

FISCAL YEAR

2005

Annual
OUTCOMES REPORT*

** ALL QUARTERLY DATA IN THIS REPORT IS FOR THE 4th QUARTER OF FY ' 05. THIS
THREE MONTH PERIOD IS FROM APRIL 1, 2005 – JUNE 30, 2005.*

YEAR-TO-DATE (Y.T.D.) DATA IS FROM JULY 1, 2004 – JUNE 30, 2005

Submitted by:
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Associate Director

SECTION I: Satisfaction Surveys

Client Satisfaction Surveys
Family Team Counseling

1) Rating of staff's handling of initial phone call for services.

	Year-To-Date	<u>Selected Comments</u>
Excellent	64% (47)	
Good	34% (25)	
Fair	1% (1)	
Poor	0	

2) Rating on the quality of the intake or assessment process.

	Year-To-Date
Excellent	62% (44)
Good	32% (23)
Fair	6% (4)
Poor	0

3) Rating of counseling goals or service plans.

	Year-To-Date
Excellent	59% (44)
Good	35% (26)
Fair	7% (5)
Poor	0

4) Overall rating of programs or services participated in.

	Year-To-Date
Excellent	57% (43)
Good	38% (29)
Fair	5% (4)
Poor	0

5) Rating comfort and convenience of facilities.

	Year-To-Date
Excellent	64% (49)
Good	29% (22)
Fair	6% (5)
Poor	1% (1)

Client Satisfaction Surveys
Crisis Team Clients

1. Rating quality of crisis call or initial visit:

	Qtr	Year-To-Date	<u>Selected Comments</u>
Excellent	75% (3)	58% (21)	<i>I have someone to open up to.</i>
Good	25% (1)	33% (12)	
Fair	0	6% (2)	
Poor	0	3% (1)	

2. Rating counseling goals and service planning:

	Qtr	Year-To-Date	
Excellent	50% (2)	56% (20)	<i>Not everyone helps to maintain the plan.</i>
Good	25% (1)	39% (14)	
Fair	25% (1)	6% (2)	
Poor	0	0	

3. Overall rating of program or service:

	Qtr	Year-To-Date	
Excellent	25% (1)	67% (22)	<i>Thoughtful.</i>
Good	75% (3)	33% (11)	
Fair	0	0	
Poor	0	0	

4. Rating comfort and convenience of facilities:

	Qtr	Year-To-Date	
Excellent	75% (3)	71% (25)	<i>Very comfortable.</i>
Good	25% (1)	23% (8)	
Fair	0	6% (2)	<i>Sometimes too hot.</i>
Poor	0	0	

Youth Advocacy Volunteer Survey

1. Feeling of accomplishment:

Excellent	33% (5)
Good	67% (10)
Fair	0
Poor	0

Selected Comments

2. Friendliness of those involved:

Excellent	80% (12)
Good	20% (3)
Fair	0
Poor	0

Informative and hardworking people.

3. Chance to make decisions:

Excellent	60% (9)
Good	27% (4)
Fair	13% (2)
Poor	0

4. Chance to gain new skills:

Excellent	27% (4)
Good	53% (8)
Fair	20% (3)
Poor	0

5. Supervision and guidance offered:

Excellent	60% (9)
Good	40% (6)
Fair	0
Poor	0

Excellent program structure.

6. Overall experience:

Excellent	53% (8)
Good	47% (7)
Fair	0
Poor	0

*Positive experience.
I would recommend Bridge to others.
Impressed with program staff.*

Volunteer (other than Youth Advocacy) Survey

1. Feeling of accomplishment:

Excellent	47% (7)
Good	47% (7)
Fair	7% (1)
Poor	0

Selected Comments

2. Friendliness of those involved:

Excellent	80% (12)
Good	20% (3)
Fair	0
Poor	0

Love to work with (three staff and one volunteer were named.)

