

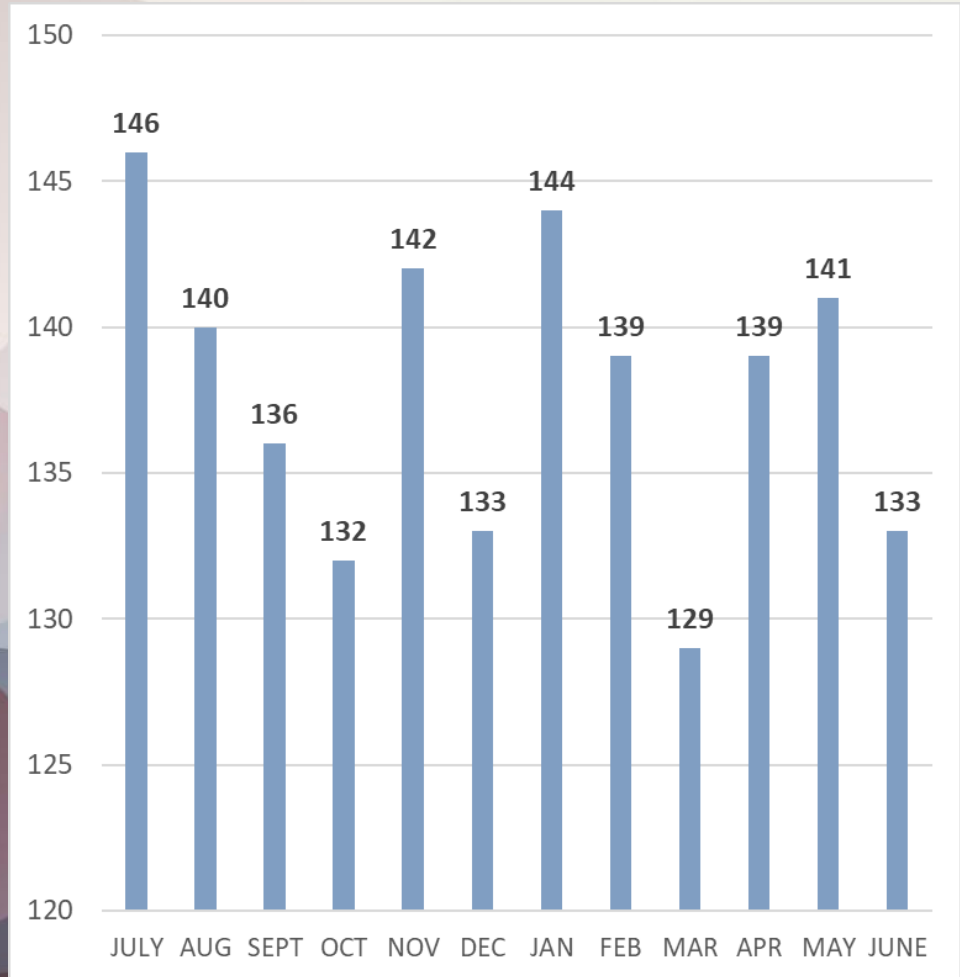


FAMILY SURVEY RESULTS

July 2023- June 2024

TOTAL NUMBER OF PULLED SURVEYS

# OF RANDOM AUDITS PULLED	
JULY	146
AUG	140
SEPT	136
OCT	132
NOV	142
DEC	133
JAN	144
FEB	139
MAR	129
APR	139
MAY	141
JUNE	133
GRAND TOTAL	1654
LAST YEAR	923

