

TRANSITION  
SURVEY DATA  
&  
6 MONTH POST  
TRANSITION  
SURVEY DATA

JULY 2023 – JUNE 2024

# JULY 2023-JUNE 2024 RESULTS

## PHONE CALL OUTCOMES

<b>CALLS</b>	<b>TOTAL</b>	<b>%</b>	<b>LAST YEAR</b>
ANSWERED	833	62%	47%
3 ATTEMPTS;NO RESPONSE	324	24%	26%
DECLINED	11	0%	2%
LESS THAN 30 DAYS IN THE CMO	54	4%	3%
#5	116	9%	10%
#8	4	0%	0%
#9	8	0%	0%
<b>TOTAL</b>	<b>1,350</b>	<b>99%</b>	<b>88%</b>

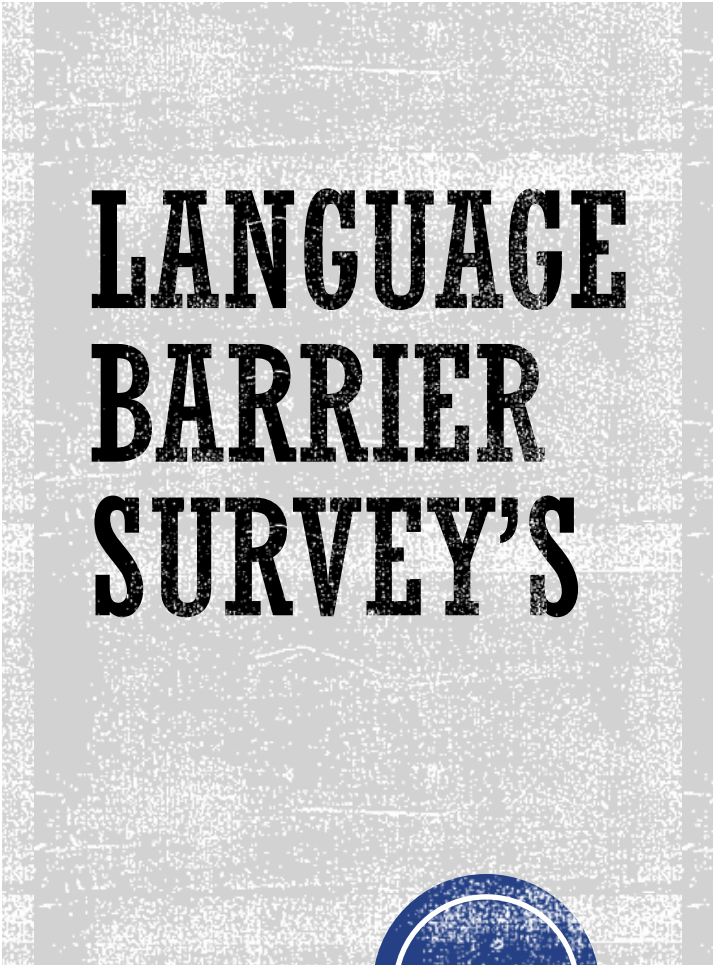


# JULY 2023-JUNE 2024 RESULTS

TOTAL NUMBER OF TRANSITION CALLS VS. CALLS WHICH WERE MADE

MONTH	TOTAL	ATTEMPTED PHONE CALLS MADE	% OF ANSWERED PHONE CALLS
TOTAL:	1,350 <b>LAST YEAR: 1,388</b>	1,168 <b>LAST YEAR: 1,067</b>	
JULY	128	110	70%
AUG	115	96	89%
SEPT	94	83	66%
OCT	132	125	76%
NOV	141	129	69%
DEC	106	94	66%
JAN	111	88	78%
FEB	92	77	74%
MARCH	92	78	71%
APR	75	63	70%
MAY	150	126	62%
JUNE	114	99	71%

MONTH	CALLS MADE	ANSWERED	%
JULY	11	8	72%
AUG	12	7	58%
SEPT	16	9	56%
OCT	11	8	72%
NOV	16	8	50%
DEC	15	11	73%
JAN	7	5	71%
FEB	11	8	72%
MAR	8	4	50%
APR	5	2	40%
MAY	14	6	43%
JUNE	19	13	68%
GRAND TOTAL	145	89	61%



Using Quantum, we have reached 61% of language barrier surveys.  
145 Spanish.

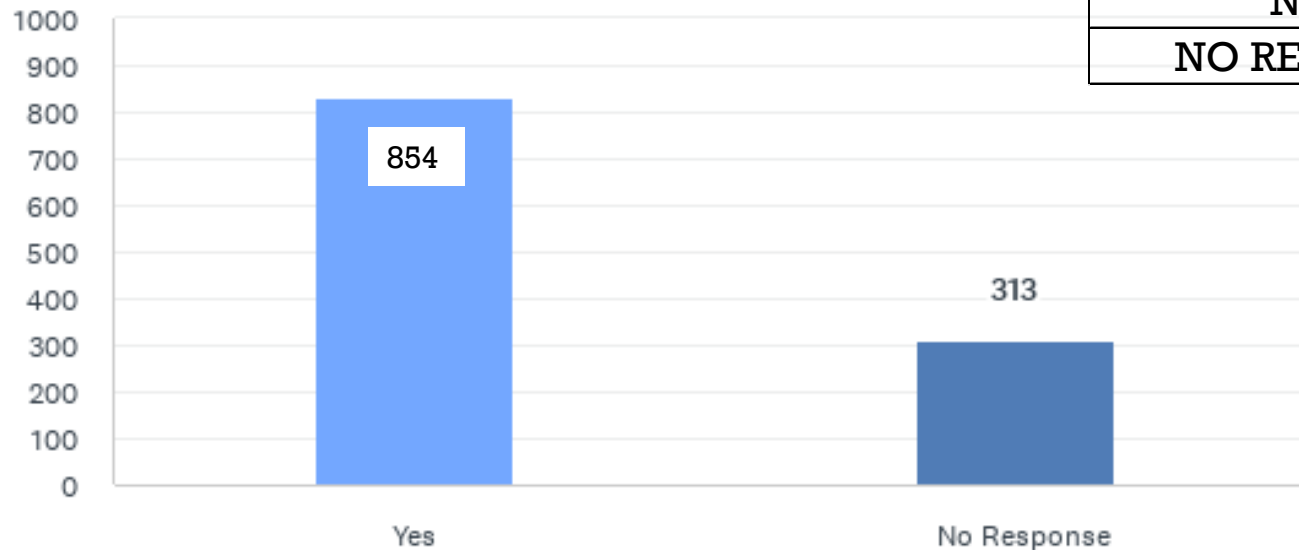
# JULY 2023-JUNE 2024 RESULTS

## QUESTIONS- CAN YOU CONFIRM THE MEETING OCCURRED?

NO RESPONSE REASONS: 3 ATTEMPTS NO RESPONSE, DECLINED, #5, #8, #9, LESS THAN 30 DAYS IN CMO

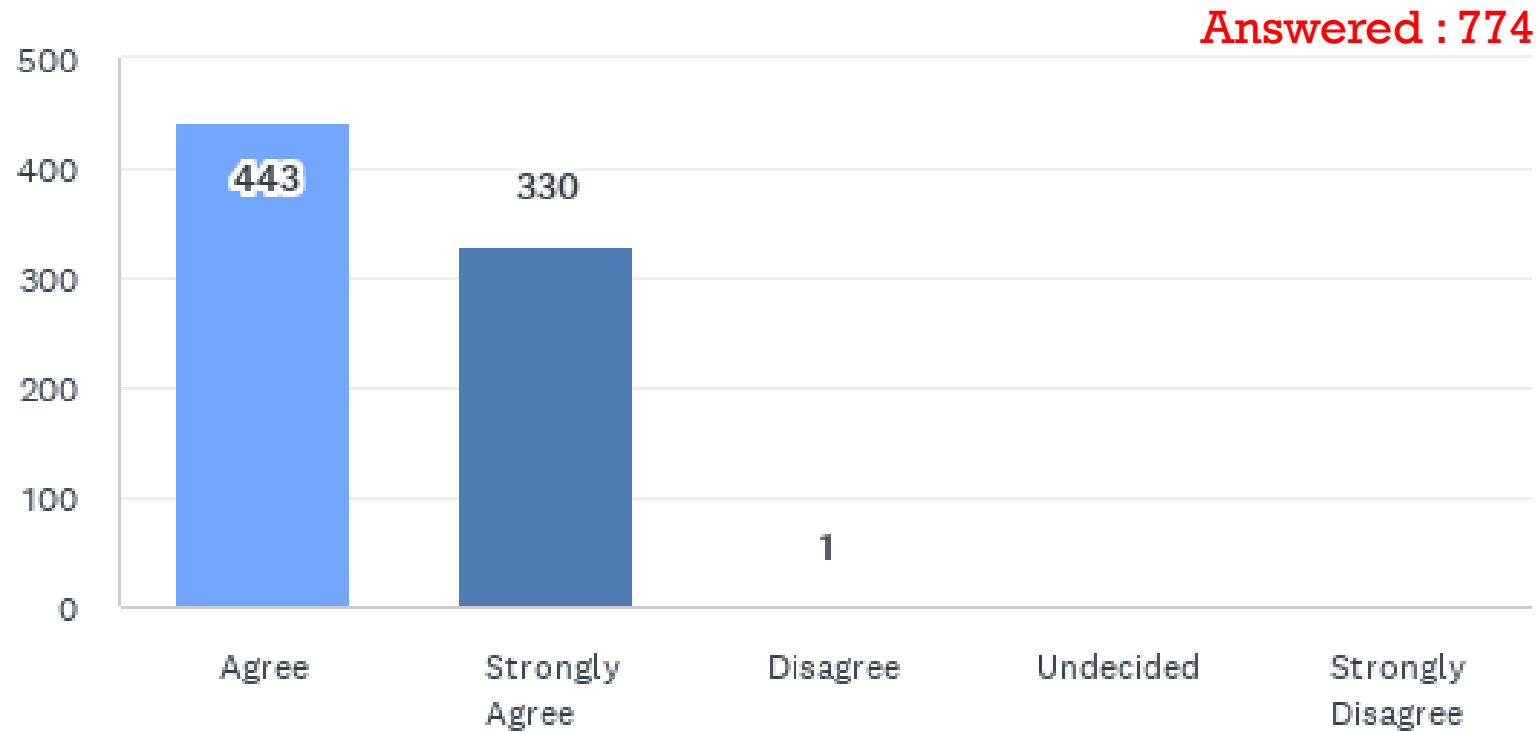
CONFIRMED DATE	#	THIS YEAR	LAST YEAR
YES	854	71%	657
NO	0	0%	0
NO RESPONSE	313	27%	731

