



School-Based Therapy
Outcomes Report

SY 2012-2013
and
SY 2013-2014

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Consumer & Family Satisfaction Outcomes

Data Collection Methods for Consumer Satisfaction Surveys

Support Incorporated believes consumer and family satisfaction are essential to successful clinical services and achievement of treatment goals.

Satisfaction surveys are designed to be easily completed by all types of consumers. There are 4 different versions of satisfaction survey that correspond to the needs and abilities of those they aim to collect data from:

Consumers Ages 3-5
Consumers Ages 11-15
Consumers Ages 16+
Family, Guardians, and Caretakers

Survey questions are in the form of statements to which the consumers are asked to rate their agreement. The rating scheme is a 5 item Likert scale ranging from "Strongly disagree" to "Strongly agree."

Case responsible staff are not allowed to assist consumers or families with completing surveys. QM staff are available to assist respondents with reading or explaining questions.

3 different categories of data are collected with satisfaction surveys:

Customer Service: Staff professionalism, punctuality, accessibility of services, overall satisfaction with service experience

Risk Management: Crisis response, privacy, knowledge of consumer rights, response to staff turnover, accessibility to case responsible workers

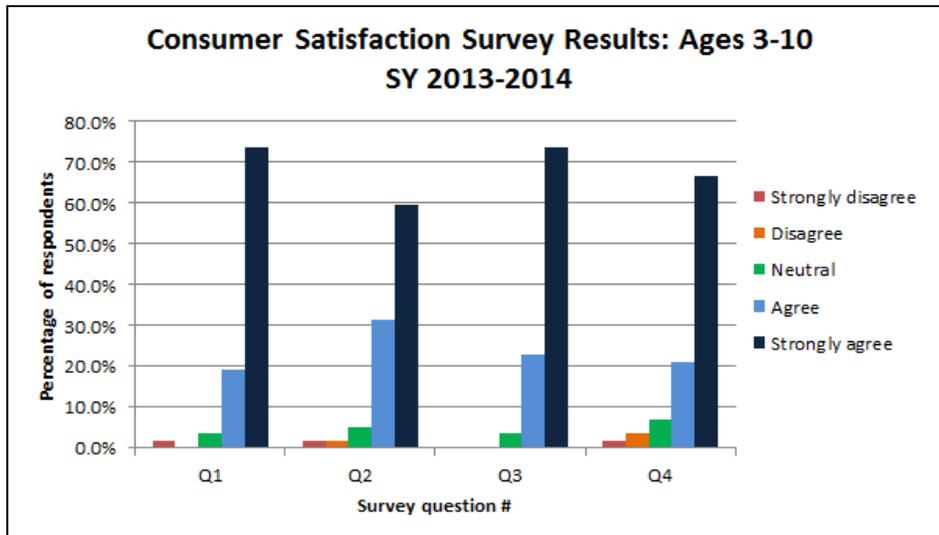
Consumer Empowerment: Choosing treatment goals, symptom management, ability to handle crises, mental health literacy, improvement of personal relationships, self-esteem, accessibility of community resources

Consumer satisfaction surveys are distributed every quarter. Consumers receiving School-Based Therapy complete surveys prior to sessions and then place them in a sealed envelope. QM staff then input survey responses into the web-based system for analysis.

Family, Guardians, and Caretaker satisfaction surveys are also distributed every quarter. For parents of School-Based Therapy consumers, surveys are sent home with an envelope. Parents are asked to complete the survey in the privacy of their home, place it into a sealed envelope, and send the survey back with the consumer or give it to staff. Staff then return completed surveys to QM staff. QM staff input the survey responses into the web-based system for analysis.

Satisfaction Survey Results & Analysis

Consumers Ages 3-10



Survey Questions:

- Q1-** My worker respects me.
- Q2-** My worker helps me.
- Q3-** My worker is nice to me.
- Q4-** I can talk to my worker about all of my problems.