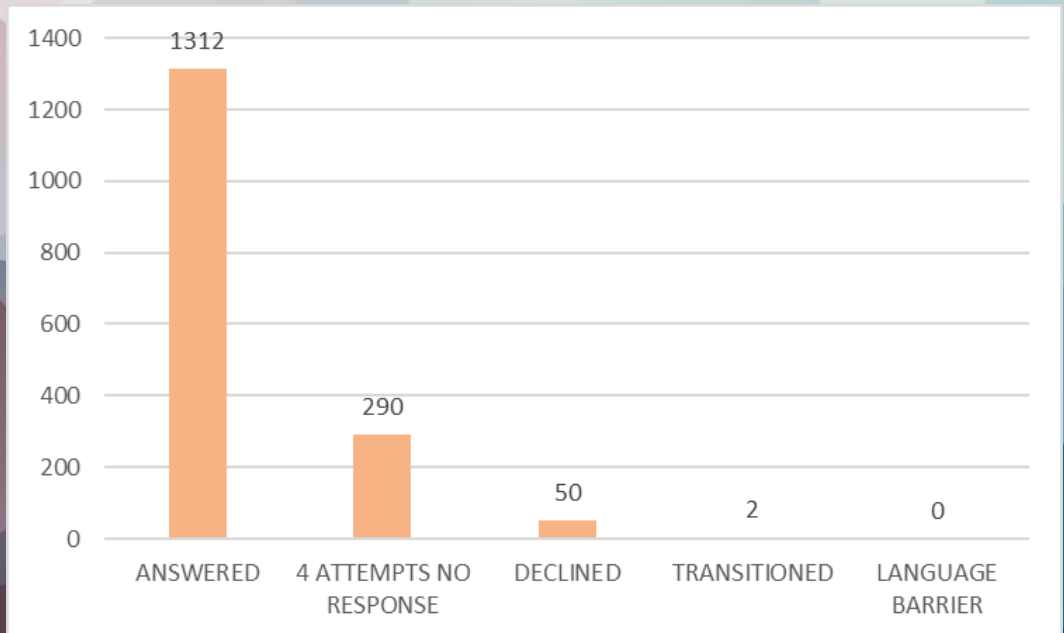


731 more surveys pulled this year.

PHONE CALL OUTCOMES

CALLS	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
ANSWERED	114	110	111	105	116	106	115	108	102	111	112	102	1312
4 ATTEMPTS NO RESPONSE	27	23	19	21	20	22	26	27	24	26	27	28	290
DECLINED	5	7	6	6	4	5	3	4	3	2	2	3	50
TRANSITIONED	0	0	0	0	2	0	0	0	0	0	0	0	2
TOTAL	146	144	136	132	142	133	144	139	129	139	141	133	1654

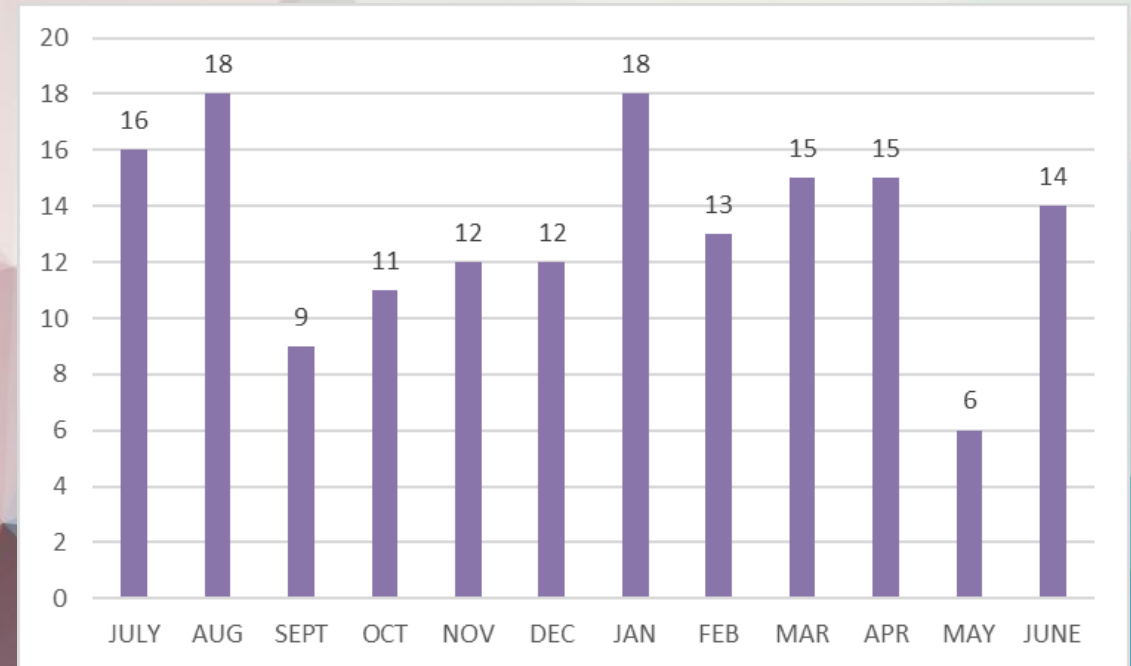
CALLS	#	THIS YEAR	LAST YEAR
ANSWERED	1312	79%	76%
4 ATTEMPTS NO RESPONSE	290	18%	11%
DECLINED	50	3%	4%
TRANSITIONED	2	0%	1%
LANGUAGE BARRIER	0	0%	8%
TOTAL	1654	100%	100%



No language barrier surveys this year.

