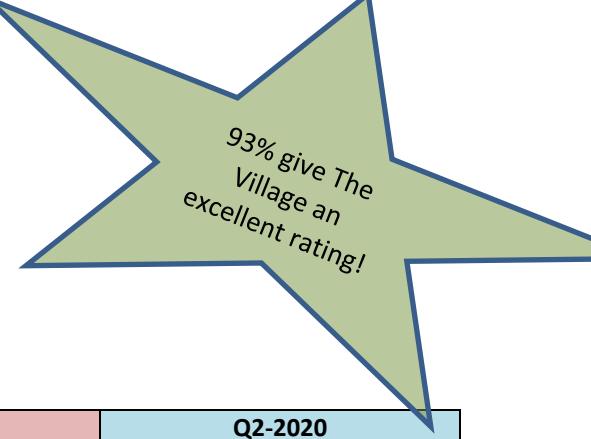




## Quality Assurance Summary

For SLT and Board of Directors  
4<sup>th</sup> quarter, 2020



### Risk Management / Incident Forms finalized/compiled during 4<sup>th</sup> quarter

	Q4-2020	Q3-2020	Q2-2020
Confidentiality	6	10	9
Customer Svc	11	16	9
Risk Management/ Safety	76	11	6
Technology/Phones	0	0	1
<b>Total</b>	<b>93</b>	<b>37</b>	<b>25</b>

- Risk Management/Safety Incidents breakdown:
  - 56 of 93 were COVID related:  
(staff or family member illness or mandatory quarantine, exposure to covid-positive person, positive test)
    - Alexandria - 3
    - Bismarck - 2
    - Fargo 1201 - 7
    - Fargo 2701 - 15
    - Grand Forks - 9
    - Minot - 8
    - Moorhead - 8
    - St. Cloud - 6
- Safety Committee met in October, November, and December.
- COVID-related documentation and communication with staff continued throughout 4<sup>th</sup> quarter.

### Customer Satisfaction

- **361** surveys compiled for 4<sup>th</sup> quarter
- “Would you give The Village an excellent rating?” **93% Yes** Goal: 95%

	Q4-2020			Q3-2020			Q2-2020		
	# sent	# rec'd	Response Rate	# sent	# rec'd	Response Rate	# sent	# rec'd	Response Rate
Clinical	1079	100	9.3%	1096	137	12%	1050	122	11.6%
EAP – Internal	496	65	13.1%	1070	113	11%	240	28	11.7%
EAP – external affiliates	6	0	0%	12	1	8%	7	0	0.0%
Adoption	10	4	40.0%	8	3	37%	8	1	12.5%
School-Based	63	4	6.3%	12	2	17%	22	3	13.6%
FRC	49	5	10.2%	60	11	18%	103	13	12.6%
Intake Appt Follow-up	127	2	1.6%	216	4	2%	143	4	2.8%
Telehealth Survey	---	---	---	---	---	---	3,058	293	9.6%
<b>Total w/ response rate</b>	<b>1,830</b>	<b>180</b>	<b>9.8%</b>	<b>2,474</b>	<b>271</b>	<b>11%</b>	<b>4,631</b>	<b>464</b>	<b>10%</b>
VBI Training Surveys	---	116	---	NA	97	NA	NA	113	NA
Family Centered Engagement	---	65	---	NA	74	NA	NA	0	NA
BBBS	NA	0	NA	NA	0	NA	NA	0	NA
FRC	NA	0	NA	NA	0	NA	NA	4	NA
<b>Total w/o response rate</b>				NA	<b>171</b>	NA	NA	117	NA
<b>Grand Total</b>	NA	<b>361</b>	NA	NA	<b>442</b>	NA	NA	<b>581</b>	NA