Total Survey's: 1,167



# JULY 2023-JUNE 2024 RESULTS

QUESTIONS- MY VALUES AND PREFERENCES/MY FAMILY'S VALUES AND PREFERENCES ARE TREATED WITH DIGNITY AND RESPECT

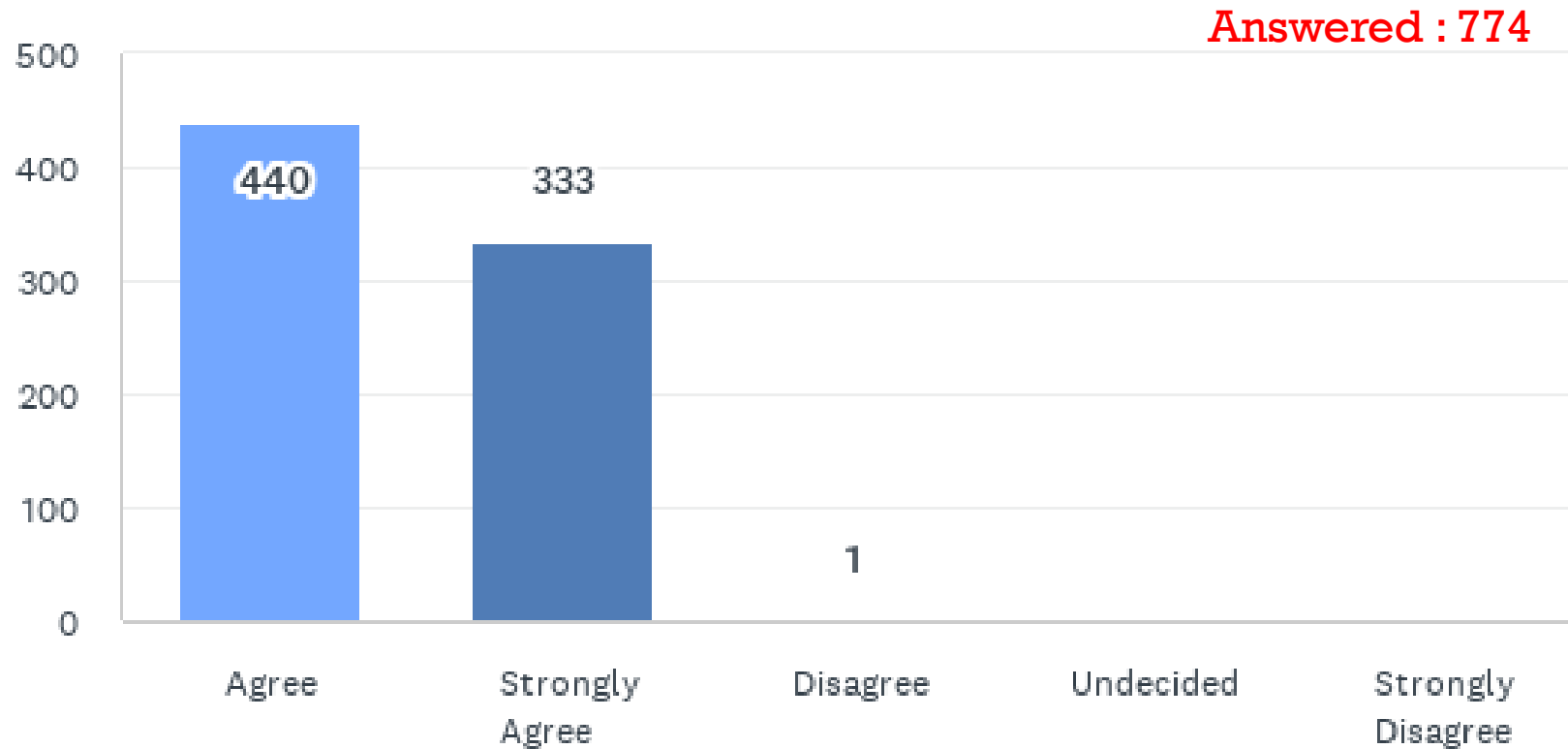


*NO RESPONSES, SKIPPED QUESTIONS, AND DECLINED SURVEYS ARE NOT INCLUDED.*



# JULY 2023-JUNE 2024 RESULTS

QUESTIONS- I WAS LISTENED TO WHEN I EXPRESSED MYSELF.



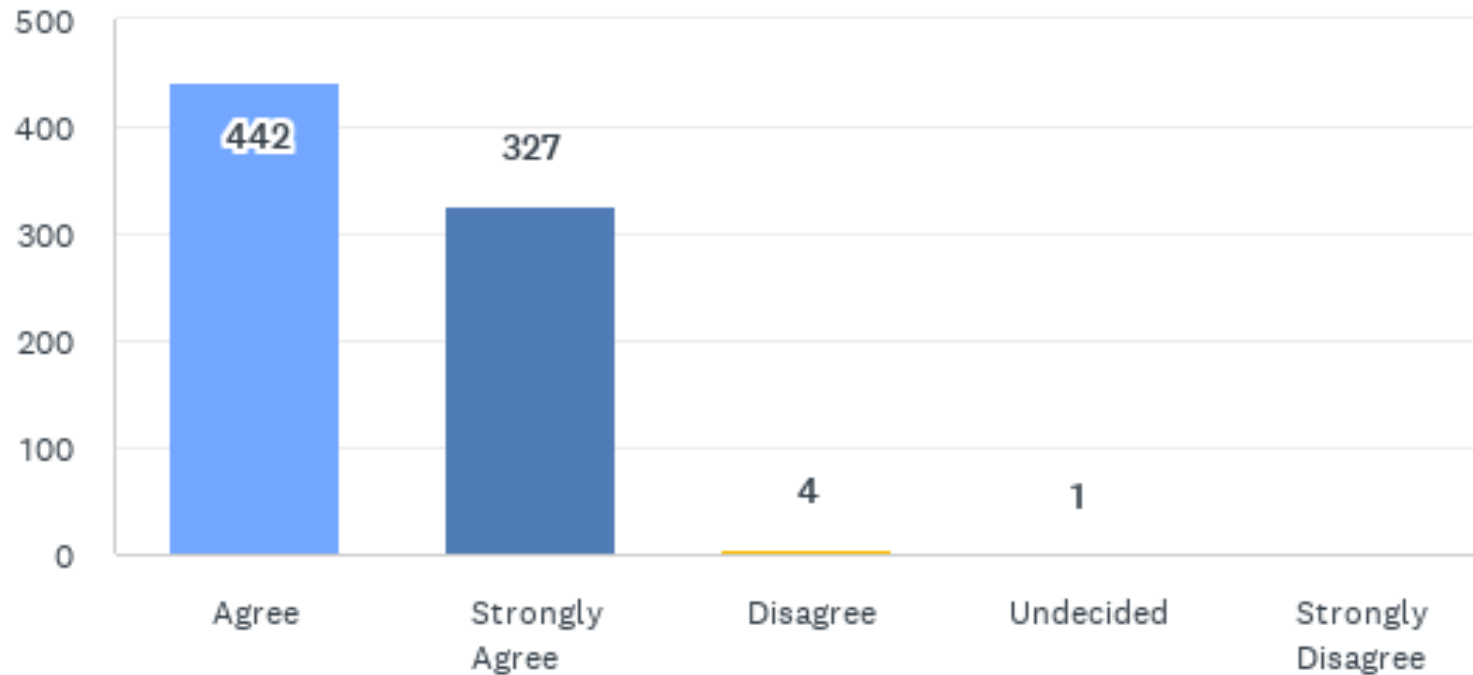
*NO RESPONSES, SKIPPED QUESTIONS, AND DECLINED SURVEYS ARE NOT INCLUDED.*



# JULY 2023-JUNE 2024 RESULTS

QUESTIONS- AS A RESULT OF THE CMO, I NOW HAVE THE ABILITY TO USE NATURAL SUPPORTS/ WE NOW HAVE THE ABILITY TO USE NATURAL SUPPORTS (FRIENDS, TEACHERS, NEIGHBORS, ETC.)

Answered : 774



*NO RESPONSES, SKIPPED QUESTIONS, AND DECLINED SURVEYS ARE NOT INCLUDED.*

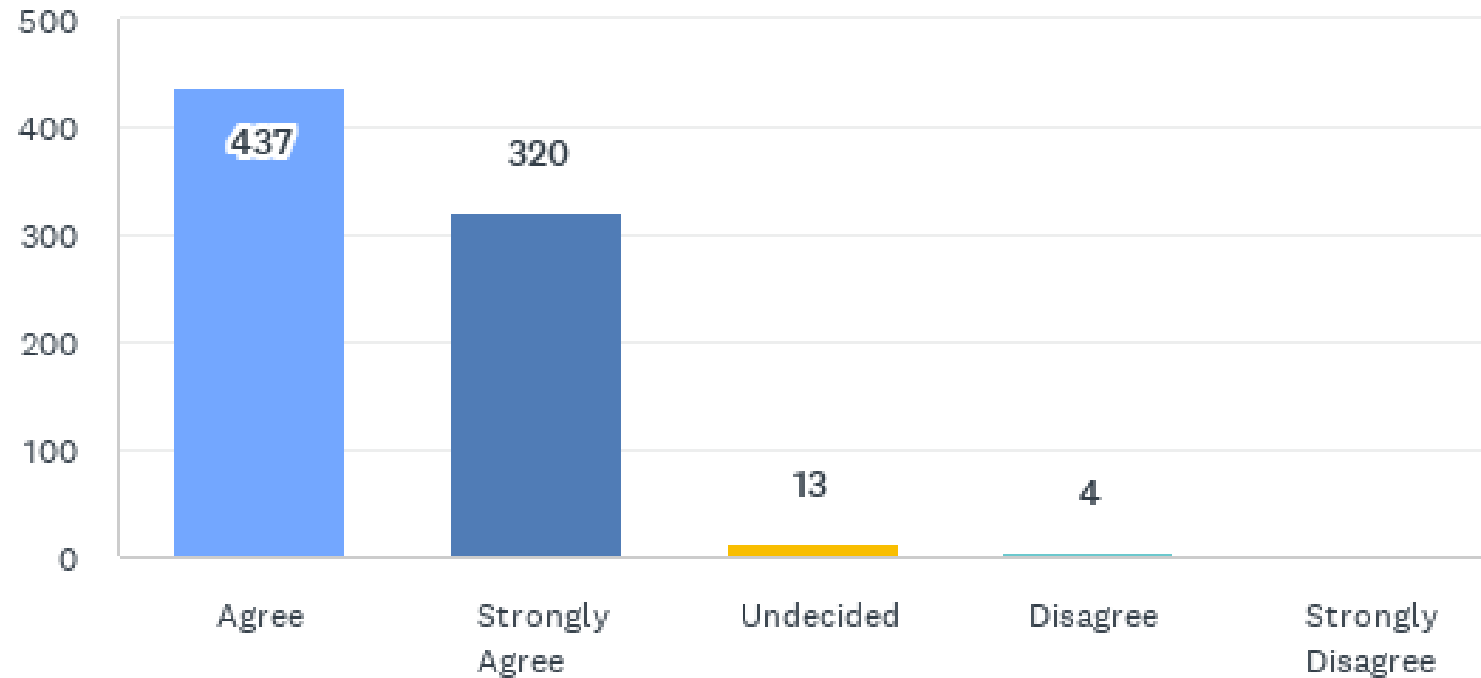




# JULY 2023-JUNE 2024 RESULTS

QUESTIONS- I FEEL I AM ABLE TO EFFECTIEVLY MANAGE MY PLAN OF CARE/MY YOUTH'S PLAN OF CARE.

