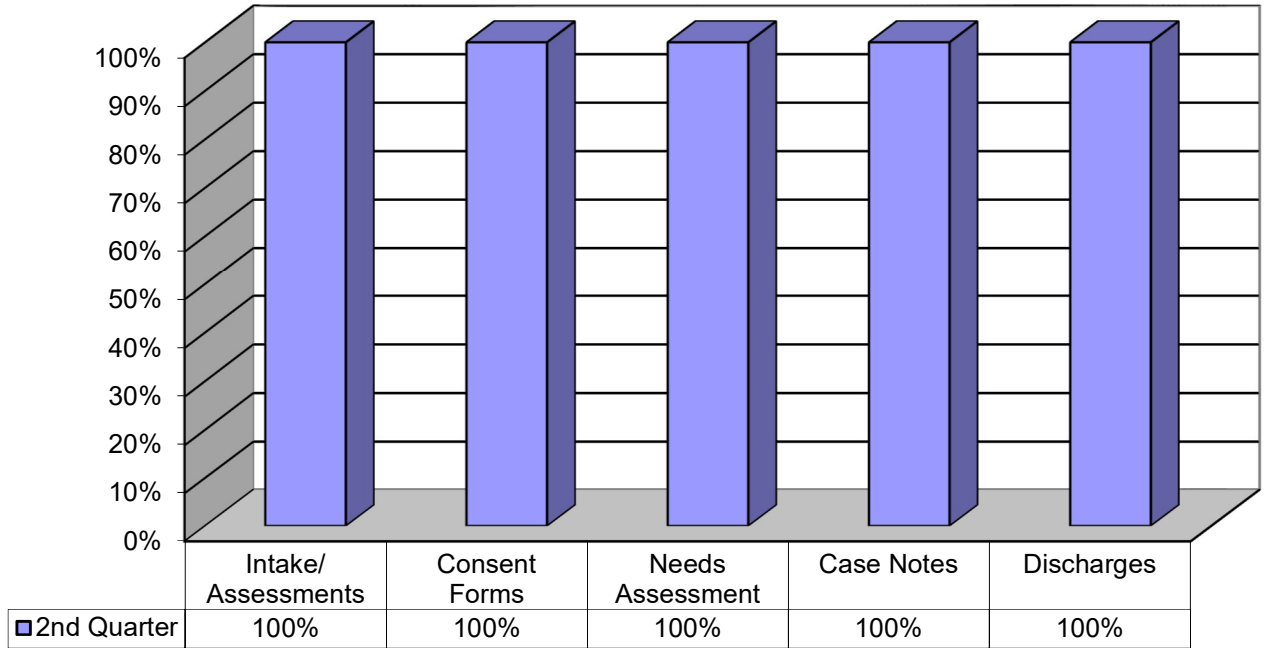




CONTINUOUS QUALITY IMPROVEMENT (CQI)
QUARTERLY REPORT

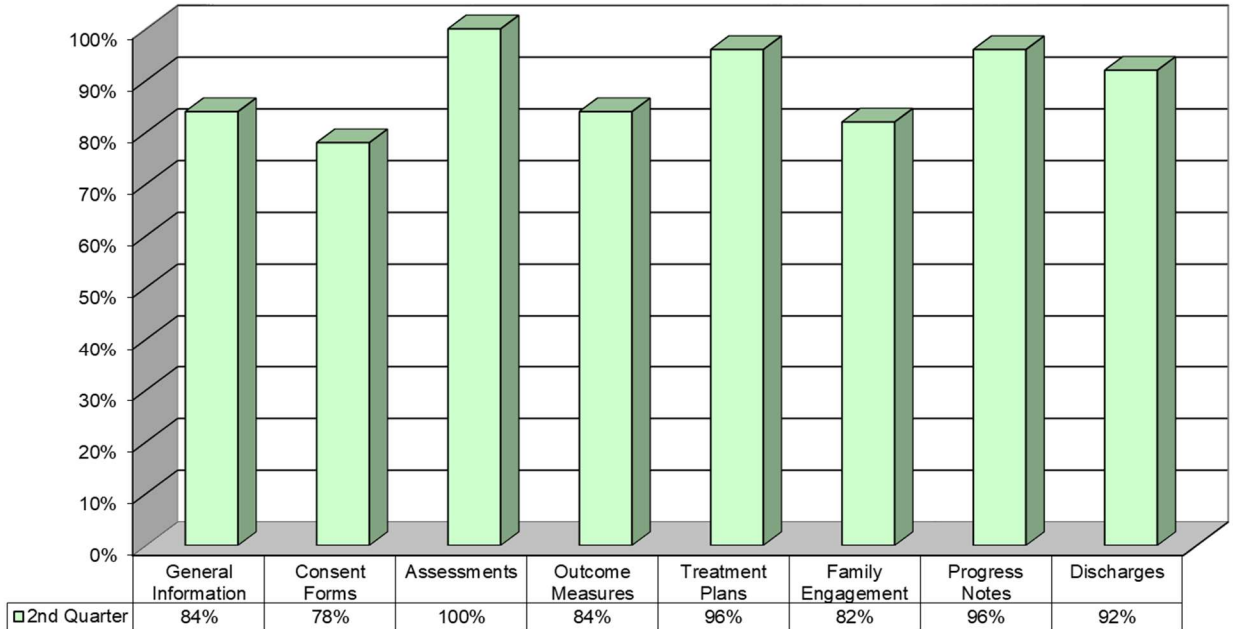
Center for Family and Child Enrichment, Inc.
Continuous Quality Improvement
Children in need of Services/Families in need of Services
