a decrease of *CFARS.

- **Results:** 73% Children served improved Children's Functional Assessment Rating Score (CFARS).
⇒ Program objective was exceeded.

*As indicated by a drop of 1 or more points in overall CFARS score within current fiscal year

Objective 4: Children served average number of days spent in the community will be remain at 360.

- **Results:** 100% Children served spend average of 360 *days in the community.
⇒ Program objective was met.

* Number of days that the consumer was **NOT** in any of the following settings: jail, detention facility, crisis stabilization inpatient hospitalization for mental health or substance abuse reasons, mental health hospital, children's residential treatment centers, wilderness camp, homeless or runaway.

Objective 5: Average of 88% of school days available was attended by all children served.

- **Results:** Average 90% school days available attended.
⇒ Program objective was exceeded.

Objective 6: 100% of billing per year averaged no less than 8 units of service per client per month.

- **Results:** 100% of billing at the semi-annual mark averaged no less than 8 units of service per client per month.
⇒ Program objective was met.

Objective 7: The Agency will increase Targeted Case management (TCM) services provided to clients by 30% in 2022-2023 fiscal year.

- **Results:** TCM services have increased by 40%.
⇒ Program objective was already exceeded the annual target number.

Objective 8: All Direct Service Staff will attend a minimum of 92% of all regularly scheduled supervision appointments.

- **Results:** Direct Service Staff attended 92% of all regularly scheduled supervision.
⇒ Program objective was met.

Objective 9: 98% Percent of consumers surveyed will be satisfied with access to services.

- **Results:** 98% of consumers were satisfied with access to services.
⇒ Program objective was met.