Answered : 774



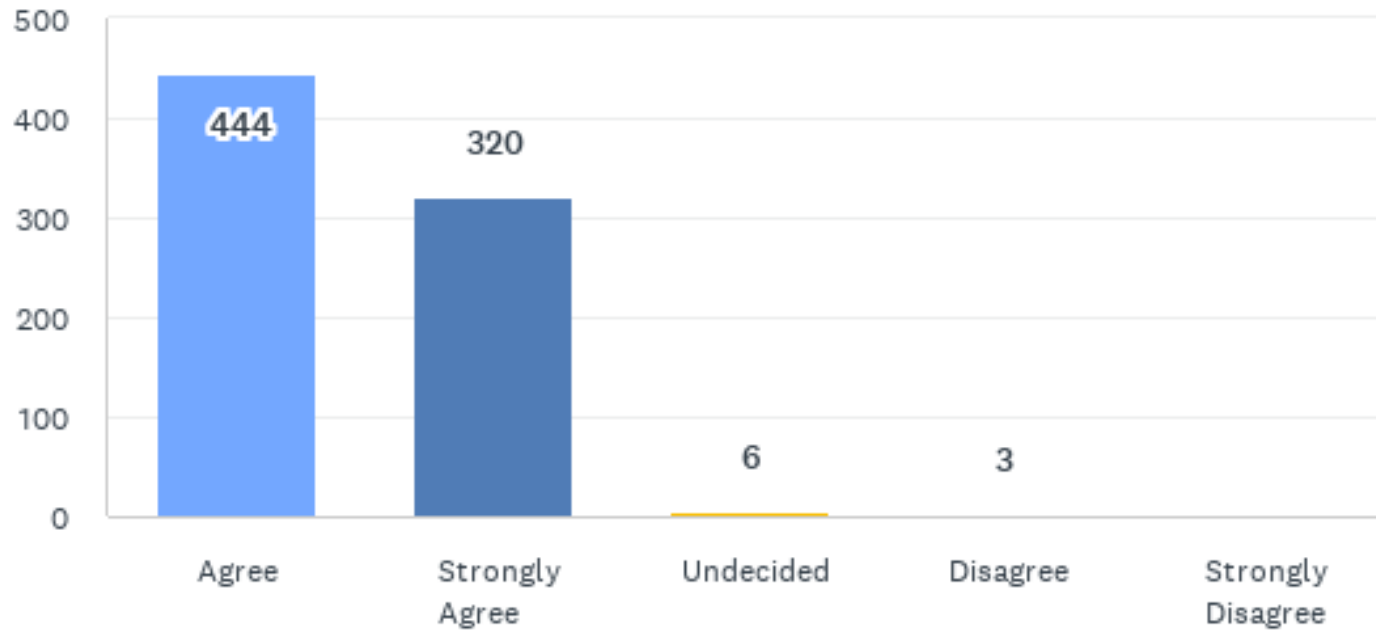
*NO RESPONSES, SKIPPED QUESTIONS, AND DECLINED SURVEYS ARE NOT INCLUDED.*



# JULY 2023-JUNE 2024 RESULTS

QUESTIONS- AS A RESULT OF BEING ENROLLED WITH THE CMO, I BELIEVE THAT I HAVE IMPROVED AND AM BECOMING HEALTHIER/MY YOUTH HAS IMPROVED AND IS BECOMING HEALTHIER.

Answered : 774

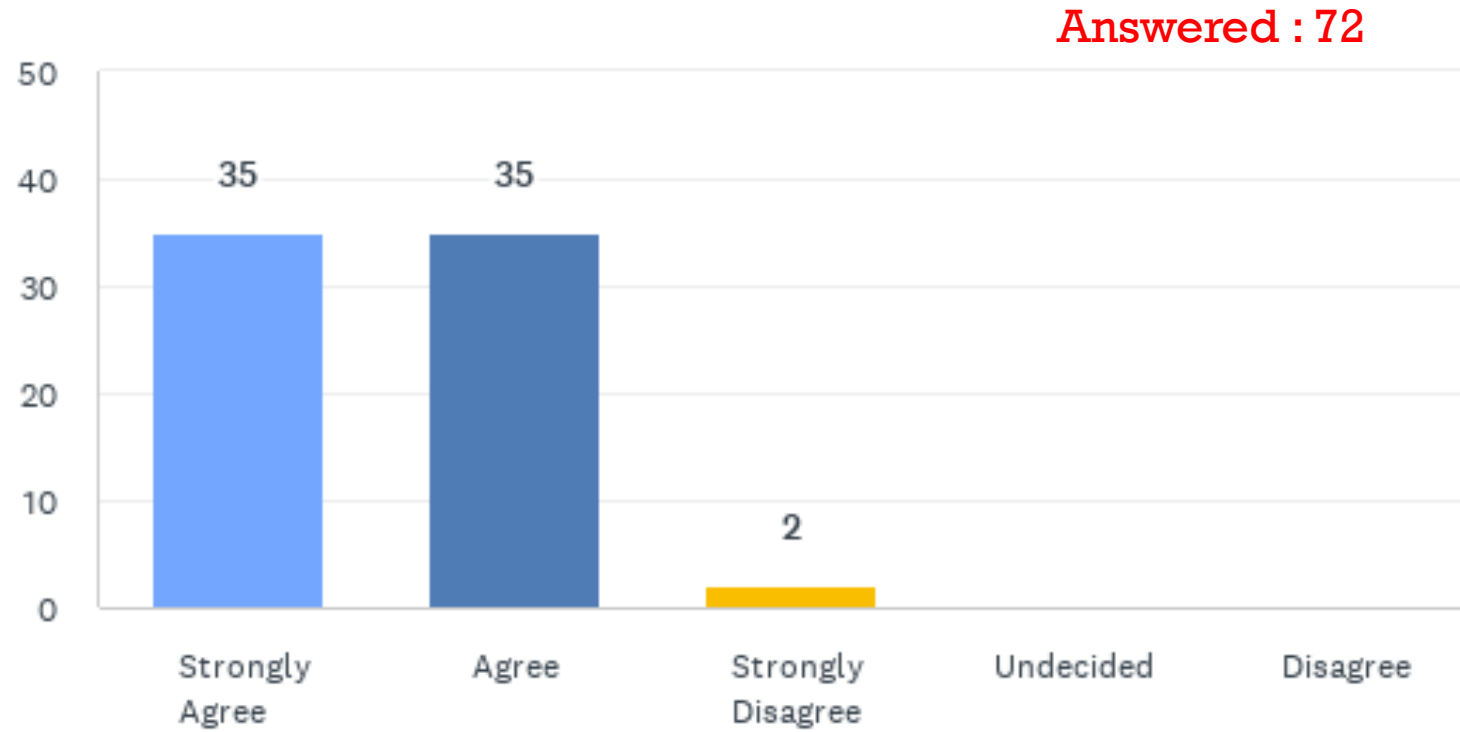


*NO RESPONSES, SKIPPED QUESTIONS, AND DECLINED SURVEYS ARE NOT INCLUDED.*



# JULY 2023-JUNE 2024 RESULTS

QUESTIONS- HAVE YOU BEEN ABLE TO MANAGE YOUR PHYSICAL AND MEDICAL HEALTH/MY YOUTH'S PHYSICAL AND MEDICAL HEALTH (BHH ONLY)



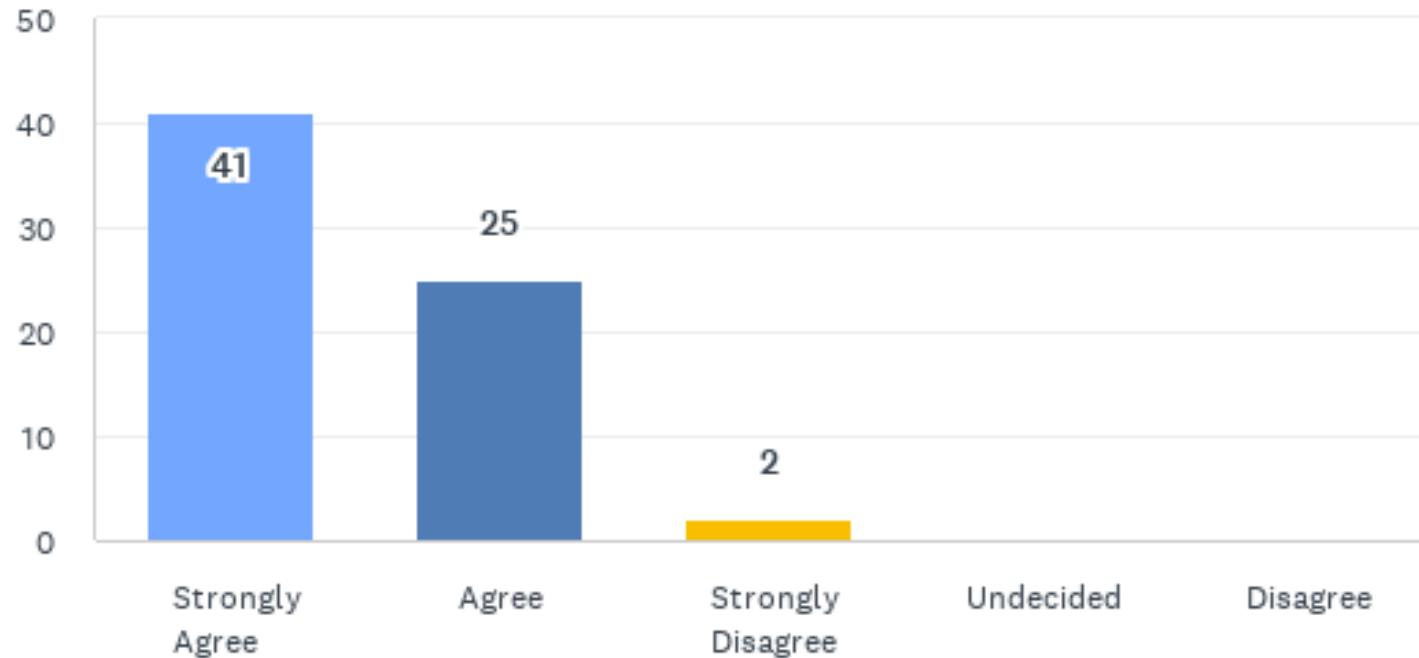
*NO RESPONSES, SKIPPED QUESTIONS, AND DECLINED SURVEYS ARE NOT INCLUDED.*



# JULY 2023-JUNE 2024 RESULTS

QUESTIONS- HAVE YOU BEEN ABLE TO MANAGE THE CHALLENGES THAT ARISE FROM YOUR DEVELOPMENTAL DISABILITY/YOUR YOUTH'S DEVELOPMENTAL DISABILITY USING THE SKILLS DEVELOPED WHILE INVOLVED WITH THE CMO? (DD ONLY)