Analysis:

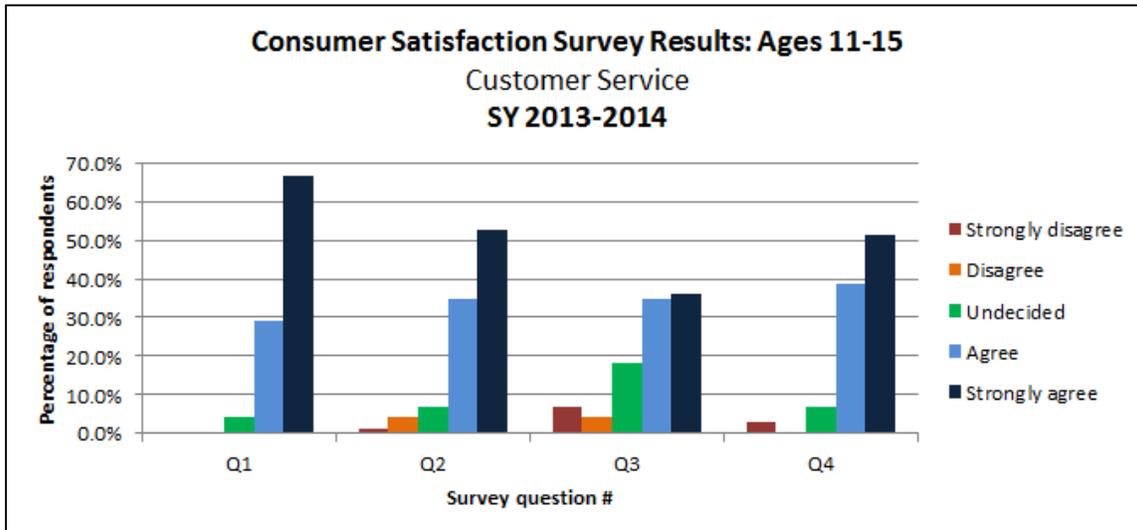
- Most consumers strongly agree their School-Based Therapist is respectful, helpful, nice, and makes them feel comfortable when discussing their problems

Average Rating of Survey Questions By School Year from Consumers Ages 3-10

(1 is lowest and 5 is highest)

#	Question	SY 2012-2013	SY 2013-2014	AGGREGATE
Q1	My worker respects me.	4.8	4.7	4.8
Q2	My worker helps me.	4.8	4.5	4.7
Q3	My worker is nice to me.	4.7	4.7	4.7
Q4	I can talk to my worker about all of my problems.	4.7	4.5	4.6
TOTAL SURVEYS RECEIVED:		139	57	196

Consumers Ages 11-15



Customer Service Questions:

Q1- My worker respects me.

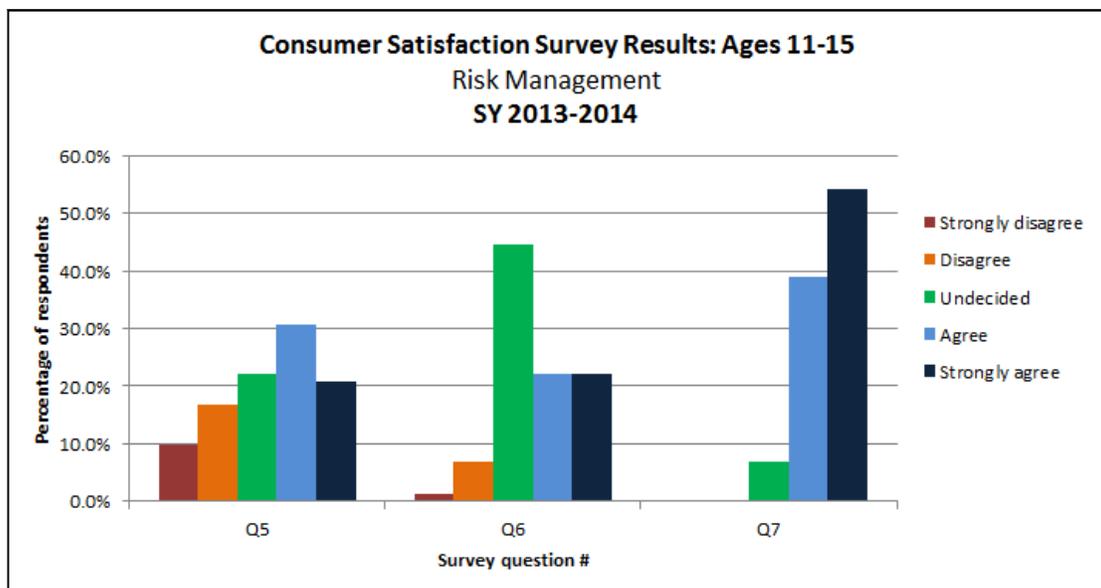
Q2- I feel like I have someone to talk to when I am troubled.