3. Chance to make decisions:

Excellent	53% (8)
Good	40% (6)
Fair	13% (2)
Poor	0

4. Chance to gain new skills:

Excellent	47% (7)
Good	20% (3)
Fair	27% (4)
Poor	0
Not Important	7% (1)

5. Supervision and guidance offered:

Excellent	40% (6)
Good	47% (7)
Fair	13% (2)
Poor	0

6. Overall experience:

Excellent	47% (7)
Good	40% (6)
Fair	13% (2)
Poor	0

*Having a great time.
The Bridge is the best!*

SECTION II - OUTCOME MEASUREMENTS

1. Crisis Intervention Program - Family Reunification

A primary goal of the Crisis Intervention Service is to prevent unnecessary placements of children outside of their family's care. Offered services target family stability and safety so children can remain or return home.

	Number of Cases	Number Remaining in Family Care	Percent Remaining in Family Care	Past 3 Years Average Reunification
Quarter	34	32	94%	94%
Year-To-Date	127	122	96%	

2. Crisis Functioning Check List

The Crisis Function Checklist allows a numeric score, from 1 to 60, to be assigned indicating a client's functioning at the initial crisis contact and again at termination. This checklist evaluates the client's functioning in the areas of family, school, substance abuse, emotional, cognitive and social interactions. Our goal is to have an average improvement of eight points or higher in 75% of the families we serve.

	Number of Clients	Number Improved	Percent Improved	Average Increase in CFC	Past 3 Years Average Increase
Quarter	42	34	81%	9.2	8.5
Year to Date	140	109	78%	8.3	

Improved by 8 points or more – Quarter: 18 (53%)
 YTD: 47 (43%)

3. Family Team - Counseling Services

Pre-Post Global Assessment of Functioning

The global assessment of functioning (or GAF) Scale allows a numeric score, from 1 - 100, to be assigned indicating a client's current condition. Bridge staff, with supervisory input, gives a GAF score at intake and again at termination allowing progress to be tracked. A goal of 10 point improvement has been established for counseling clients because 10 points would represent a significant improvement in functioning.

	Number of Clients	Number Improved	Percent Improved	Average Increase in GAF	Past 3 Years Average Increase
Quarter	18	15	83%	10.3	12.5
Year to Date	80	63	79%	9.9	

4. Goal Attainment (From Treatment Plans)

When Crisis Intervention or counseling clients initiate service, a treatment (or service) plan is developed. These plans contain goals the "hoped for" outcome of their participation. Goal attainment ratings are a way to determine how well these goals are being met.

Fiscal Year	Goals Substantially Met	Goals Partially Met	Goals Not Met
2005			

A. Crisis Intervention Services

Quarter	30 (63%)	15 (31%)	3 (7%)
Year-To-Date	93 (55%)	56 (33%)	19 (11%)

B. Family Team

Quarter	4 (24%)	11 (65%)	2 (12%)
Year-To-Date	24 (30%)	43 (54%)	12 (15%)

5. Youth Advocacy Program - Social Competence Inventory

The Youth Advocacy Program recently started using the Social Competence Inventory (SCI) to measure outcomes. The SCI measures social skills such as communication and problem solving skills. It was selected because it allows for re-assessing during a child's involvement in the program rather than only after termination. Children tend to remain in advocacy for a year or more. Therefore it was deemed desirable to use a measurement tool that could be used during participation.

	Number of SCI Scores Available	Number Improved	Percent Improved	Average Improvement in SCI Score	Average Last 3 Years
Year-To-Date	40	33	95%	13.2	80% / 13.2

Improved by 10 or more points: 76%

6. Youth Council – Pledges to Abstain

Youth Council members are asked to voluntarily sign a pledge of abstinence from alcohol and illegal drugs.

	Number of Signed Pledges	Average Last 3 Years
Year-to-Date	40	N/A

Survey Response –

How helpful was Youth Council participation in maintaining abstinence?

Excellent – 86%

Good – 14%

Fair – 0

Poor – 0