Answered : 68



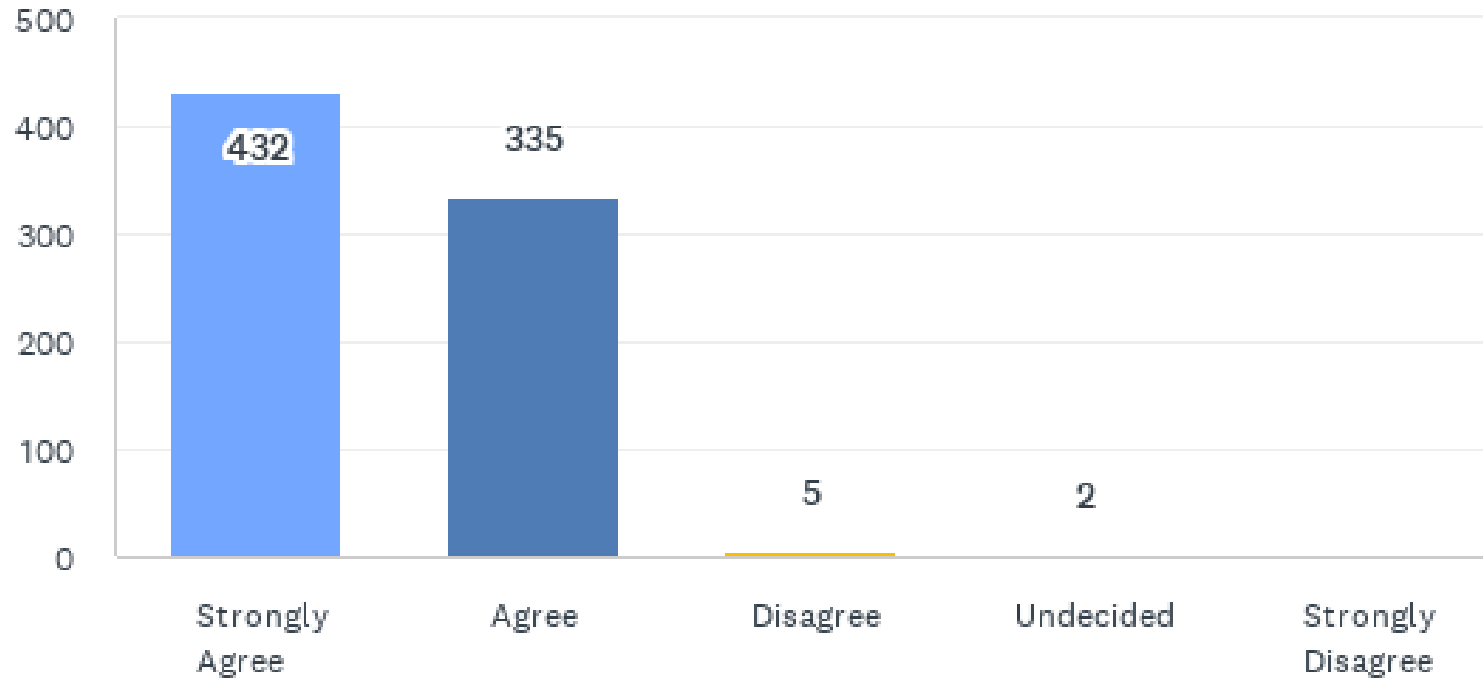
NO RESPONSES, SKIPPED QUESTIONS, AND DECLINED SURVEYS ARE NOT INCLUDED.



# JULY 2023-JUNE 2024 RESULTS

QUESTIONS- OVERALL, I AM SATISFIED WITH MY INVOLVEMENT IN THE CMO/MY YOUTH'S INVOLVEMENT IN THE CMO.

Answered : 774



*NO RESPONSES, SKIPPED QUESTIONS, AND DECLINED SURVEYS ARE NOT INCLUDED.*



# JULY 2023-JUNE 2024 RESULTS

## GRIEVANCES

**NUMBER OF GRIEVANCES: 2**

**LAST YEAR: 6**

1. Feeling as they were rushed and pushed out of the program/CMO.

2. Unsatisfied with CM and what they were told within the CMO and services not happening.

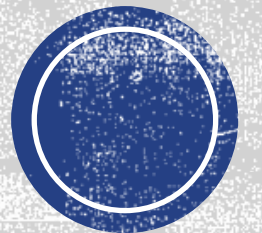


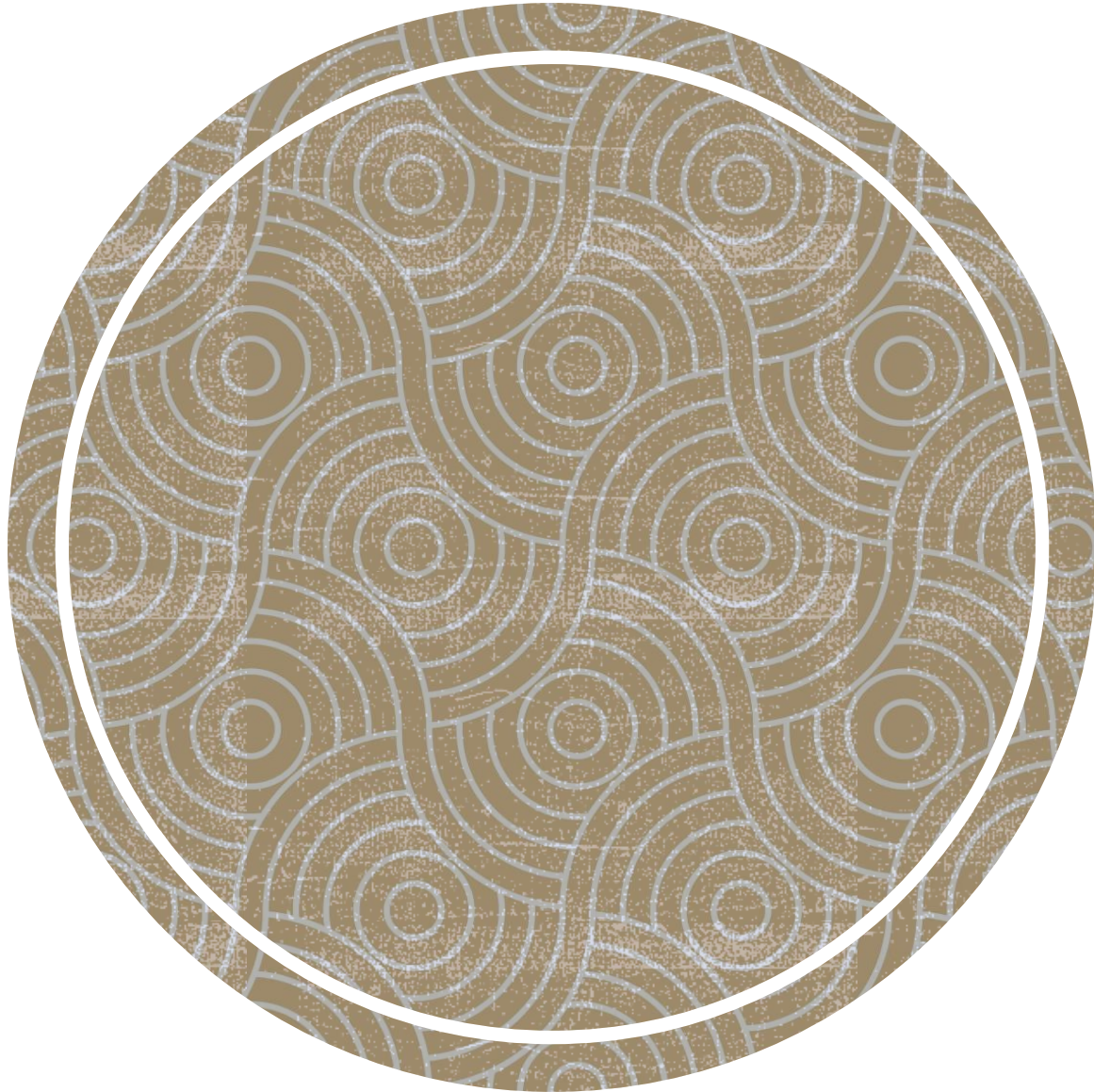
# JULY 2023-JUNE 2024 RESULTS

DO YOU HAVE ANYTHING YOU WOULD LIKE TO ADD ABOUT YOUR ENROLLMENT/EXPERIENCE WITH CAPE ATLANTIC I.N.K.?

## 315 POSITIVE COMMENTS!

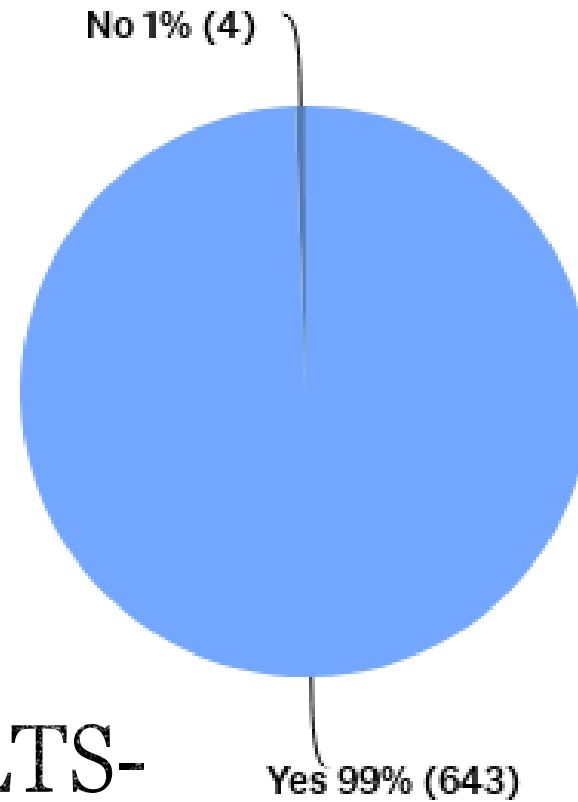
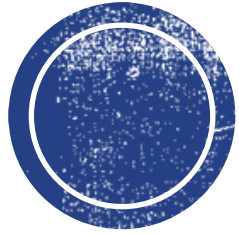
- Youth has made great progress- we loved CMO!
- The whole CMO was great!
- Excellent organization- 5 star review \*\*\*\*\*
- Everyone was professional and kind and I was very fortunate for my team!
- CMO was great- everything they did was excellent!
- Excellent, Excellent!
- CMO was seamless, no hiccups and everything ran smoothly.