Q3- I feel comfortable asking questions about my treatment.

Q4- Overall, I am satisfied with the services that I receive at Support, Inc.

Analysis:

- Most consumers strongly agree or agree that they're School-Based Therapist is respectful, is responsive to their needs, and consumers are overall satisfied with their service experience
- There was slight indecision as to whether consumers felt comfortable asking questions about their treatment



Risk Management Questions:

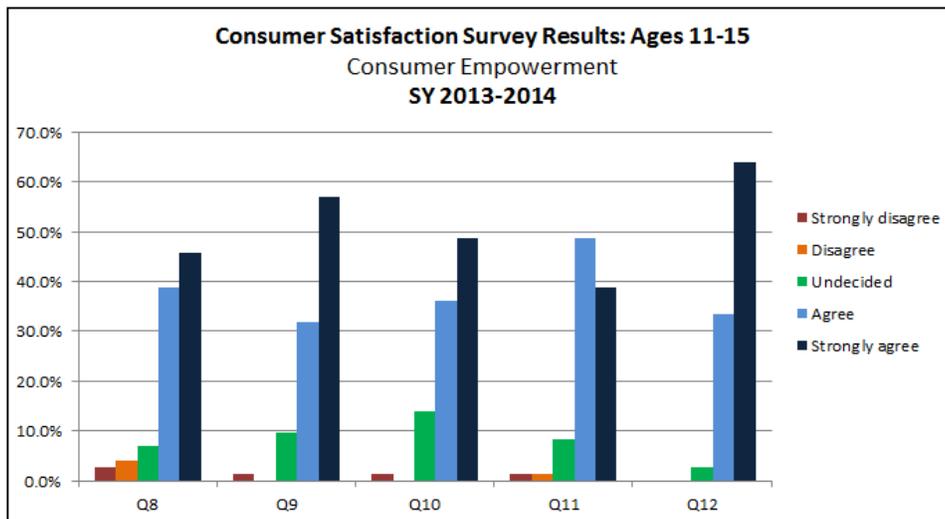
Q5- I feel free to complain.

Q6- It is easy for me to access emergency services or after hours services.

Q7- My worker respects my privacy.

Analysis:

- Some consumers did not feel free to complain about the services they are receiving
- Indecision as to whether consumers felt able to access emergency or after hours services
- Most consumers strongly agreed their School-Based Therapist respected their privacy



Consumer Empowerment Questions:

Q8- Staff encourage me to take responsibility for how I live my life.

Q9- Since starting services, I have learned skills that help me get along better with family and friends.

Q10- Since starting services, I feel like my self-esteem has improved.

Q11- Support helps me make progress towards my goals.

Q12- My worker explains things to me in a way that I understand.

Analysis:

- Most consumers strongly agreed or agreed that they felt empowered to take responsibility of their actions, have learned skills for improving their relationships, have increased their self-esteem, have made progress toward their treatment goals
- Most consumers feel their School-Based Therapist explains things to them in a way they understand