USE OF QUANTUM

MONTH	CALLS MADE	ANSWERED	%
JULY	22	16	73%
AUG	19	18	95%
SEPT	14	9	64%
OCT	15	11	73%
NOV	16	12	75%
DEC	16	12	75%
JAN	25	18	72%
FEB	20	13	65%
MAR	18	15	83%
APR	17	15	88%
MAY	11	6	50%
JUNE	19	14	74%
GRAND TOTAL	212	159	75%



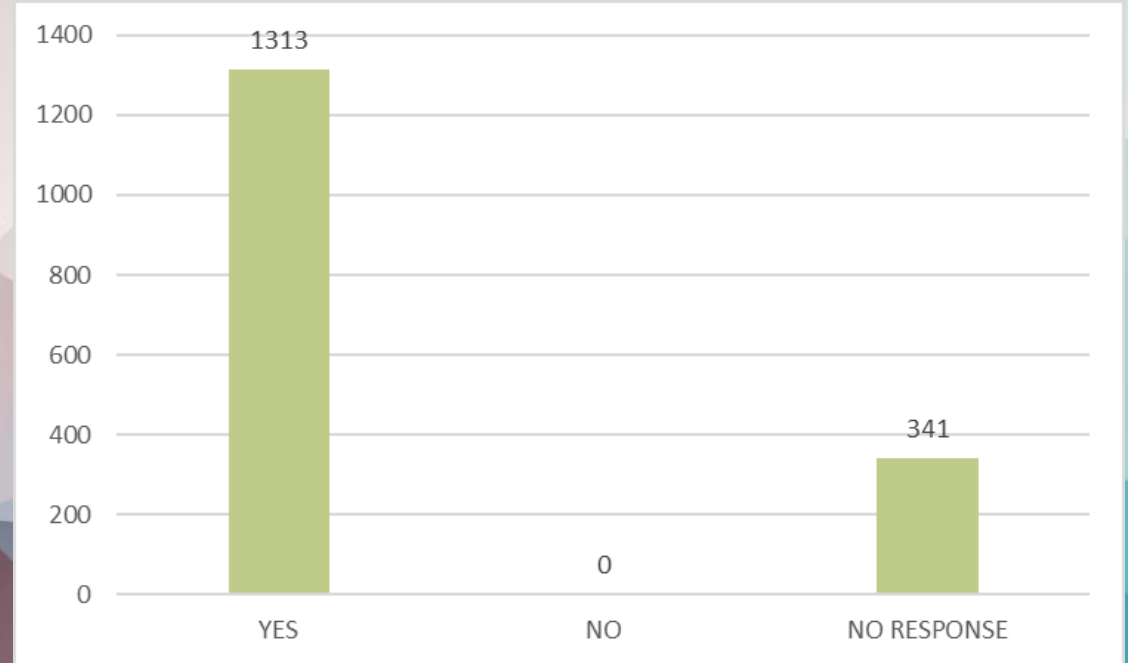
Using Quantum, we have reached 75% of language barrier surveys.
1 Creole, 1 Portuguese, and 210 Spanish.