6 MONTH POST  
TRANSITION  
SURVEY DATA  
JULY 2023 – JUNE 2024

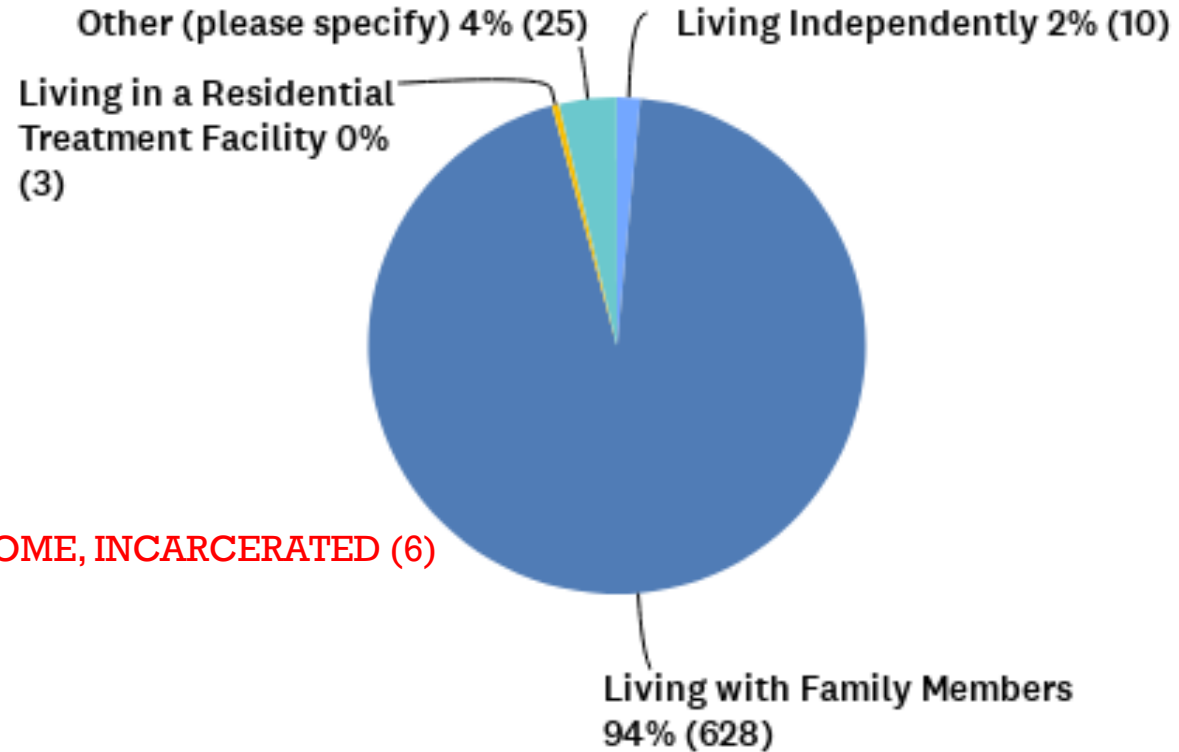
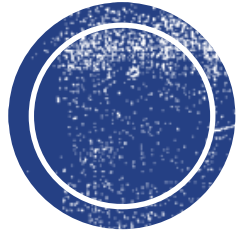




## JULY 2023-JUNE 2024 RESULTS-

**IS THE YOUTH/YOUNG ADULT CURRENTLY LIVING AT HOME OR IN THE COMMUNITY?**

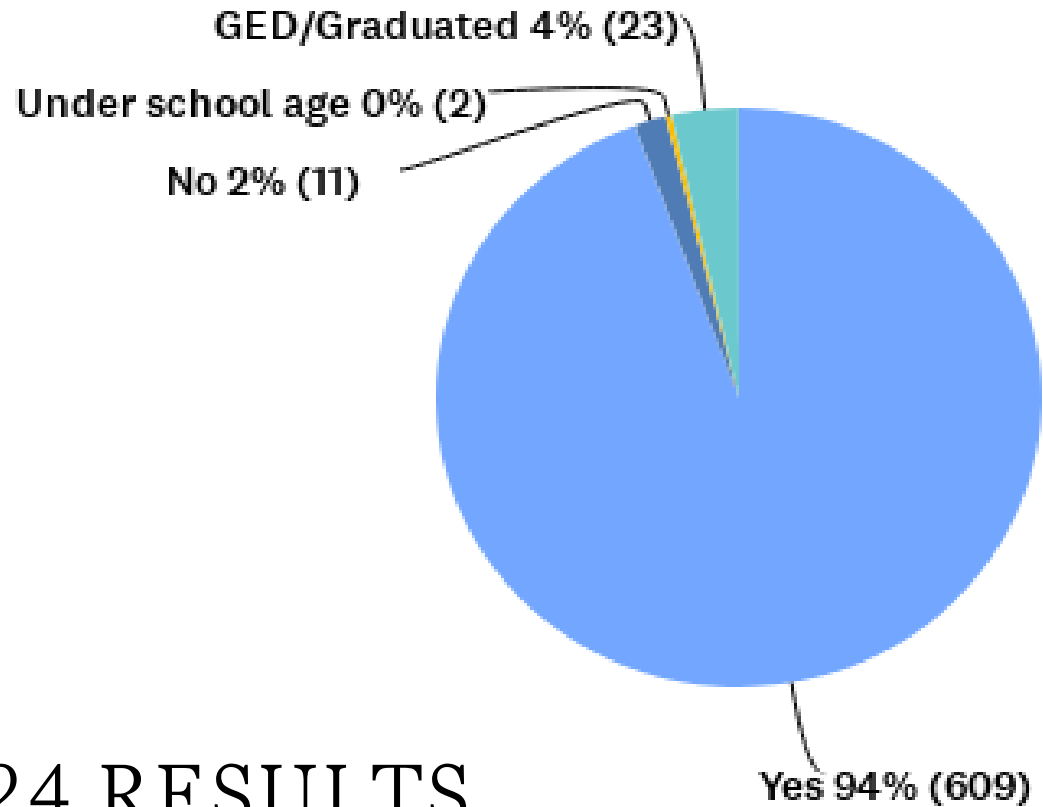
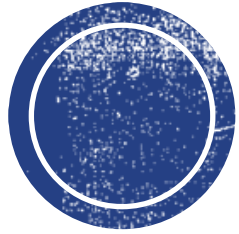
- \*NOT SHOWN DECLINED and NO RESPONSE



- **\*OTHER- RESOURCE HOME, INCARCERATED (6)**
- **DECLINED (19)**

## JULY 2023-JUNE 2024 RESULTS- IS THE YOUTH/YOUNG ADULT CURRENTLY LIVING AT HOME OR IN THE COMMUNITY? (COMMUNITY RESULTS)

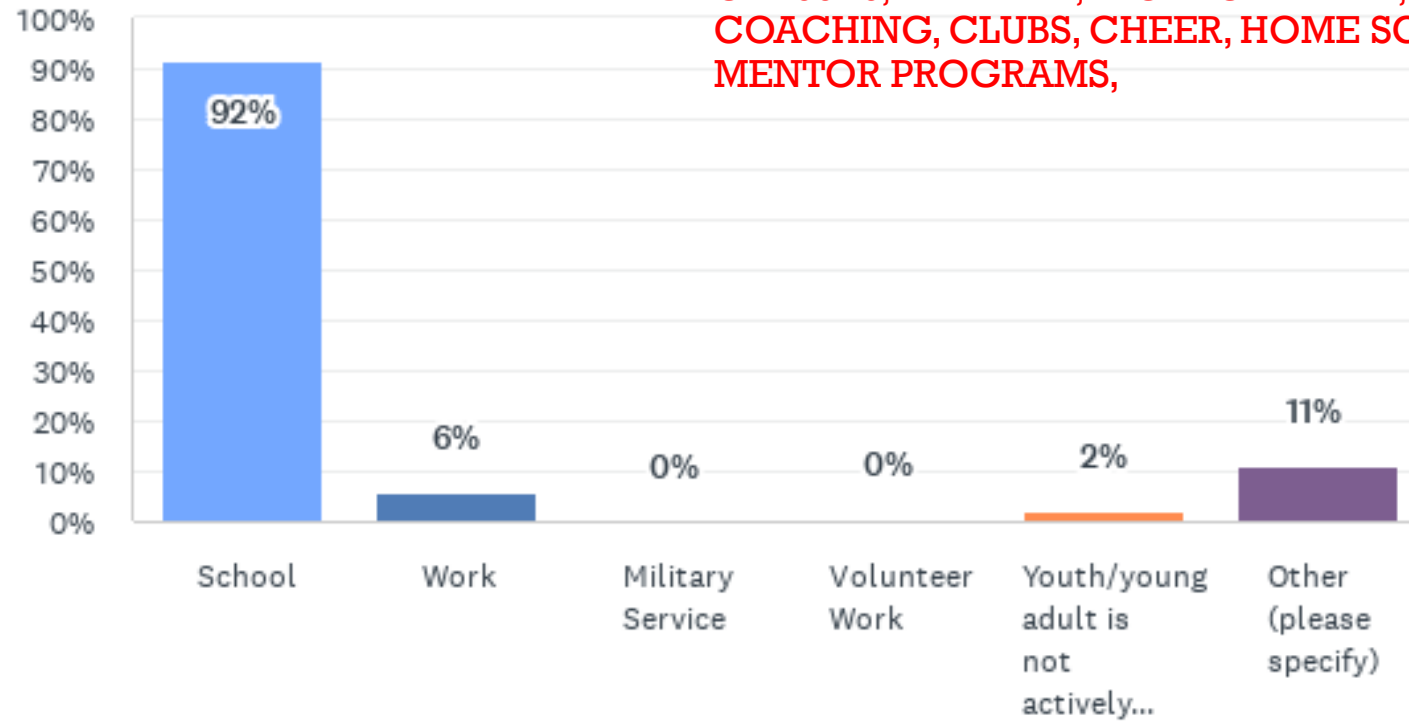
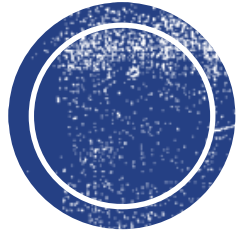
- **\*NOT SHOWN DECLINED and NO RESPONSE**