Average Rating of Survey Questions By School Year from Consumers Ages 11-15

1 is lowest and 5 is highest

#	Question	SY 2012-2013	SY 2013-2014	AGGREGATE
Q1	My worker respects me.	4.7	4.6	4.7
Q2	I feel like I have someone to talk to when I am troubled.	4.2	4.3	4.3
Q3	I feel comfortable asking questions about my treatment.	3.9	4.0	4.0
Q4	Overall, I am satisfied with the services that I receive at Support, Inc.	4.3	4.4	4.4
Q5	I feel free to complain.	3.7	3.4	3.5
Q6	It is easy for me to access emergency services or after hours services.	3.6	3.6	3.6
Q7	My worker respects my privacy.	4.5	4.5	4.5
Q8	Staff encourage me to take responsibility for how I live my life.	4.3	4.3	4.3
Q9	Since starting services, I have learned skills that help me get along better with family and friends.	4.3	4.4	4.4
Q10	Since starting services, I feel like my self-esteem has improved.	4.1	4.3	4.3
Q11	Support helps me make progress towards my goals.	4.3	4.3	4.3
Q12	My worker explains things to me in a way that I understand.	4.5	4.6	4.6
TOTAL SURVEYS RECEIVED:		167	72	239

Trending concerns and suggestions:

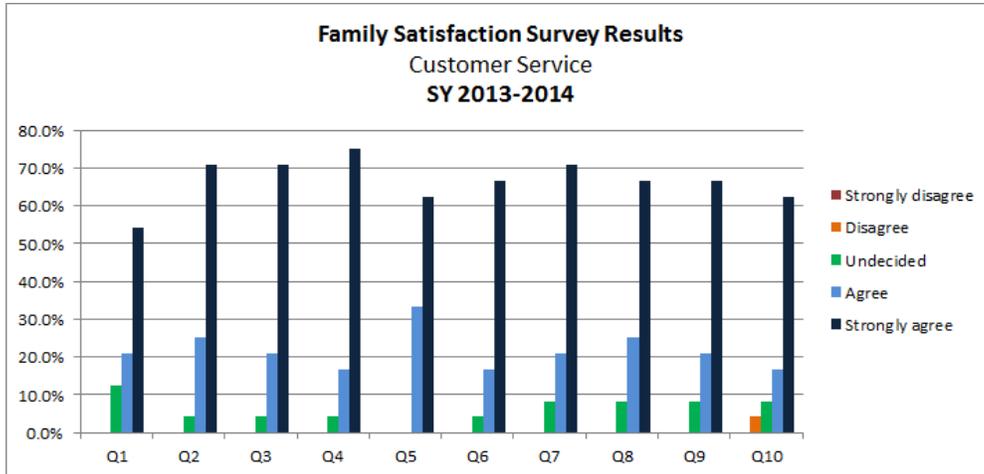
Consumers ages 11-15 do not feel free to complain about their treatment, many consumers in this age groups do not feel as though they can access the emergency services Support offers, several students asked to increase parent involvement in their treatment

Trending Praise:

Therapists are kind and caring, therapy includes fun and helpful activities, many consumers feel their behavior is improving after starting School-Based Therapy

"They help me think about what I've done and what I can do to be better. They don't judge me and what I do. They keep my business private."

Family, Guardians, and Caretakers

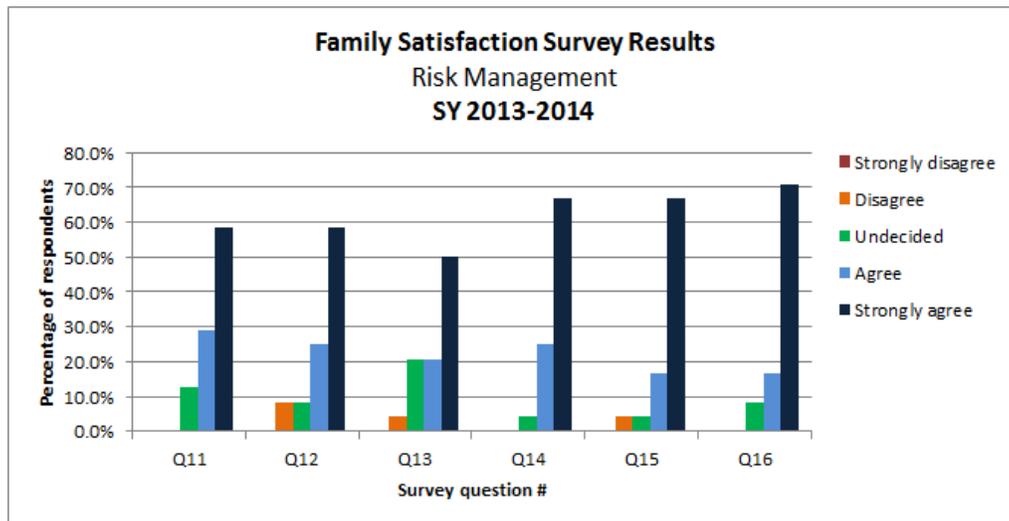


Customer Service Questions:

- Q1-** Staff come to visits on time.
- Q2-** Staff are respectful.
- Q3-** Staff are professional.
- Q4-** I feel my family member has someone to talk to when he/she is troubled.
- Q5-** I would recommend this agency to a friend.
- Q6-** The location of services is convenient.
- Q7-** Services are available at times that are good for my family.
- Q8-** I get to participate in my family member's treatment.
- Q9-** My family and I received a good and complete introduction to services.
- Q10-** Overall, I am satisfied with the services my family receives at Support, Inc.

Analysis:

- Most family members, guardians, and caretakers are extremely satisfied with the customer service they have received from School-Based Therapists and administrative staff

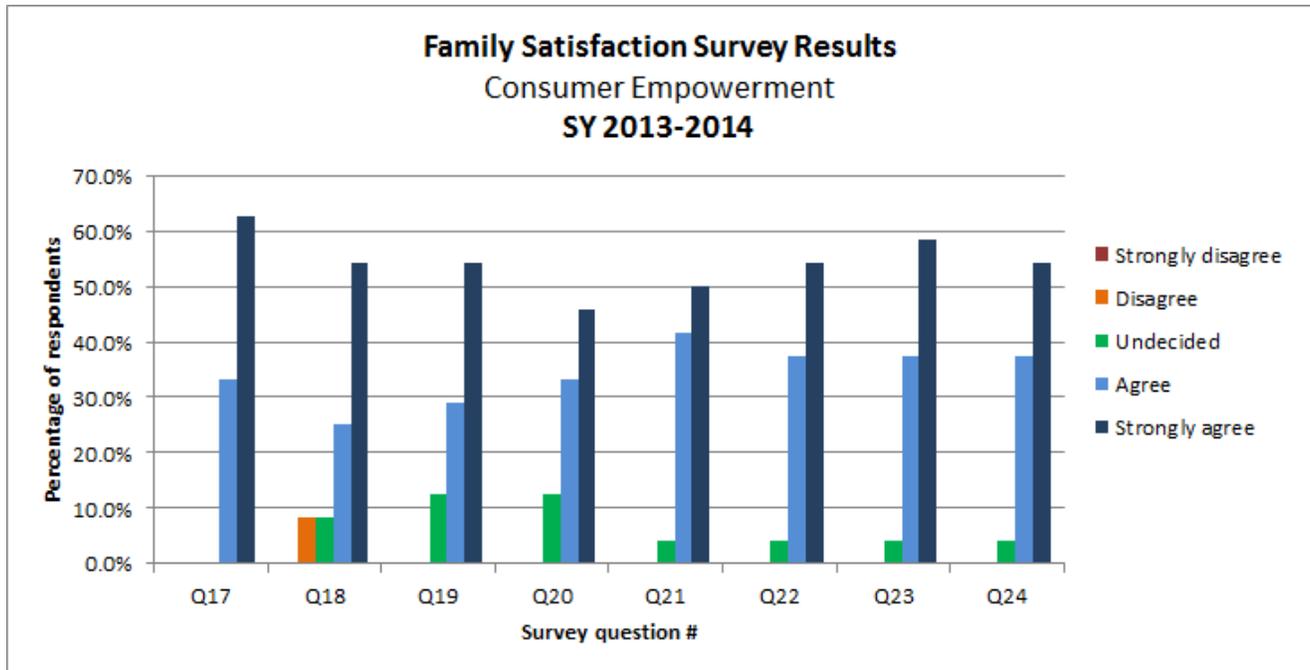


Risk Management Questions:

- Q11-** I feel free to complain.
- Q12-** My family was given information about our rights.
- Q13-** It is easy for me to get in touch with my child or family member's worker.
- Q14-** It is easy for me and my family to access emergency services or after hours services.
- Q15-** My child or family member's worker respects our privacy.
- Q16-** Support, Inc. meets mine and my family's needs by not changing staff too often.

