



Family
OUTREACH
Center

PLACING
STOCK
IN OUR
CORE
SERVICE

2019

ANNUAL PERFORMANCE
QUALITY IMPROVEMENT REPORT

COMMITTED TO GROWTH AND CHANGE



Family Outreach Center has grown over the years with an expansive service array across 2 counties and 8 service delivery sites. As we study data from various programs and services, we are able to see where changes are needed. We can then make informed decisions about the changes we make; whether it be location; service array; staffing and innovative practices. We continue to work within and across all locations to make sure that we are offering the best services possible to our clients.

Did you know?

The PQI Committee meets every month throughout the year to monitor data, information, and ideas from across programs and services. Meetings focus on program success, challenges and outcomes. Family Outreach Center's PQI team relies on data driven outcomes to measure our success. Family Outreach Center currently has (5) major service areas: Outpatient; Children's Services; Adult Case Management; and Jail Mental Health and Prevention. There are 23 programs and Initiatives within the (5) major service areas.

Co-Locating Behavioral Health Outpatient Services



Through Spectrum Healthier Community and Mercy Health grant opportunities, Family Outreach Center's Outpatient Program has co-located behavioral health services with three community partners: Baxter Community Center; Hispanic Center of West Michigan and Oasis of Hope.

As was reported in the 2015 Community Health Needs Assessment - "one in four persons don't have adequate access to mental health services. For individuals with serious mental health and/or substance abuse problems, almost half go without necessary treatment."

OUTCOMES

- 89% of individuals improved or maintained their level of function as indicated on the PHQ9 scoring tool.
- 78% of individuals served had improved Global Assessment of Functioning (GAF) scores at discharge.
- There was a 22% reduction in emergency room visits for those individuals who visited the emergency room in the 12 months prior to treatment.
- 72% of individuals served had unmet social determinants of health.
- Average kept appointments rose from 5.1 to 7.68.
- 100% of these individuals received information and assistance to address the unmet needs.

WE ARE ACCREDITED

Family Outreach Center is a COA accredited program and will begin the re-accreditation process in the Fall of 2020.

Why Are We Accredited?

- Ensures that we Deliver quality services to our clients.
- Supports our Staff
- Assures the Family Outreach Center Board of Directors
- Instills confidence in donors and funders

COUNCIL ON ACCREDITATION (COA) STANDARDS

Administration and Management Standards: The Administration and Management Standards address practices that promote sound operations and management, including governance, financial management, and quality improvement. These apply to all organizations regardless of the services provided or populations served.

Service Delivery Administration Standards: The Service Delivery Administration Standards address practices related to the administration of services, including client rights, training and supervision, and program administration. These also apply to all organizations.

Service Standards: Service Standards address practices related to service provision areas across the full continuum of community-based social and behavioral healthcare services.





PREVENTION SERVICES EXPAND

Family Outreach Center's prevention services target at risk populations:

- **Strong Voices Bold Choices:**

Substance Use Prevention Groups for Youth Research shows that Kent County youth are using drugs and alcohol as early as 12 years of age. Our Substance Use Disorder prevention classes are provided in school and in the community to inform and empower Kent County residents to TalkSooner about the risk of using alcohol, tobacco and other drugs.

- **What Are the Odds: Gambling Disorder Prevention and Education**

According to a study in the Journal of Clinical Psychology almost 75% of those with a gambling disorder had an alcohol use disorder, 38% had a drug use disorder, 50% had a mood disorder and 41% had an anxiety disorder.

- **Native American Prevention Services**

SAMHSA reports "Suicide is the second leading cause of death among American Indian and Alaska Native youth ages 8 to 24. Also, while there is general awareness that Native Americans experience higher rates of alcohol and substance use, the scope of these behavioral health problems is not fully understood.

Native communities face service delivery issues that are complicated by personnel shortages, limited health care resources, and distances to obtain services.

- **Project CHILL (Children receiving Help In Living and Learning)**

An after school enrichment program for children ages 6-17 who have a parent/guardian receiving mental health treatment.