## JULY 2023-JUNE 2024 RESULTS

### IS THE YOUTH/YOUNG ADULT CURRENTLY ENROLLED OR ATTENDING SCHOOL REGULARLY?

- \*NOT SHOWN DECLINED and NO RESPONSE

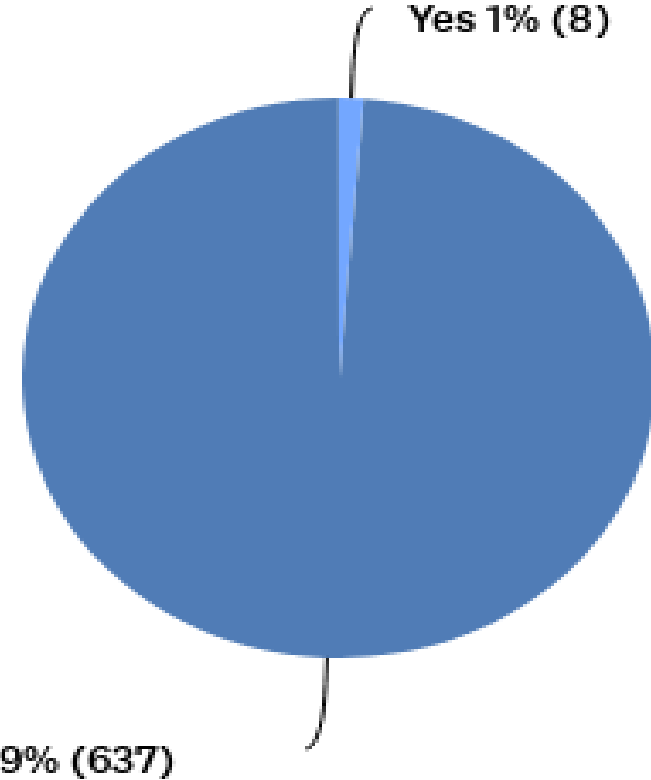
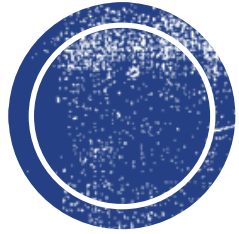


▪ \*OTHER- GYMNASTICS, SPORTS, CHOIR, COOKING CLASSES, THEATER, INCARCERATED, DANCE, KARATE, COACHING, CLUBS, CHEER, HOME SCHOOL. SURFING, MENTOR PROGRAMS,

## JULY 2023-JUNE 2024 RESULTS

**YOUTH/YOUNG ADULT IS CURRENTLY ACTIVELY ENGAGED IN THE FOLLOWING.  
(SCHOOL, WORK, MILITARY, VOLUNTEER WORK, NOT ENGAGED, OTHER)**

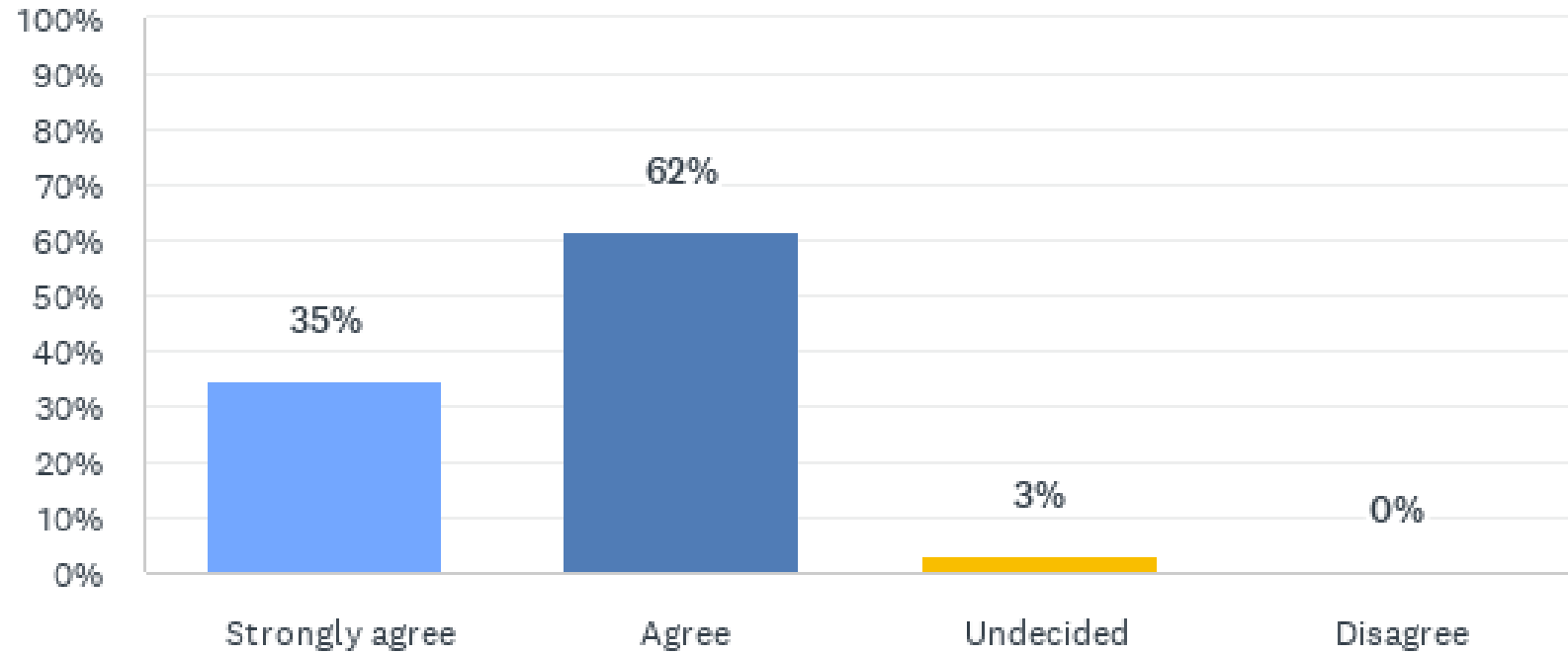
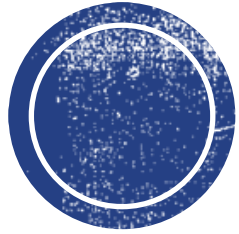
- \*NOT SHOWN DECLINED (19) and NO RESPONSE



## JULY 2023-JUNE 2024 RESULTS

**HAS THE YOUTH/YOUNG ADULT HAD ANY NEW POLICE/CRIMINAL INVOLVEMENT?**

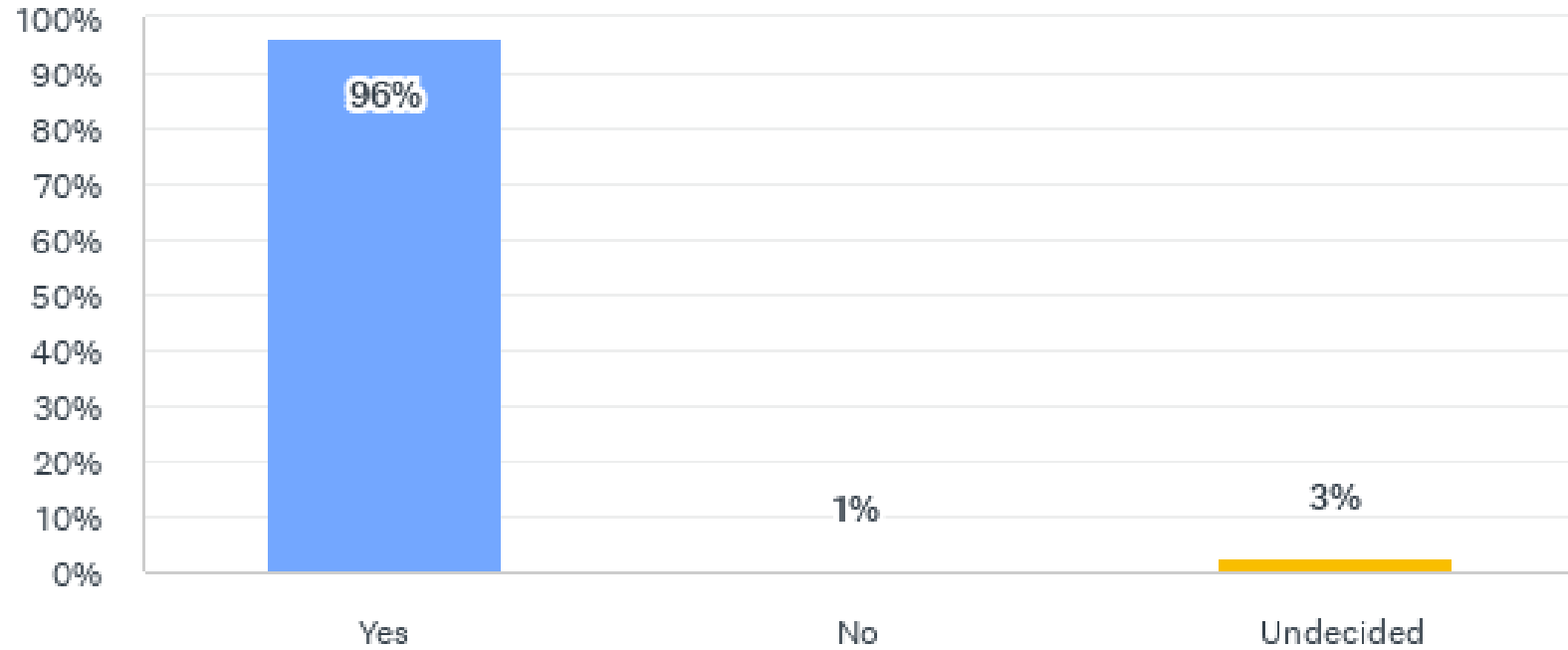
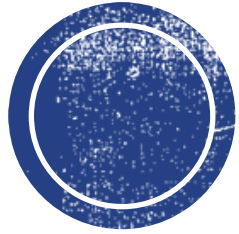
- \*NOT SHOWN DECLINED and NO RESPONSE