Analysis:

- Most family members, guardians, and caretakers are satisfied with Support, Inc.'s risk management practices
- There is slight indecisions about the easy caretakers have when trying to get in touch with their child's School-Based Therapist



Q17- Staff here believe my family member can grow, change, and recover.

Q18- I helped choose my child or family member's treatment goals.

Q19- Staff help my family and I access community resources that help us take charge of our life and my family member's illness.

Q20- Since starting services, my family member has learned skills that help him/her get along better with family and friends.

Q21- I have found that my family member's behaviors that most troubled me and other close to us have decreased since starting services.

Q22- My family got the help we wanted for my family member.

Q23- Staff explain things to me in a way that I understand.

Q24- Staff helped my family choose the right services based on our needs.

Analysis:

- Most family members, guardians, and caretakers feel School-Based Therapists effective empower their children to meet their treatment goals, access community resources, increase coping skills, strengthen relationships, decrease troubling behaviors, and choose services based on their family's needs

Average Rating of Survey Questions By School Year from Family, Guardians, & Caretakers

1 is the lowest and 5 is the highest

#	Question	SY 2012-2013	SY 2013-2014	AGGREGATE
Q1	Staff come to visits on time.	4.5	4.5	4.5
Q2	Staff are respectful.	4.7	4.7	4.7
Q3	Staff are professional.	4.7	4.7	4.7
Q4	I feel my family member has someone to talk to when he/she is troubled.	4.6	4.7	4.7
Q5	I would recommend this agency to a friend or other family member.	4.6	4.5	4.6
Q6	The location of services is convenient.	4.7	4.7	4.7
Q7	Services are available at times that are good for my family.	4.6	4.6	4.6
Q8	I get to participate in my child or family member's treatment.	4.5	4.6	4.6
Q9	My family and I received a good and complete introduction to services at Support, Inc.	4.6	4.6	4.6
Q10	Overall, I am satisfied with the services my family receives at Support, Inc.	4.5	4.5	4.5
Q11	I feel free to complain.	4.5	4.5	4.5
Q12	My family was given information about our rights.	4.6	4.5	4.6
Q13	It is easy for me to get in touch with my child or family member's worker.	4.5	4.3	4.4
Q14	It is easy for me and my family to access emergency services or after hours services.	4.3	4.1	4.2
Q15	My child or family member's worker respects our privacy.	4.6	4.7	4.7
Q16	Support, Inc. meets mine and my family's needs by not changing staff too often.	4.5	4.4	4.5
Q17	Staff here believe my family member can grow, change, and recover.	4.6	4.7	4.7
Q18	I helped choose my child or family member's treatment goals.	4.7	4.7	4.7
Q19	Staff help my family and I access community resources that help us take charge of our lives and my family member's illness.	4.3	4.3	4.3
Q20	Since starting services, my family member has learned skills that help him/her get along better with family and friends.	4.4	4.4	4.4
Q21	I have found that my family member's behaviors that most troubled me and other close to use have decreased since starting services.	4.3	4.2	4.3
Q22	My family got the help we wanted for my family member.	4.4	4.3	4.4
Q23	Staff explain things to me in a way that I understand.	4.5	4.5	4.5
Q24	Staff helped my family choose the right services based on our needs.	4.6	4.5	4.6
TOTAL RECEIVED:		79	24	103

Trending concerns and suggestions:

Ease of contacting School-Based Therapists during working hours and involve caretakers in more therapy sessions

Trending praise:

Compassionate therapists, supportive, effective interventions during therapy sessions, increased self-esteem, great at collaborating with consumers' teachers

"They take the time to understand my child and try to help him with learning tools. They encourage family involvement."