FACE TO FACE MEETING OCCURRED

CONFIRMED DATE	#	THIS YEAR	LAST YEAR
YES	1313	79%	76%
NO	0	0%	0%
NO RESPONSE	341	21%	24%

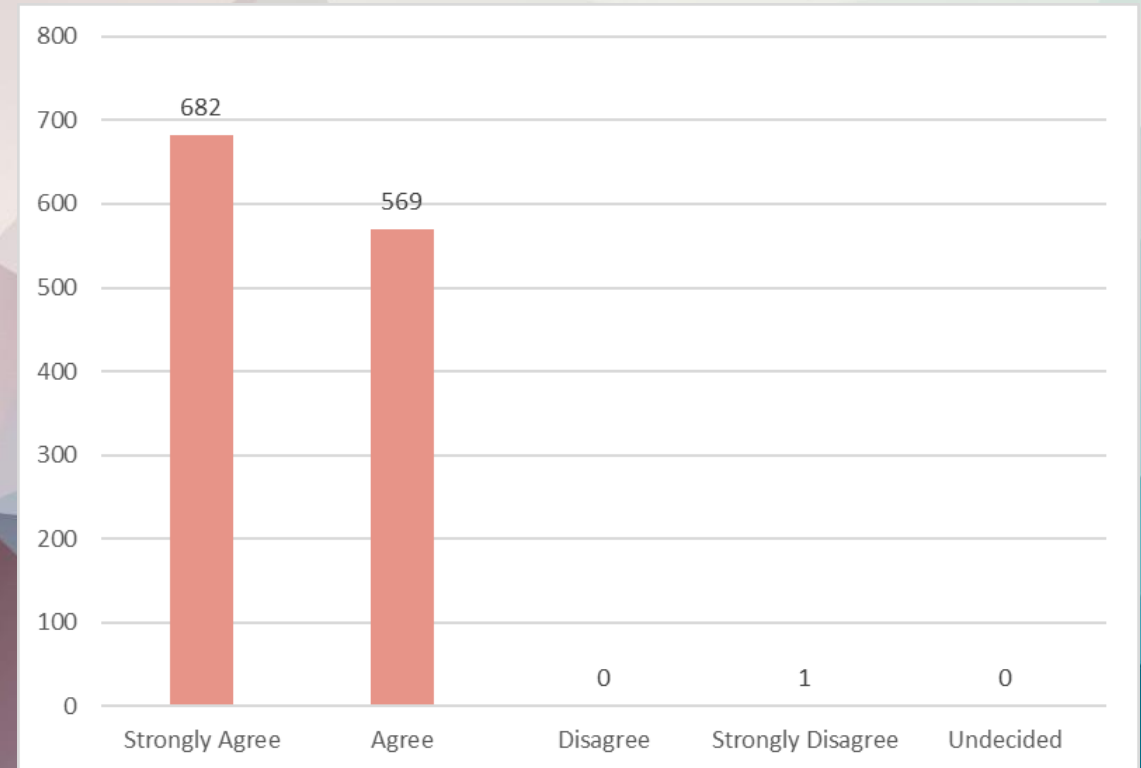
No Response reasons: 4 attempts no response, declined, and transitioned.

3% decrease to no responses this year.



My/My family's values and preferences are treated with dignity and respect.

Strongly Agree	682	55%
Agree	569	45%
Disagree	0	0%
Strongly Disagree	1	0%
Undecided	0	0%
TOTAL # OF ANSWERS	1252	100%