(CINS/FINS)

Second Quarter Report - FY 2021-2022
(October, November, December 2021)



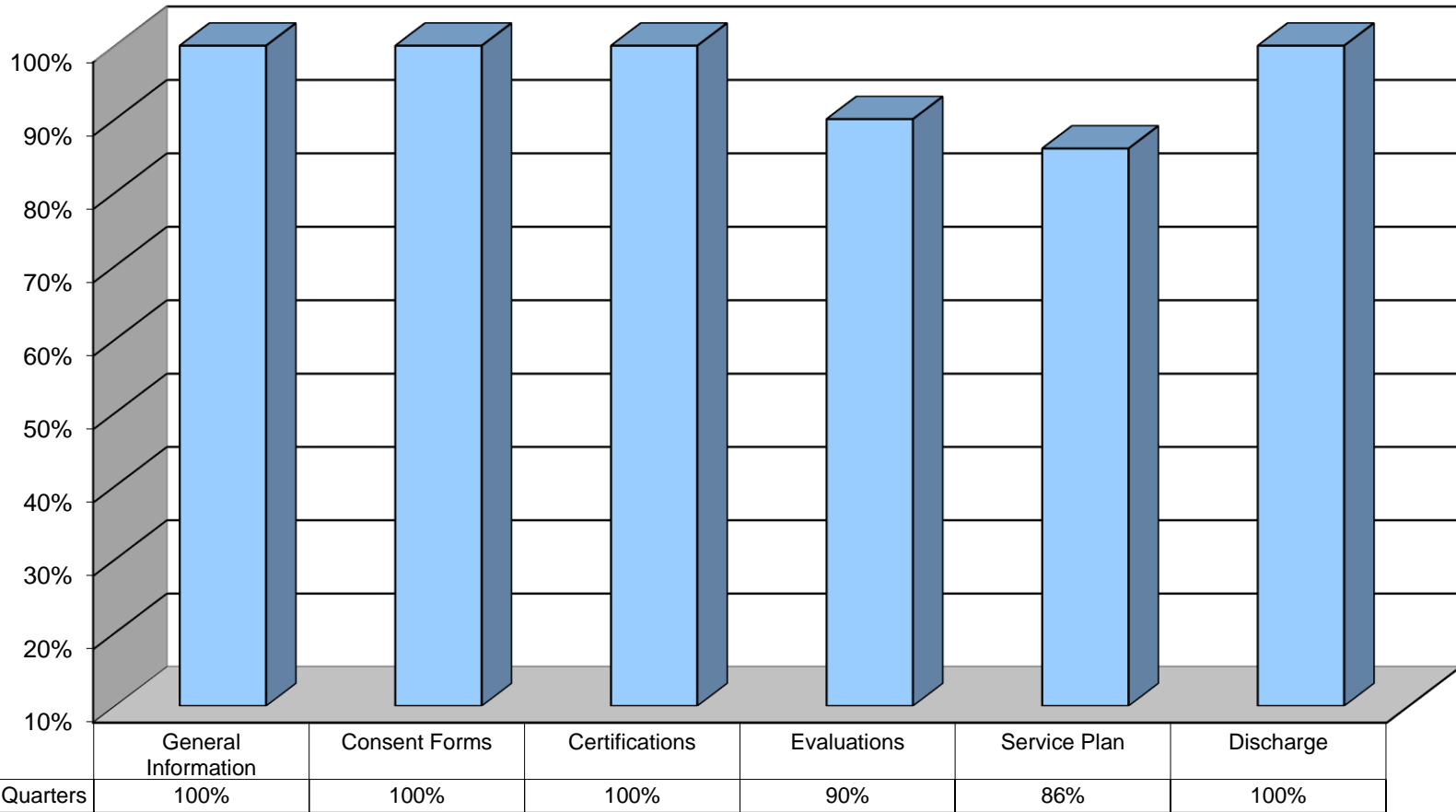
Center for Family and Child Enrichment, Inc.
 Continuous Quality Improvement
 Mental Health Outpatient Services