- **Celebratory Comments / Changes as result of services:**

- ❖ Working with Sarah, she was terrific and explained my options. *Adoption*
- ❖ Talking through things with Sarah. She was great. *Adoption*
- ❖ We were given great advice on how to handle our debt. We already have 2 of the 4 issues taken care of because of the advice we were given and followed! *Financial Resource Center*
- ❖ We were given great advice on how to handle our debt. We already have 2 of the 4 issues taken care of because of the advice we were given and followed! *Financial Resource Center*
- ❖ I enjoy coming together with all the people that are able to support the student and families to develop a plan that best helps achieve success. *Family Centered Engagement*
- ❖ It was nice to have different parties involved, sharing things without the pressure of people arguing and fighting more than resolving issues. It seemed like people were forced more to really listen before speaking instead of just speaking. *Family Centered Engagement*
- ❖ The family was very respectful and understanding of the concerns our office had and helped to brainstorm ideas for the safety of the children. *Family Centered Engagement*
- ❖ Being able to visit open and honestly about issues in my life with a person who is completely objective has been a life-changing experience for me. I wish I would have discovered counseling and EAP a long time ago! *Employee Assistance Program*
- ❖ Denise is a counselor who wonderfully mixes compassion and healthy challenge. She tells me hard truths when I need to hear them, but I never feel unsupported. *Employee Assistance Program*
- ❖ The ease of scheduling, virtual appointments, and being able to undergo therapy without worrying about financial burden. *Employee Assistance Program*
- ❖ Miranda has been excellent to work with. I really appreciate her time. *Employee Assistance program*
- ❖ Lorea always presents with a perfect amount of concern, stern, and empathy. *Clinical*
- ❖ Steph Cummins has been absolutely amazing. She's warm, compassionate, relatable, and a perfect match for my daughter and her trauma. *Clinical*
- ❖ Christina is great! She listens to our concerns and provides guidance. If she doesn't know something, she checks into it and gets back to us! *Clinical*
- ❖ Feeling the support I need to move forward in creating a healthier lifestyle. The staff is outstanding, and Adam does a masterful job of facilitating our group conversations. *Clinical*
- ❖ Finding that one space / that one person to talk to openly and freely w/o worrying about judgment. Being able to safely unload frustration and anger. *Clinical*
- ❖ Having it at the school has made it possible for my kids to receive the services they need without missing at least a half-day of school each time to drive into Fargo for their appointments. *School-based*
- ❖ That being around others that have the same problem as you can still laugh and have a good time while learning how to develop skills needed to fight addiction. *First Step*
- ❖ The counselor was extremely knowledgeable and caring. He has been where I have been and showed me recovery is possible. *First Step*

- **Other services needed but not provided by The Village:**

Med management, adolescent group therapy, anger management for teens, anger evaluation, community health/classes, glbt support group for adults, psychiatrist/medication, grief/loss group, Christian counselor,

- Negative survey feedback is shared with supervisor and SLT as it is received; follow-up contact is made if requested by client; compiling along with feedback from social media and Contact Us quarterly

## **Program Evaluation/Quality Improvement**

- **COA re-accreditation timeline:**
  - 4/12/2021 – Preliminary Self Study (PSS) documents due
  - 6/7/2021 - Self Study due
  - 8/2/2021 - Site Visit (unknown yet whether it will be in-person or virtual)
- **Procentive:**
  - Ongoing work/progress on system issues and enhancement projects.
  - Health Information: Reviewed and revised subpoena SOPs



## Quarterly Records Reviews - 4th quarter 2020

Compliance		
<b>Yes</b>	107	56.32%
Compliance		
<b>No</b>	83	43.68%
<b>Total</b>	<hr/> 190	

### By Region

Region	
<b>Fargo</b>	89
Region	
<b>Moorhead</b>	0
Region	
<b>Bismarck</b>	18
Region	
<b>Grand Forks</b>	41
Region	
<b>St. Cloud</b>	42
Region	
<b>Minot</b>	0
Region	
<b>Devils Lake</b>	0
	<hr/> 190

### Case Type

Case Type	
<b>Adoption</b>	18
Case Type	
<b>BBBS</b>	0
Case Type	
<b>Golden Thread</b>	104
Case Type	
<b>Couns</b>	42
Case Type	
<b>VBI</b>	26
Case Type	
<b>Wraparound</b>	0
Case Type	
<b>SPT</b>	0
Case Type	
<b>YCLP</b>	0
	<hr/> 190

### Issues

Missing Forms	24
Missing signature(s)	42
Incomplete forms	48

## Service

### Outcomes – 4<sup>th</sup> quarter 2020 highlighted:

Instrument	How administered?	Number assessed 4 <sup>th</sup> qtr 2020	Results: 4 <sup>th</sup> qtr 2020	Number assessed 2019 (annual)	Results: 2019
Outcomes Questionnaire (OQ)	Self-rated Lower=favorable	238	61.9% improved	1,160	58% improved
Youth Outcomes Questionnaire (YOQ)	Self-rated Lower=favorable	269	54.3% improved	1,062	55% improved
Patient Health Questionnaire (PHQ-9)	Self-rated Lower=favorable	242	74% improved	684	58.3% improved
Generalized Anxiety Disorder (GAD-7)	Self-rated Lower=favorable	245	74% improved	697	59% improved
Child-Adolescent Functional Assessment Scale (CAFAS)	Provider-rated NDFBS required Lower=favorable	58	11 point drop (63 to 52) <b>Improved</b>	129	16 point drop (67 to 51) <b>Improved</b>
Preschool & Early Childhood Functional Assessment Scale (PECFAS)	Provider-rated NDFBS required Lower=favorable	1	(30 to 30) <b>No change</b>	26	25 point drop (71 to 46) <b>Improved</b>
Workplace Outcomes Scale (WOS)	Self-rated	92	Improved? Lost work hours: <b>Yes</b> Presenteeism: <b>Yes</b> Work Engagement: <b>Yes</b> Life Satisfaction: <b>Yes</b> Workplace Distress: <b>Yes</b>	372	Improved? Lost work hours: <b>No</b> Presenteeism: <b>Yes</b> Work Engagement: <b>Yes</b> Life Satisfaction: <b>Yes</b> Workplace Distress: <b>Yes</b>