Community Stakeholder Satisfaction Outcomes

Data Collection Methods for Stakeholder Satisfaction Surveys

Support Incorporated believes stakeholder satisfaction is essential to effective community collaboration and delivery of clinical services.

Satisfaction surveys are designed to be quickly completed by our community stakeholders. Staff identify stakeholders from the following categories:

Private providers, counselors, DJJ, DSS, probation officers, clinical homes, school systems, funding providers or management authorities, and other referral sources

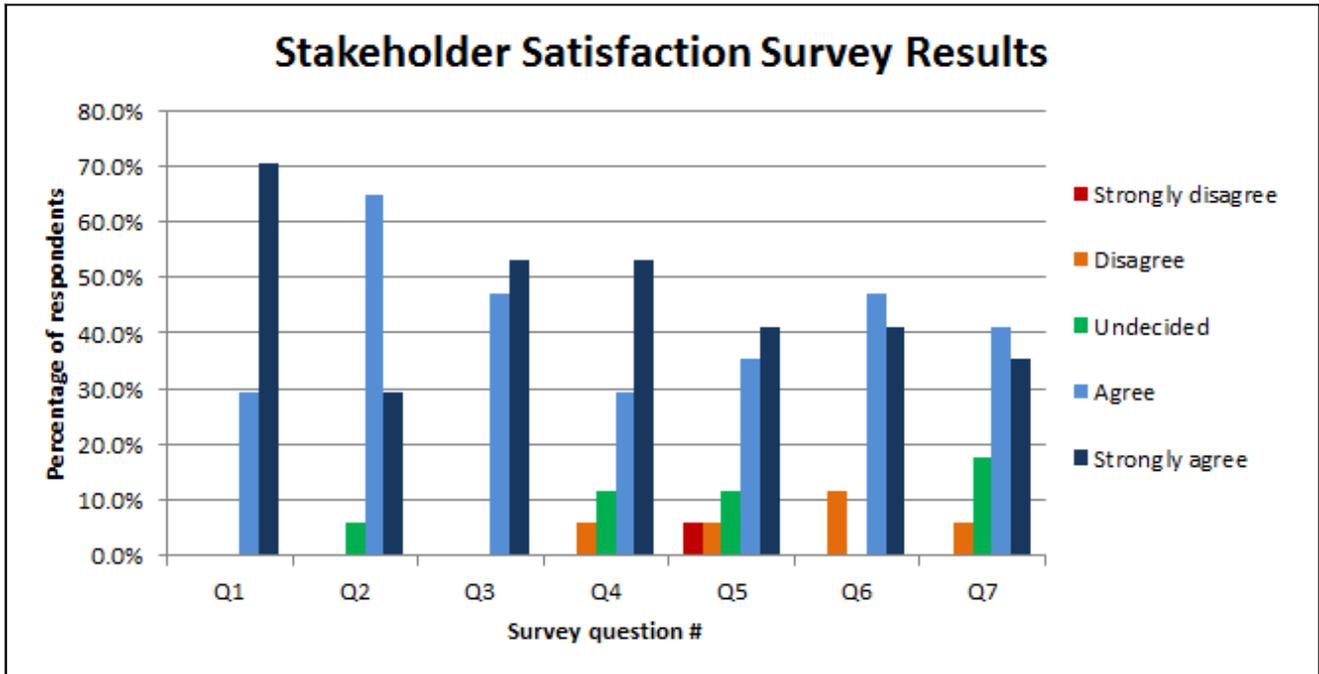
Survey questions are in the form of statements to which the stakeholders are asked to rate their agreement. The rating scheme is a 5 item Likert scale ranging from "Strongly disagree" to "Strongly agree."

Stakeholder satisfaction surveys are distributed via e-mail. Stakeholders are asked to complete the survey through our web-based system. After data is collected and analyzed, the Quality Improvement Committee discusses the results.

Subsequently, QM staff provides feedback to stakeholders about upcoming improvements to our services based on survey responses.