## JULY 2023-JUNE 2024 RESULTS

**I AM SATISFIED WITH MY ABILITY TO MANAGE YOUTH/YOUNG ADULT RISK BEHAVIORS.**

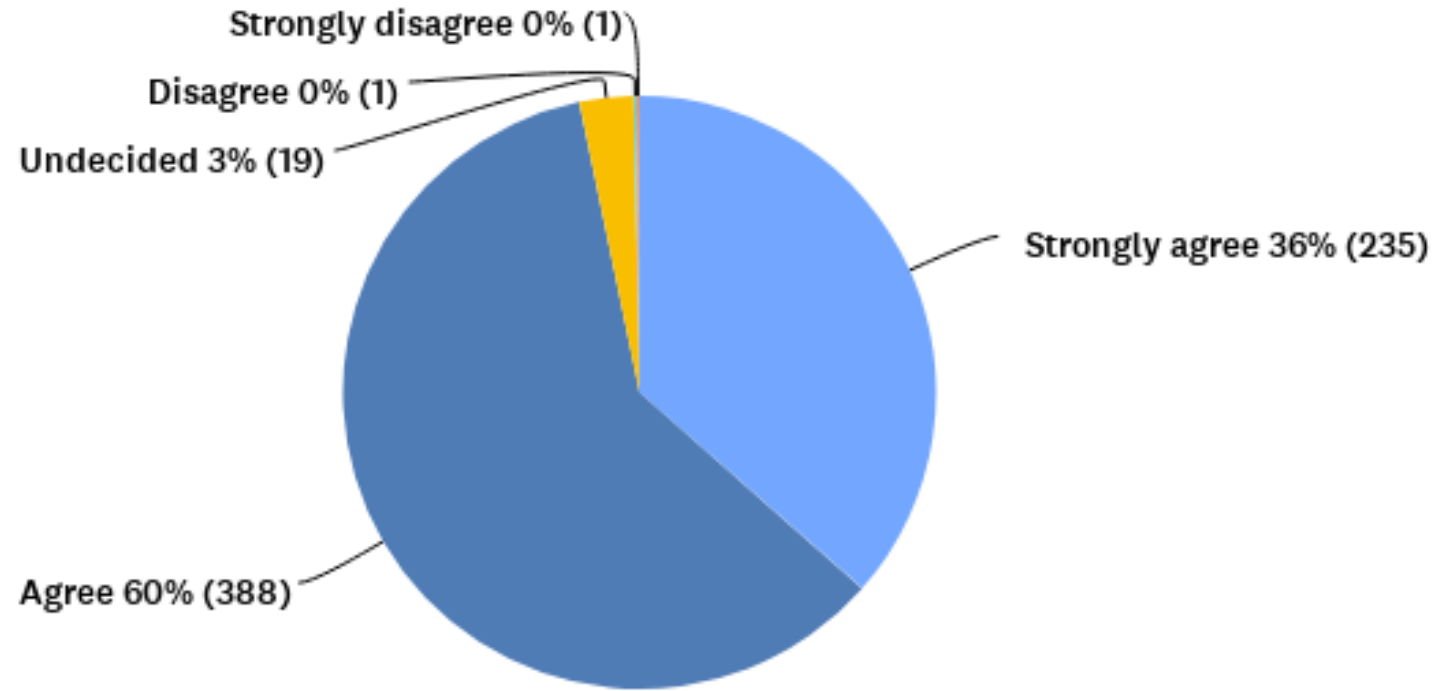
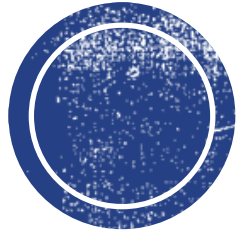
- **\*NOT SHOWN DECLINED and NO RESPONSE**



## JULY 2023-JUNE 2024 RESULTS

**HAVE YOU BEEN ABLE TO MANAGE THE BEHAVIORAL/EMOTIONAL CHALLENGES USING THE SKILLS YOU DEVELOPED WHILE INVOLVED WITH THE CMO, CAPE ATLANTIC I.N.K.?**

▪ \*NOT SHOWN DECLINED and NO RESPONSE

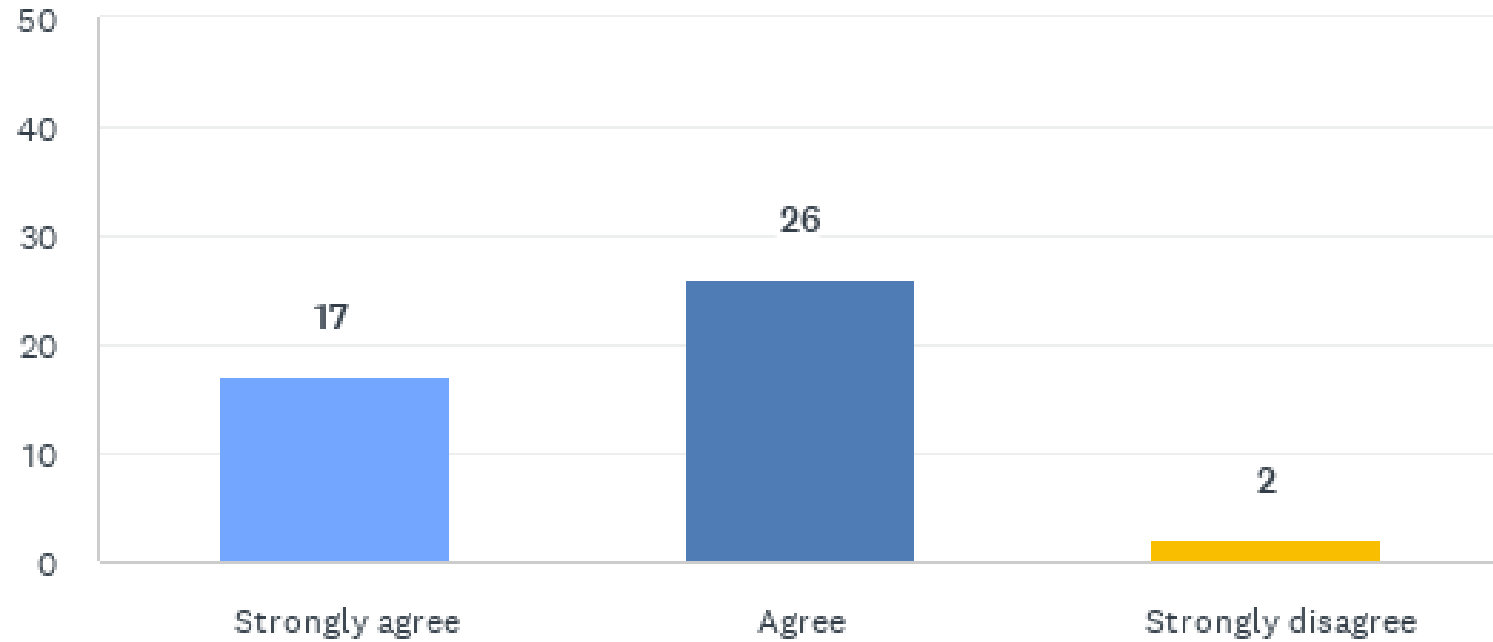
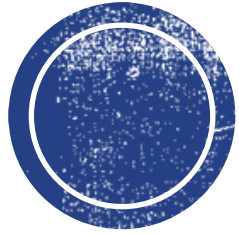


## JULY 2023-JUNE 2024 RESULTS

**THE STRATEGIES IN MY/MY FAMILY'S TRANSITION PLAN HAVE HELPED ME/MY FAMILY EFFECTIVELY MANAGE MY/OUR NEEDS.**

- \*NOT SHOWN DECLINED and NO RESPONSE

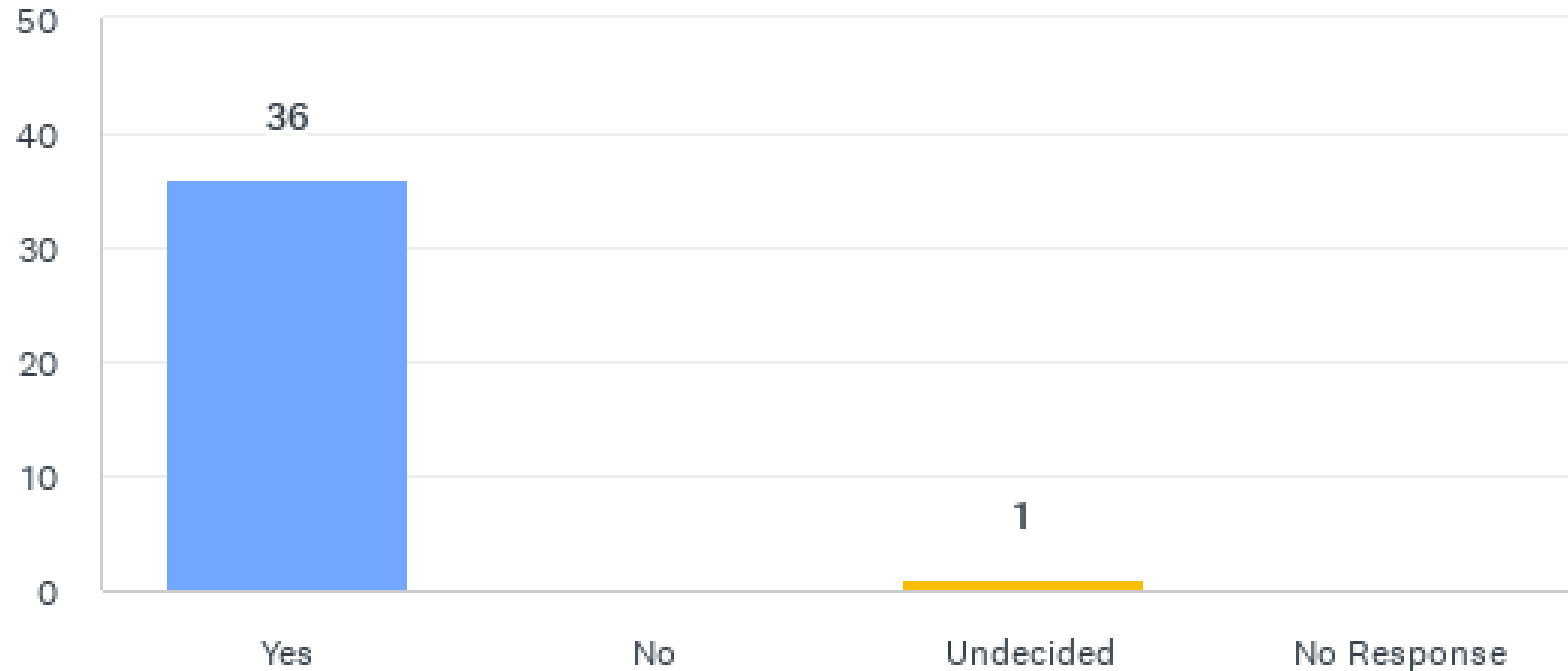
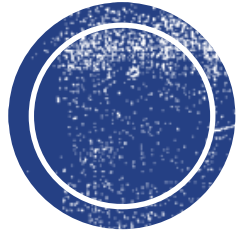




## JULY 2023-JUNE 2024 RESULTS

**(BEHAVIORAL HEALTH HOME) I AM ABLE TO MANAGE YOUTH/YOUNG ADULT PHYSICAL/MEDICAL HEALTH USING COMMUNITY-BASED SERVICES AND THE SKILLS DEVELOPED WHILE ENROLLED WITH THE CMO?**