Our prevention and education programs supports the social-emotional development of children, youth and adolescents. Our programs are designed to teach them skills to manage their own feelings and behavior and make positive choices! Our strategies for effective prevention of mental health and substance use disorders in young people include strengthening families through parenting programs, promoting positive choices, increasing supports and providing healthy community programs, and supporting social and emotional learning.

CASE FILE REVIEWS

Family Outreach Center's clinical management team has a rigorous file review policy to ensure compliance with documentation guidelines and person centered planning requirements.

PROGRAM	OUTPATIENT	CHILDREN'S IN-HOME SERVICES	ADULT CASE MANAGEMENT	PROJECT CHILL
Number of Records Reviewed Annually	54	106	78	39
Was the Plan Consistent with Assessed Need	93%	96%	90%	100%
Are Services Consistent With the Plan	87%	90%	77%	100%
Is The Assessment Complete And Comprehensive	100%	89%	92%	100%
Was There a Positive Measurable Outcome for Closed Cases	77%	91%	94%	100%
Does the Record Reflect Integrated Care	89%	93%	90%	100%

FY2019 Provider Quality Review

Family Outreach Center participated in a Provider Quality Review with Beacon Health Options with (7) programs undergoing clinical chart audits. Findings indicated that all Review Standards were met across all programs reviewed.

What Auditors are saying about Family Outreach Center Services

"A strengths-based perspective was seen throughout the psycho-social assessments, IPOS, treatment plans, and service documentation"

*"All employee files reviewed met quality standards"
"The assessment of risk was done well"*

"Very good periodic review notes on consumer's progress"

INITIAL SATISFACTION SURVEYS FY-19

indicates the percentage of clients that strongly agreed or agreed with services at initial appointment

99%
Adult Case Management

98%
Children's In-Home Services

99%
Project CHILL

96%
Doctor Services

97%
Outpatient Services

QUARTERLY SATISFACTION SURVEYS

91%

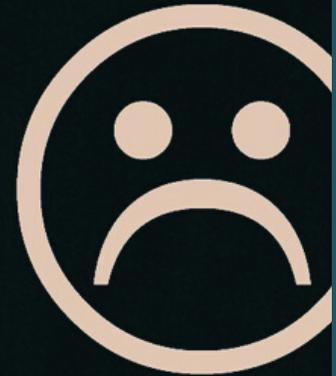
OUTPATIENT
SERVICES

99%

PROJECT
CHILL

96%

ADULT CASE
MANAGEMENT



96%

CHILDREN'S
IN-HOME
SERVICES

95%

ANGER
MANAGEMENT

94%

SUBSTANCE USE
PREVENTION

* indicates the percentage of clients that strongly agreed or agreed with services

A TRAUMA INFORMED LENS

A Family Outreach Center's services are driven by trauma informed practices.

Trauma Focused Cognitive Behavioral Therapy (TFCBT):

a form of cognitive behavioral therapy that addresses the specific emotional and mental health needs of children, adolescents, adult survivors and families who are struggling to overcome the destructive effects of trauma. TFCBT is especially sensitive to youth with post traumatic stress and mood disorders resulting from past trauma.

Eye Movement Desensitization and Reprocessing (EMDR):

a psychotherapy that enables people to heal from the symptoms and emotional distress that are the result of disturbing life experiences. Using detailed protocols and procedures learned in EMDR therapy training sessions, clinicians help clients activate their natural healing processes.

Seeking Safety:

An evidence based model that enhances skills to help people attain safety from trauma and/or substance abuse. Seeking Safety can be used in group or individual sessions stock.

Auricular Acupuncture:

providing relief and helping patients process their experiences and repair psychological damage



STREAMLINING FORMS

Research shows that a high documentation to clinical service ratio leads to higher rates of:

- Burnout and job dissatisfaction among clinical staff;
- Fewer scheduled treatment appointments;
- No shows, cancellations, and disengagement among consumers.

In 2019 the clinical management team reviewed best practice standards for documentation and revised the *Psychosocial Assessment; Person Centered Plan; Intake Paperwork; Release of Information and Crisis Response Plan*.

The revisions eliminated redundancy, streamlined paperwork flow, with a goal of improved efficiency and client satisfaction.



Forms