Second Quarter Report - FY 2021-2022
 (October, November, December 2021)



Center for Family and Child Enrichment, Inc.
Continuous Quality Improvement
Behavioral Health Case Management

First-Second Quarters Report - FY 2021-2022
(July to December 2021)



BEHAVIORAL HEALTH CONSUMER SATISFACTION SURVEY – 2021 SUMMARY

Person Completing Form: Client (receiving services) 21 (84%), Parent/Legal Guardian 4 (16%)

Total Surveys: 25

Consumer Survey	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A or No Answer
1. Staff is courteous and respectful.	21 84%	3 12%	1 4%		
2. I helped to choose my treatment goals and/or my services.	17 68%	7 28%	1 4%		
3. Staff speaks to me in a way that I understand.	18 72%	6 24%	1 4%		
4. Staff respects my ethnic background and religion.	17 71%	7 29%			1
5. The office location and hours of operation are convenient.	15 65%	7 30%	1 4%		2
6. I know my client rights.	19 76%	5 20%		1 4%	
7. The building and offices are safe.	16 70%	7 30%			2
8. I was seen for services on time.	19 76%	4 16%	2 8%		
9. I am able to reach staff when I have questions or need help.	17 74%	5 22%		1 4%	2
10. The staff helped me find other services that I needed.	16 73%	4 18%		2 9%	3
11. The services <i>I/my relative</i> receive are helpful.	17 71%	7 29%			1
12. I am aware of the Agency's Grievance Procedure if I have a complaint.	17 74%	3 13%	1 4%	2 9%	2
13. My telephone calls are responded in a timely manner.	18 82%	3 14%		1 4%	3
14. Overall the services received at CFCE have been effective.	17 71%	5 21%	3 13%		1
15. I would recommend CFCE to family and friends.	17 71%	4 17%	1 4%	2 8%	1
OVERALL RATING	73%	22%	3%	2%	

Suggestions/ Comments

Suggestions/Comments Regarding Specific Questions: Q1 - Mrs. Susan Browning was amazing giving the class. The case managers on the other hand really need to have more empathy and more knowledge of the children and their well-being. They are not. / Q2 - I chose residential, IOP and individual therapy. The others were chosen and I participated willingly. / Q5 - Location is very far for people with no transportation. / Q8 - Not all services I am waiting for and drug urinalysis test location and time. To obtain services, receive the intake and began the first service took about a month or longer to get started / Q9 – It is impossible to get a hold of the case manager and get knowledgeable information regarding my daughter’s case or my case plan. / Q14 – Services have been very slow to initiate and implement. / Q15 – Not at this time. My rating might change in the future if things progress in a timely manner.