Stakeholder Satisfaction Survey Results & Analysis

December 2013



Survey Questions:

- Q1- I believe that Support, Inc. provides a needed and valuable service to the community.
- Q2- I believe the consumers served by Support, Inc. receive effective clinical services.
- Q3- I believe that Support, Inc. treats its consumers in a fair, ethical, and culturally sensitive manner.
- Q4- It is easy for consumers or me to access services at Support, Inc.
- Q5- Support, Inc. is able to meet the needs of my clients by quickly providing the appropriate services.
- Q6- I am pleased with communication I receive from Support, Inc.
- Q7- I would rate the overall services provided by Support, Inc. as outstanding.

Analysis:

- Most stakeholders agreed or strongly agreed with survey statements
- Slight disagreement among stakeholders regarding meeting a client's needs by providing appropriate services quickly
- Slight disagreement with communication between Support, Inc. staff members and stakeholders
- Slight undecidedness about rating services provided by Support, Inc. as outstanding

Trending concerns and suggestions:

Increase awareness of procedures regarding Gaston County Schools' administrative processes, explaining service authorizations and higher levels of care to school staff

Trending strengths:

Ease of access to services, professionalism, well-trained clinicians, convenience of therapy location, dependable

Trending needs in our community:

Treatment is too limited by Medicaid-required authorizations, more educational support for children with mental health problems

Consumer Progress Outcomes

Data Collection Methods for Consumer Progress Outcomes

Support Incorporated collects data about a consumer's progress throughout treatment. Baseline data is collected at the consumer's first treatment appointment and again every 90 days using our Consumer Progress Survey. Final treatment outcomes are reported using a Program Discharge Survey.

Consumer Progress Surveys are completed face-to-face with consumers and their families during treatment appointments. Survey items on the Consumer Progress Survey and the Program Discharge Survey align with national mental health outcome indicators to accurately measure the consumer's progress throughout treatment. At the same time, these surveys are also able to assist clinicians with determining whether a consumer is in need of a higher level care, or enhanced treatment methods. As such, consumers discharged to higher levels of care indicate our clinicians' ability to adequately monitor and evaluate a consumer's needs for more intensive services.

Aggregate progress data are also used to identify clinical training needs. Post-analysis results are reviewed by our clinical leadership and trainings are scheduled to meet the needs of our staff members responsible for providing services.

Consumer Progress Outcomes

SY 2013-2014

Outcome Measure	Baseline	3 months	6 months	Analysis
DSS involvement (% of consumers)	10%	2%	0%	Significant reduction in DSS involvement after starting School-Based Therapy
DJJ involvement (% of consumers)	7%	5%	3%	Continuous reduction in DJJ involvement after starting School-Based Therapy
Expulsions or suspensions (% of consumers)	19% (in school history)	16% (in the time since starting services)	11% (in the time since starting services)	Continuous reduction in school expulsions and suspensions after starting School-Based Therapy
Emergency department visits for mental health reasons (% of consumers)	3% (at any point prior to initial appointment)	0% (in the time since starting services)	1% (in the time since starting services)	Emergency department visits for mental health reasons remained low for School-Based Therapy consumers
Suicidal ideation (% of consumers)	17% (a few or more than a few times in lifetime)	7% (in the time since starting services)	6% (in the time since starting services)	Continuous reduction in suicidal ideation after starting School-Based Therapy services
Aggressive behavior (% of consumers)	29% (a few or more than a few times)	19% (in the time since starting services)	20% (in the time since starting services)	Significant reduction in aggressive behavior 3 months after starting School-Based Therapy services; occurrences of aggressive behavior remained low between baseline and 6 months after starting services
Hopefulness about future (rated on a scale from 1 to 5, with 1 being lowest and 5 being highest)	4.0	4.0	4.1	School-Based Therapy consumers remained hopeful about their future after beginning services
Feelings of empowerment to meet his or her own needs (rated on a scale from 1 to 5, with 1 being lowest and 5 being highest)	3.7	4.0	4.0	Slight increase in feelings of empowerment after beginning services
Family participation in treatment (rated on a scale from 1 to 5, with 1 being the lowest and 5 being the highest)		3.3	3.7	Slight increase in family participation after 6 months of service receipt