**BEHAVIORAL HEALTH SERVICES
ANNUAL REPORT
FISCAL YEAR 2022-2023**

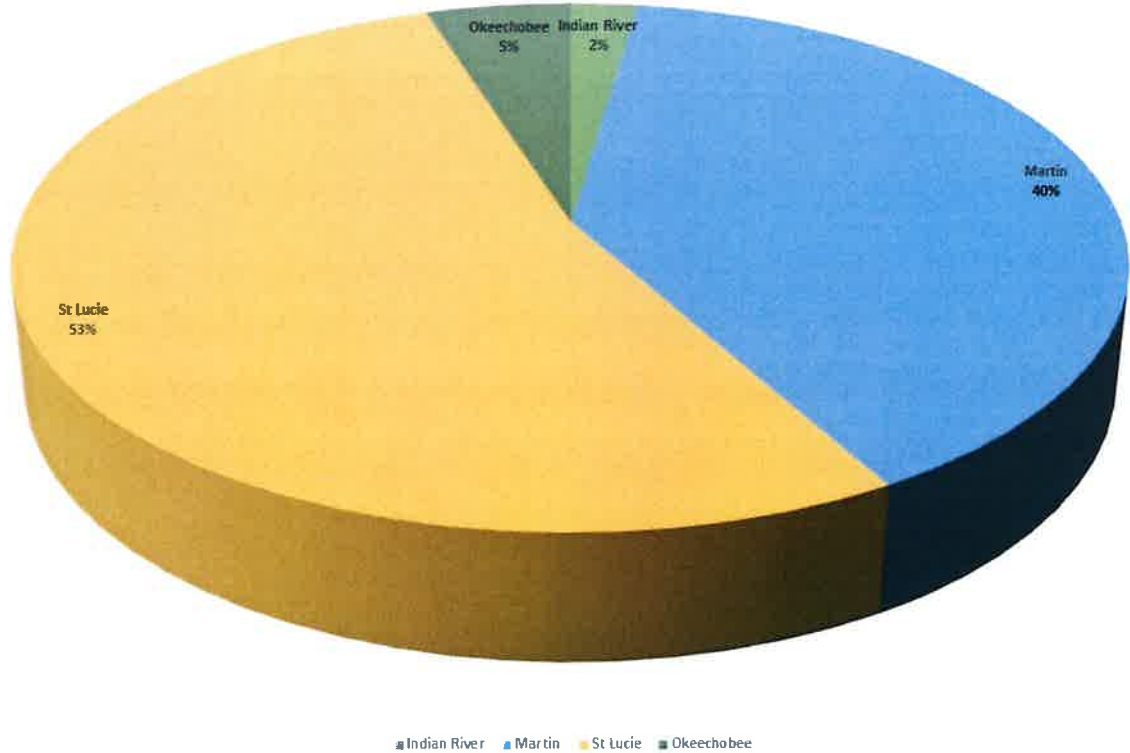
FEMALE: 525

TOTAL SERVED: 1061

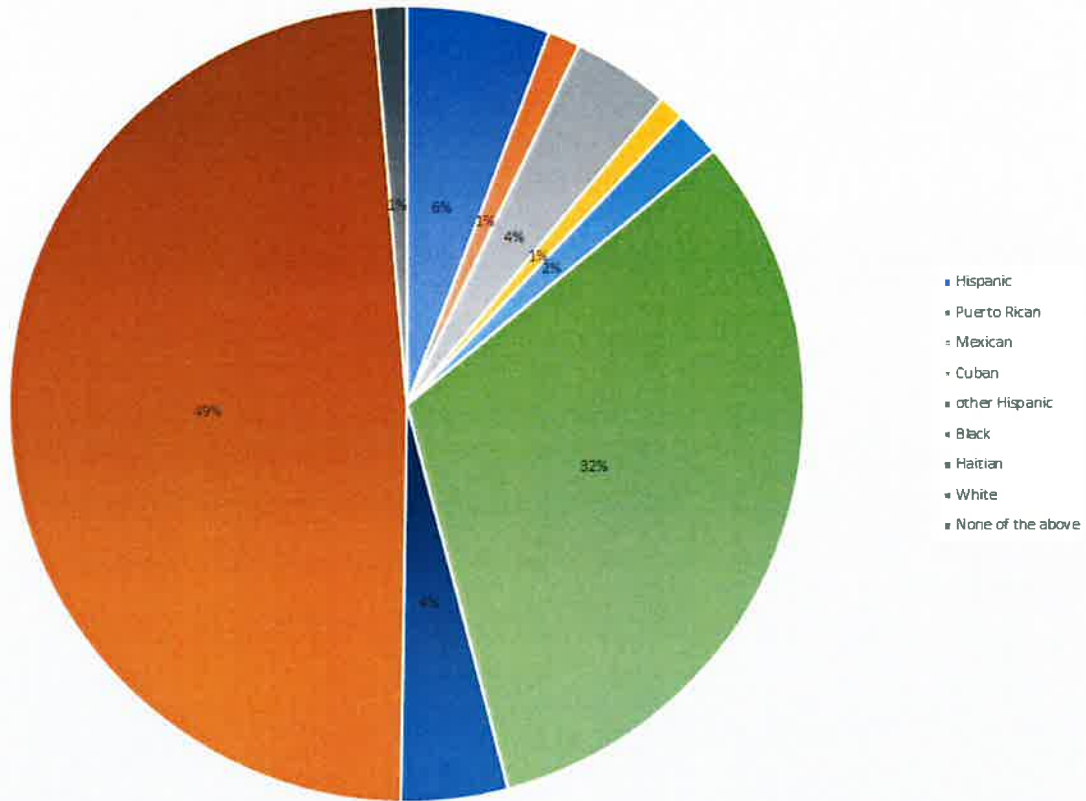
MALE: 536

TOTAL SERVED BY COUNTY:

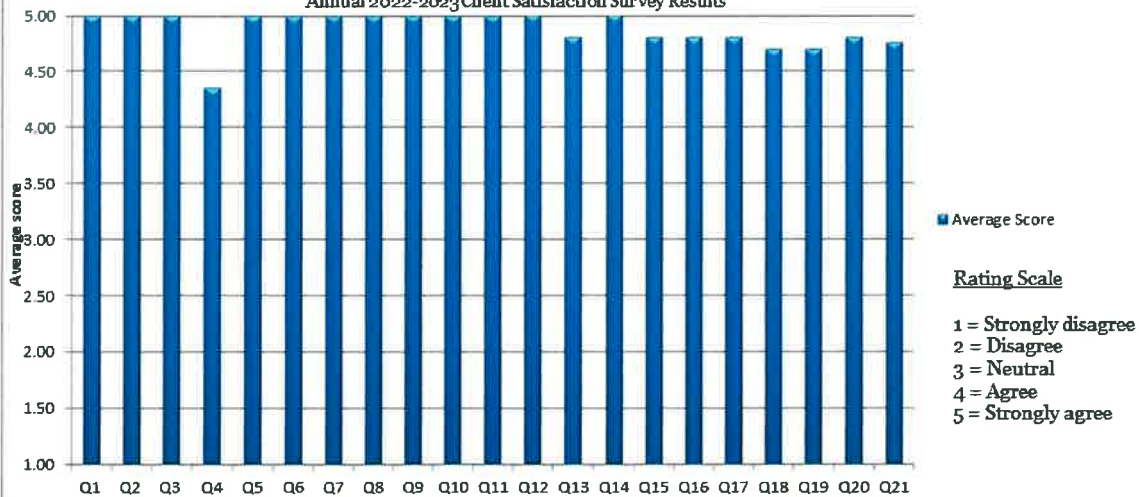
Individuals Served by County



Ethnicity



Behavioral Health Services Annual 2022-2023 Client Satisfaction Survey Results



Questions

- Q1. I liked the services my child received.
- Q2. If I had other choices, I would still choose to get services from this agency.
- Q3. I would recommend this agency to a friend or family member.
- Q4. The location of services was convenient (parking, distance, transportation, etc.)
- Q5. Staff were willing to see my child as often as I felt it was necessary.
- Q6. Staff returned my call within 24 hours.
- Q7. Services were available at times that were good for me and my family.
- Q8. I was able to get all the services I thought my child needed.
- Q9. Staff at HPS believe my child can grow, change and get better.
- Q10. Overall, I am satisfied with the services that I received.
- Q11. I felt free to complain.
- Q12. Staff told me what side effects to watch for in my child.

- Q12. Staff respected my wishes about who is, and who is not, to be given information about my child's treatment.
- Q13. Staff were sensitive to my family's cultural/ethnic background.
- Q14. Staff helped me to obtain the information I and my child needed so that we could take charge of managing my child's problem(s).
- Q15. My child deals more effectively with daily problems.
- Q16. My child is better able to manage his/her life.
- Q17. My child is better able to deal with a crisis.
- Q18. My child is getting along better with our family.
- Q19. My child does better in social situations.
- Q20. My child does better in school.
- Q21. My child's symptoms are not bothering him/her as much.