Additional Suggestions/Comments: Having free snacks for the people / Retrain and monitor your case managers better. My daughter was placed with her father and 3 months after school has started she is not registered in school and she has a disability that needs an IEP. No one is concerned that they are hindering and hurting my daughter who is supposed to be in 2nd grade / good luck / The time it takes to take action, and obtain services needed is very lengthy. There are no follow up calls or check-ins to update the status or progress. The schedules for services seem to be very tight and it appears that more resources are needed to accommodate flexible schedules. It seems the only available time frames of services are during school hours and that disrupts learning and activities.

OPERATION FAMILY FIRST SERVICE SATISFACTION QUESTIONNAIRE

CINS/FINS

January to September 2021

Survey Questions			Strongly Disagree	Disagree	Agree	% Agree	Strongly Agree	% Strongly Agree
		~ (or Yes for NR9)	1 (or No for NR9)	2	3		4	
Our counselor understood how I felt about things.	NR1	0	0	0	190	74%	66	26%
So far, our counseling has helped me and my family.	NR2	0	0	0	199	78%	57	22%
I believe that my family and I are better able to solve our problems now.	NR3	0	0	1	183	71%	72	28%
Our counselor respected my thoughts and feelings.	NR4	0	0	1	165	64%	89	35%
I was able to get services from this program in a reasonable amount of time.	NR5	0	0	1	173	68%	82	32%
If I had another problem, I would come back here.	NR6	0	0	1	59	23%	196	77%
I was regularly informed about services and plans for me and my family.	NR7	0	0	0	60	23%	196	77%
The staff addressed my counseling needs as soon as possible.	NR8	0	0	0	81	32%	175	68%
Overall, are you satisfied with the services you received?	NR9	256 (100%)						



Child Welfare Programs Satisfaction Survey Summary

You Identify as:	Race:	Hispanic:	Person Completing Survey:
<ul style="list-style-type: none"> ○ Male - 5 ○ Female - 54 ○ Non-binary – 1 ○ No Answer - 4 	<ul style="list-style-type: none"> ○ American Indian/Alaskan Native ○ Asian ○ Black/African American - 39 ○ Native Hawaiian/Pacific Islander ○ White -15 ○ Multi-Racial – 6 ○ No Answer - 4 	<ul style="list-style-type: none"> ○ Yes- 19 ○ No – 40 ○ No Answer - 5 	<ul style="list-style-type: none"> ○ Parent - 7 ○ Youth; Age _____ ○ Relative/Non-relative Caregiver - 7 ○ Foster Parent – 43 ○ No Answer - 7

Total Surveys – 64

Consumer Survey	Strongly Agree	Strongly Agree %	Agree	Agree %	Disagree	Disagree %	Strongly Disagree	Strongly Disagree %	Neutral	N/A
1. Staff is courteous and respectful.	33	53%	26	42%	2	3%	1	2%	1	1
2. Staff respected my cultural background and beliefs	28	47%	31	52%		0%	1	2%	2	2
3. Staff speaks to me in a way that I understand	26	43%	29	48%	2	3%	3	5%	3	1
4. I was able to reach the case manager and/or supervisor when I need assistance.	22	39%	32	56%	1	2%	2	4%	6	1
5. Staff responded to my questions or concerns in a timely manner.	24	40%	29	48%	6	10%	1	2%	3	1
6. I had the opportunity to participate in the development of my case plan.	17	43%	18	45%	1	3%	4	10%	20	4
7. I was referred to services that were helpful to me.	19	46%	17	41%	3	7%	2	5%	14	9
8. The child(ren) in my care was/were referred to services that where helpful to him/her/them	23	40%	30	53%		0%	4	7%	2	5