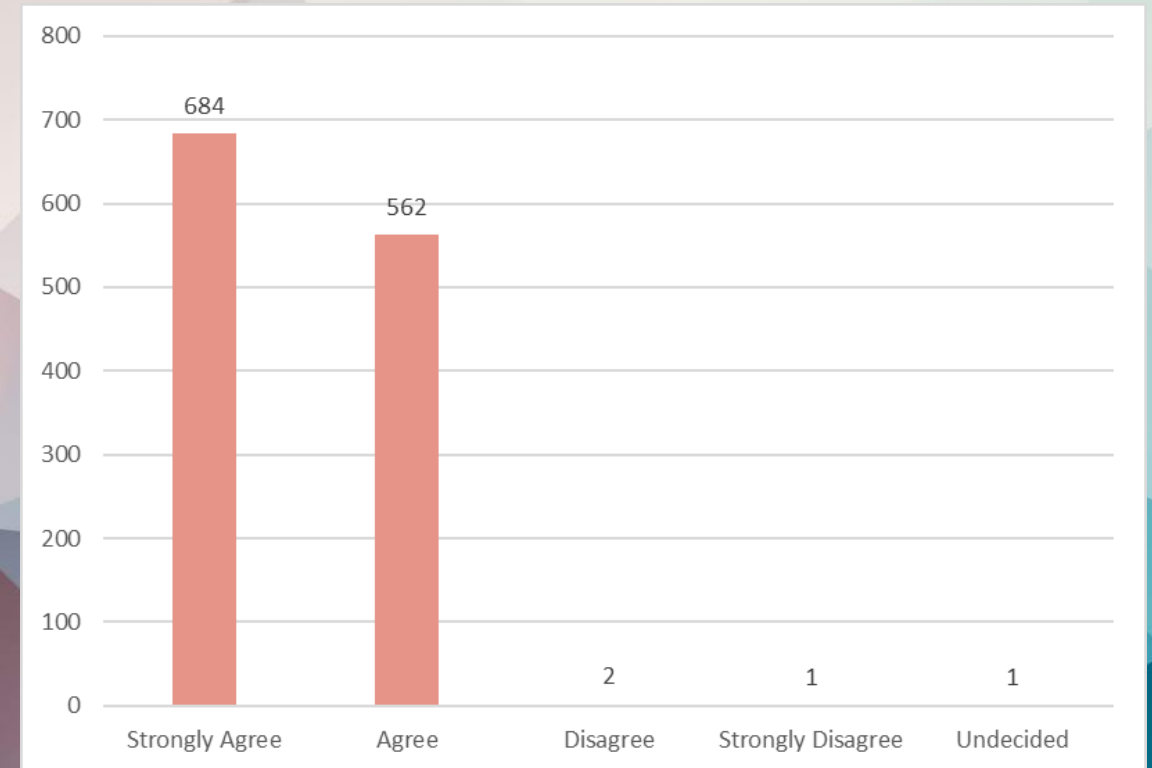


Declined, No Response, and Skipped Questions are not included.

580 more answers to this question this year!

My/My family's voice is heard and guides the team process.

Strongly Agree	684	55%
Agree	562	45%
Disagree	2	0%
Strongly Disagree	1	0%
Undecided	1	0%
TOTAL # OF ANSWERS	1250	100%



Declined, No Response, and Skipped Questions are not included.

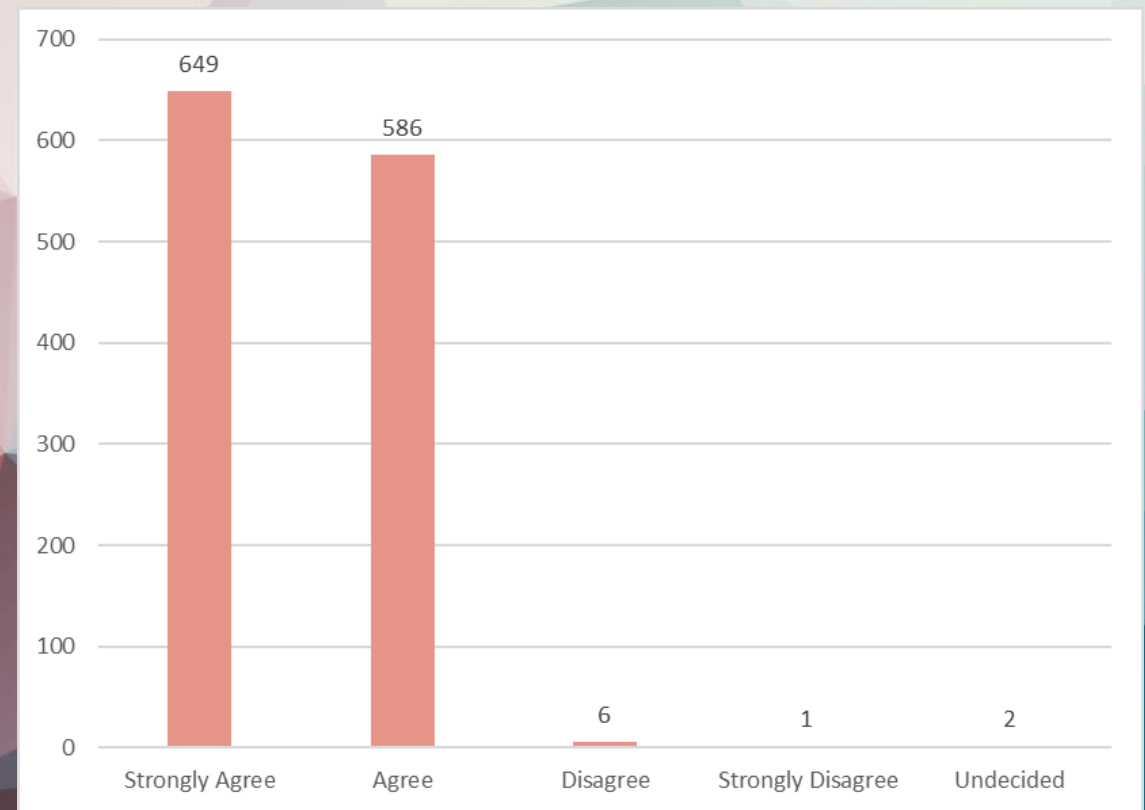
578 more answers to this question this year!