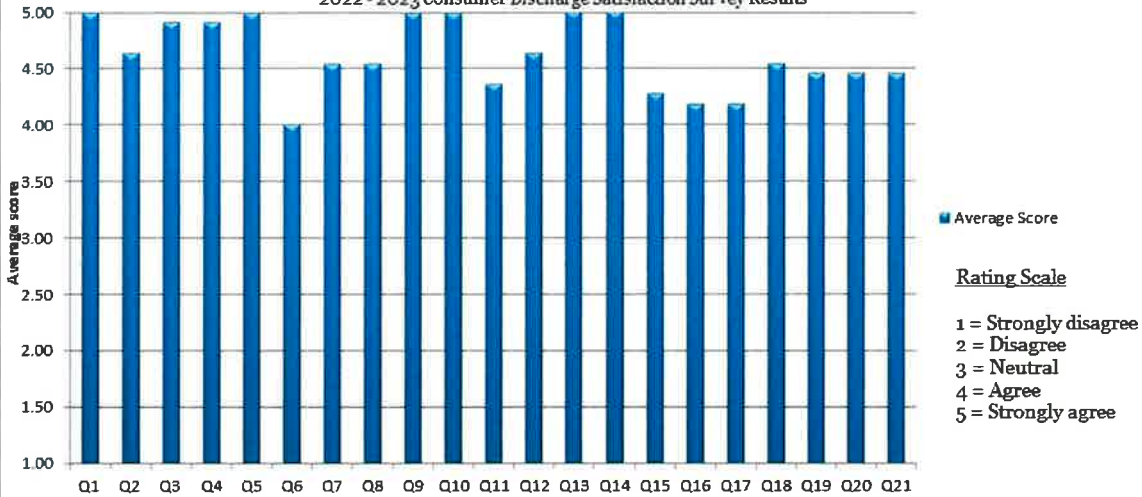
Rating Scale

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly agree



Behavioral Health Services

2022 - 2023 Consumer Discharge Satisfaction Survey Results



Questions

- Q1. I liked the services my child received.
- Q2. If I had other choices, I would still choose to get services from this agency.
- Q3. I would recommend this agency to a friend or family member.
- Q4. The location of services was convenient (parking, distance, transportation, etc.)
- Q5. Staff were willing to see my child as often as I felt it was necessary.
- Q6. Staff returned my call within 24 hours.
- Q7. Services were available at times that were good for me and my family.
- Q8. I was able to get all the services I thought my child needed.
- Q9. Staff at HPS believe my child can grow, change and get better.
- Q9. Overall, I am satisfied with the services that I received.
- Q10. I felt free to complain.
- Q11. Staff told me what side effects to watch for in my child.
- Q12. Staff respected my wishes about who is, and who is not, to be given information about my child's treatment.
- Q13. Staff were sensitive to my family's cultural/ethnic background.
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Behavioral Health Services

Medication Satisfaction

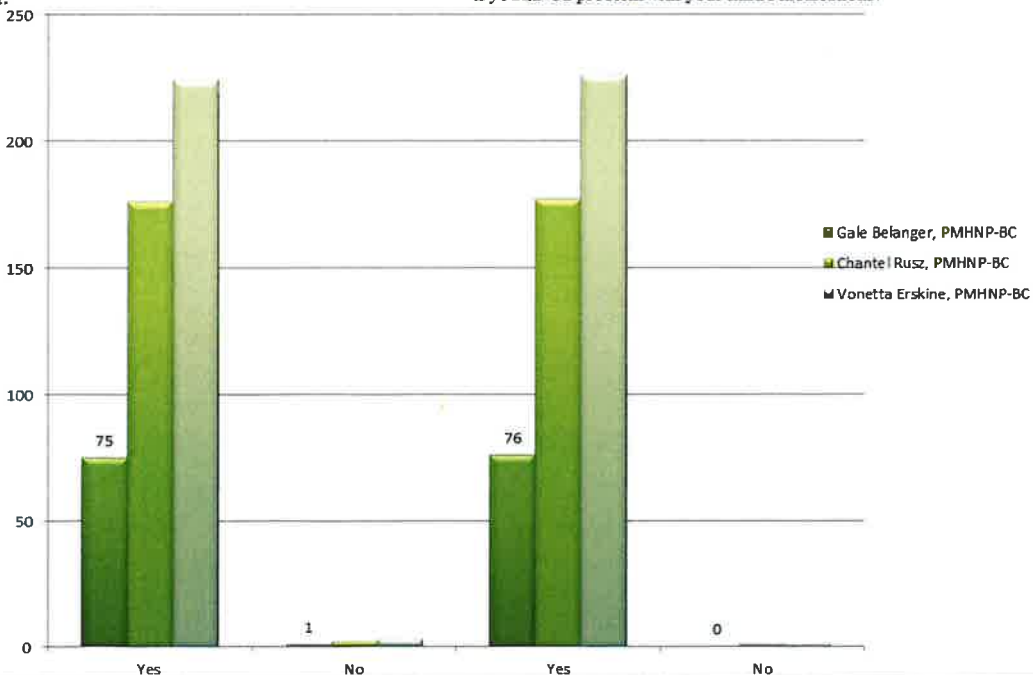
July 2022- June 2023

Question #1

Are you satisfied with the way your child's medications are prescribed?

Question #2

Do you know how, and with whom to communicate if you have a problem with your child's medications?





Behavioral Health Services Program
Medication Management Peer Review
July 2022- June 2023