Child Welfare Programs Satisfaction Survey Summary
Page 2

Consumer Survey	Strongly Agree	Strongly Agree %	Agree	Agree %	Disagree	Disagree %	Strongly Disagree	Strongly Disagree %	Neutral	N/A
	Agree	Agree %					Disagree	Disagree %		
9. The staff was flexible with regards to my availability:	28	50%	24	43%	1	2%	3	5%	4	4
-For meetings/staffing/conferences										
-For home visits										
-For visitations with family members										
10. Staff kept me informed of the progress of my case.	23	43%	25	46%	3	6%	3	6%	5	5
11. The staff appropriately addressed my medical and/or dental needs	18	51%	15	43%		0%	2	6%	4	25
12. The staff appropriately addressed the medical and/ or dental needs of my child (ren) or of the child(ren) place in my care.	21	40%	26	49%	4	8%	2	4%	6	5
13. The staff appropriately addressed my behavior/mental health needs.	14	47%	13	43%	2	7%	1	3%	5	29
14. The staff appropriately addressed the behavior/mental health needs of my child(ren) or the child(ren) placed on my care.	20	39%	23	45%	4	8%	4	8%	3	10
15. Overall, I am satisfied with the full case management services from the center for family and child enrichment.	24	43%	28	50%	2	4%	2	4%	5	3

Comments and Suggestions

Question #	Comment(s)
1	My caseworker is great.
4	Case manager always busy, but she always calls, but I never met her supervisor. / My caseworker only.
6	Not yet but soon.
11	They have no previous knowledge until I told her. / Working on it
12	Yes, after finding out. / Working on it.
15	Because at the start, things were not handled, until we got with Gina and now this kid and myself are better because of her efforts to ensure we have received everything we needed. / My worker is great but the other part is another problem.



Measure	Denominator	Numerator	Data Source	Expected Outcome	Reason	QUARTERLY OUTCOME
<i>Percentage of youth completing services who report attending school regularly at 30-day follow up.</i>	Number of youth completing CINS/FINS services.	Total number of youth completing services that attended school regularly at 30-day follow up.	The Florida Network – NETMIS Data reports.	75%	Decrease Truancy for youth completing CINS/FINS Program.	75%
<i>Percentage of retention and turnover of Child Welfare Case Managers (CM), Behavioral Health (BH) and Clinic employees.</i>	Number of Child Welfare Case Managers, Behavioral Health and Clinic employees.	Total number of retained and separated Child Welfare Case Managers, Behavioral Health and Clinic employees.	Quarterly reports showing the employment trends	CM: Retention – 80% Turnover – 30% BH: Retention – 90% Turnover – 5% Clinic: Retention – 80% Turnover – 15%	Increase retention of staff and decrease staff turnover in key areas, CBC, BH, Wellness Center.	CM: Retention – 94% Turnover – 5% BH: Retention – 95% Turnover – 5% Clinic: Retention – 73% Turnover – 29%
<i>Percentage of BH Clinicians who meet their productivity goals.</i>	Total number of BH Clinicians.	Number of BH Clinicians that meet their productivity goals.	Billed unit report.	80%	The number of billed units fluctuate throughout the year, resulting in less revenue.	74%



Measure	Denominator	Numerator	Data Source	Expected Outcome	Reason	QUARTERLY OUTCOME
<p><i>Percentage of the FSFN home visit case notes reviewed by the Administrative staff and meeting standards.</i></p>	<p>Number of FSFN Home visit case notes.</p>	<p>Total number of FSFN Home visit case notes reviewed by the Administrative staff and meeting standards.</p>	<p>Monthly roll-up finds from the Administrative staff reviews. Quarterly roll-up finds from Citrus' audit.</p>	<p>65%</p>	<p>Improve the quality of monthly home visit documentation.</p>	<p>35%</p>