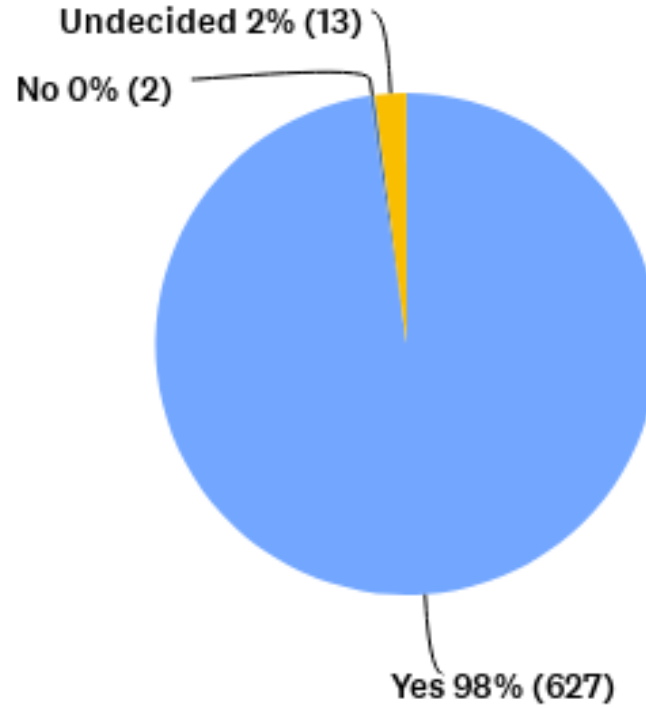
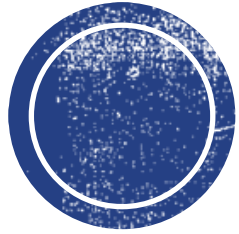
▪ \*NOT SHOWN DECLINED and NO RESPONSE



## JULY 2023-JUNE 2024 RESULTS

**(DEVELOPMENTAL DISABILITIES) \*\*HAVE YOU BEEN ABLE TO MANAGE THE CHALLENGES THAT ARISE FROM THE YOUTH'S/YOUNG ADULT'S DEVELOPMENTAL DISABILITY USING THE SKILLS YOU HAVE DEVELOPED WHILE INVOLVED WITH THE CMO?**

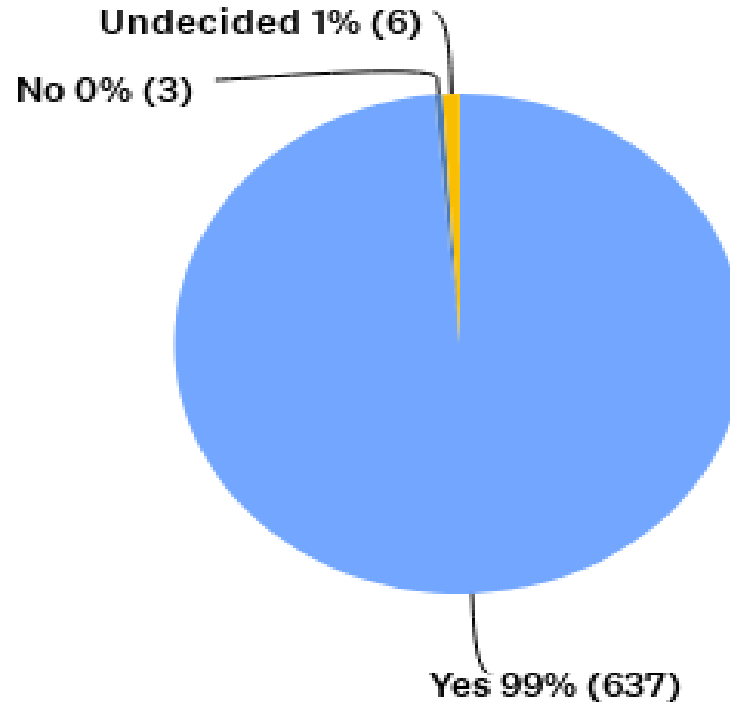
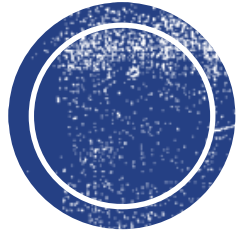
▪ \*NOT SHOWN DECLINED and NO RESPONSE



## JULY 2023-JUNE 2024 RESULTS

**HAVE YOU BEEN ABLE TO UTILIZE NATURAL SUPPORTS (FRIENDS, RELATIVES, NEIGHBORS, ETC.) TO HELP YOU THROUGH THE BEHAVIORAL/EMOTIONAL CHALLENGES WHEN THEY ARISE?**

- \*NOT SHOWN DECLINED and NO RESPONSE



## JULY 2023-JUNE 2024 RESULTS

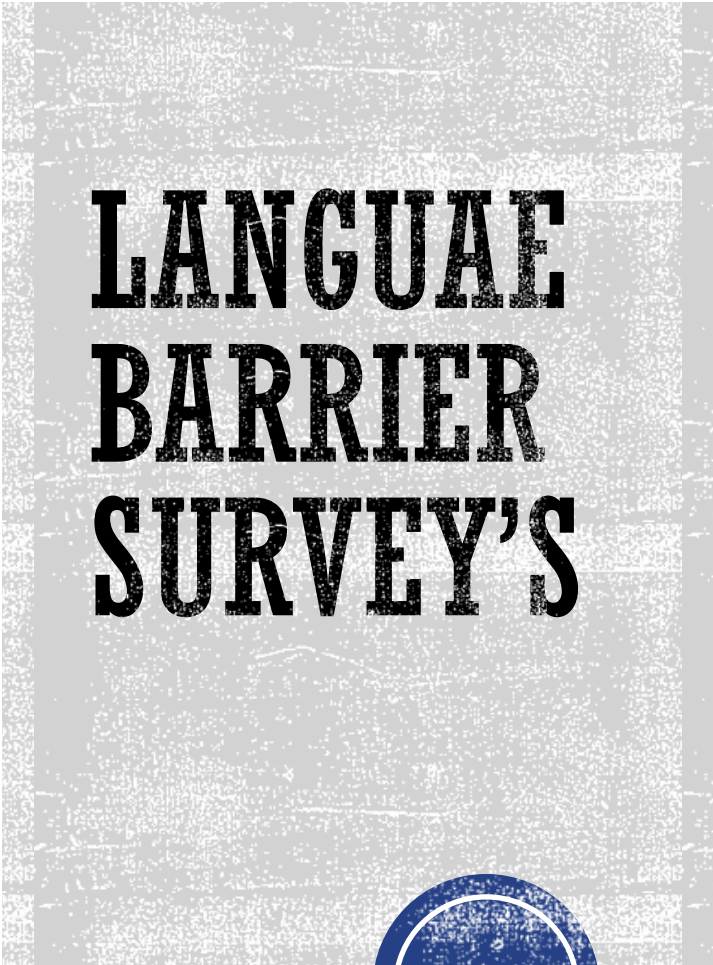
**OVERALL, ARE YOU SATISFIED WITH THE PROGRESS THE YOUTH/YOUNG ADULT HAS MADE SINCE TRANSITIONING FROM THE CMO, CAPE ATLANTIC I.N.K.?**

- \*NOT SHOWN DECLINED and NO RESPONSE

**TOTAL ANSWERED RESULTS  
JULY 2023- JUNE 2024**

July 2023- June 2024 Data			
	Total Number of Phone Calls	Responses by Percentage "Answered Only"	Percentage of Last Year
<i>(3 Attempts, No Response; Answered; Declined)</i>	<b>N= 1,004</b>		
Jan. 2023 (July 2023 Calls)	64	70%	69%
Feb. 2023 (Aug. 2023 Calls)	93	63%	71%
Mar. 2023 (Sept. 2023 Calls)	91	64%	65%
Apr. 2023 (Oct. 2023 Calls)	89	64%	60%
May 2023 (Nov. 2023 Calls)	101	66%	66%
June 2023 (Dec. 2023 Calls)	93	68%	64%
July 2023 (Jan. 2024 Calls)	85	67%	43%
Aug. 2023 (Feb. 2024 Calls)	75	67%	54%
Sept. 2023 (Mar. 2024 Calls)	58	60%	68%
Oct. 2023 (April 2024 Calls)	96	66%	60%
Nov. 2023 (May 2024 Calls)	95	60%	71%
Dec. 2023 (June 2024 Calls)	64	61%	64%
<b>Total</b>	<b>1,004-</b>	<b>Last Year Total 794</b>	

MONTH	CALLS MADE	ANSWERED	%
JULY	0	0	9%
AUG	16	9	56%
SEPT	9	3	33%
OCT	18	9	50%
NOV	15	9	60%
DEC	16	9	56%
JAN	7	1	14%
FEB	11	2	18%
MAR	13	6	46%
APR	9	2	22%
MAY	13	4	31%
JUNE	12	7	58%
GRAND TOTAL	139	61	44%



Using Quantum, we have reached 44% of language barrier surveys.  
1 Bengali, 1 Vietnamese, and 137 Spanish.

# KEY TAKE AWAYS

## SUCCESS IN CALLS-

- OUR INTERNAL GOAL IS 65% ANSWERED CALLS
- CALLING 3 TIMES
- 12:00PM-2:00PM LUNCH BREAK HOURS
- **Increase in language barrier calls since utilizing Quantum services.**

## CALL RESPONSE BARRIERS-

- REENROLLED YOUTH
- DCPP CUSTODY
- GUARDIANS/YOUTH NOT RETURNING CALLS
- NUMBERS NO LONGER IN SERVICE

## HOW WE CAN INCREASE OUR RESULTS

-LESS REENROLLED YOUTH



# JULY 2023-JUNE 2024 RESULTS

DO YOU HAVE ANY ADDITIONAL COMMENTS YOU WOULD LIKE TO ADD?

- **\*A TOTAL OF 252 COMMENTS**
  - **IN THE COMMENT FIELD!**
  - **HERE ARE SOME TO READ!**
- 
- Youth is doing great- youth is with Thrive Network and doing great! The whole CMO was great!
  - Services were great, graduated from CHOP and has been doing wonderful!
  - Thank you so much and we are very appreciative!
  - CMO was great- everything they did was excellent!
  - I am so happy for the services and I am so proud of my youth. Youth has just enlisted in the Marines and I couldn't be more proud. Youth has a very positive mind and the services were a blessing!
  - Youth is doing really well and is so much better with a routine!
  - Youth is wonderful, Youth has made honor roll 2xs and the school is going to let him graduate with his class- Youth has been walking dogs and doing great!





ANY THOUGHTS? QUESTIONS?





**THANK YOU**

QAA TEAM-