I feel that I am/My family is able to effectively manage the crises listed in the Family Crisis Plan.

Strongly Agree	649	52%
Agree	586	47%
Disagree	6	1%
Strongly Disagree	1	0%
Undecided	2	0%
TOTAL # OF ANSWERS	1244	100%

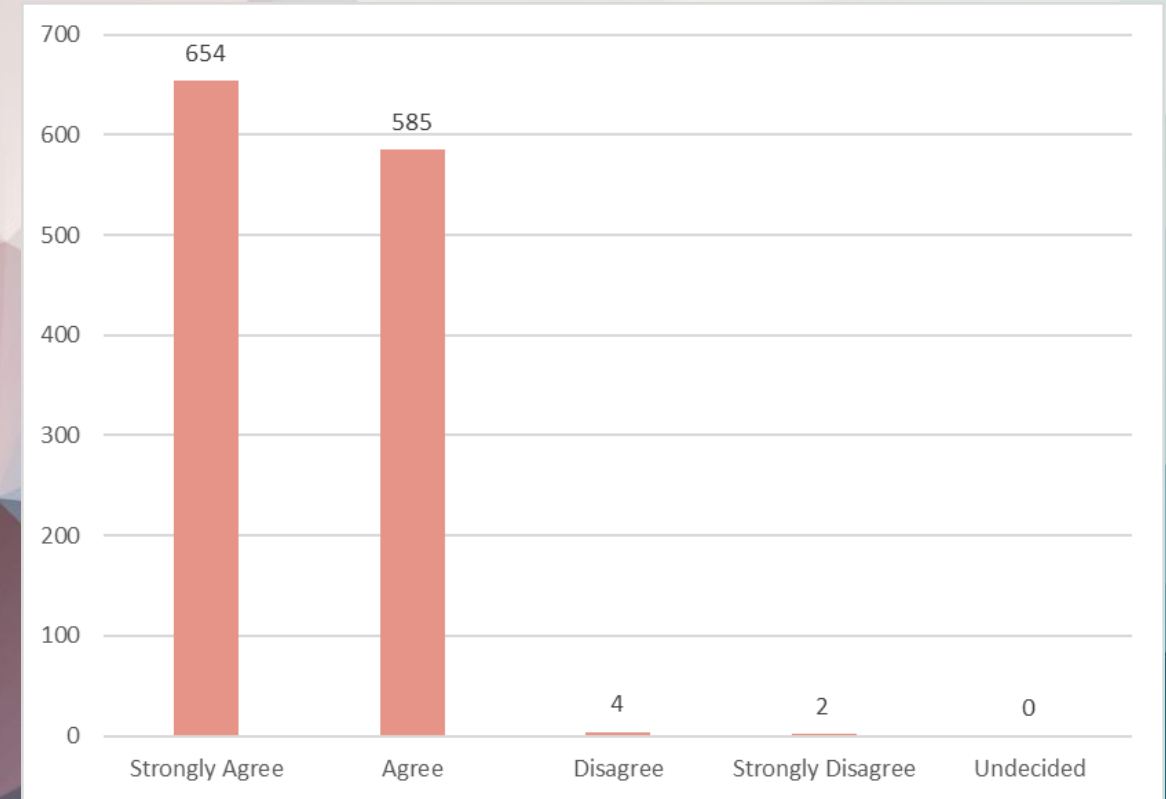
Declined, No Response, and Skipped Questions are not included.

576 more answers to this question this year!



My Child Family Team helps me see my/my child's strengths.

Strongly Agree	654	53%
Agree	585	47%
Disagree	4	0%
Strongly Disagree	2	0%
Undecided	0	0%
TOTAL # OF ANSWERS	1245	100%

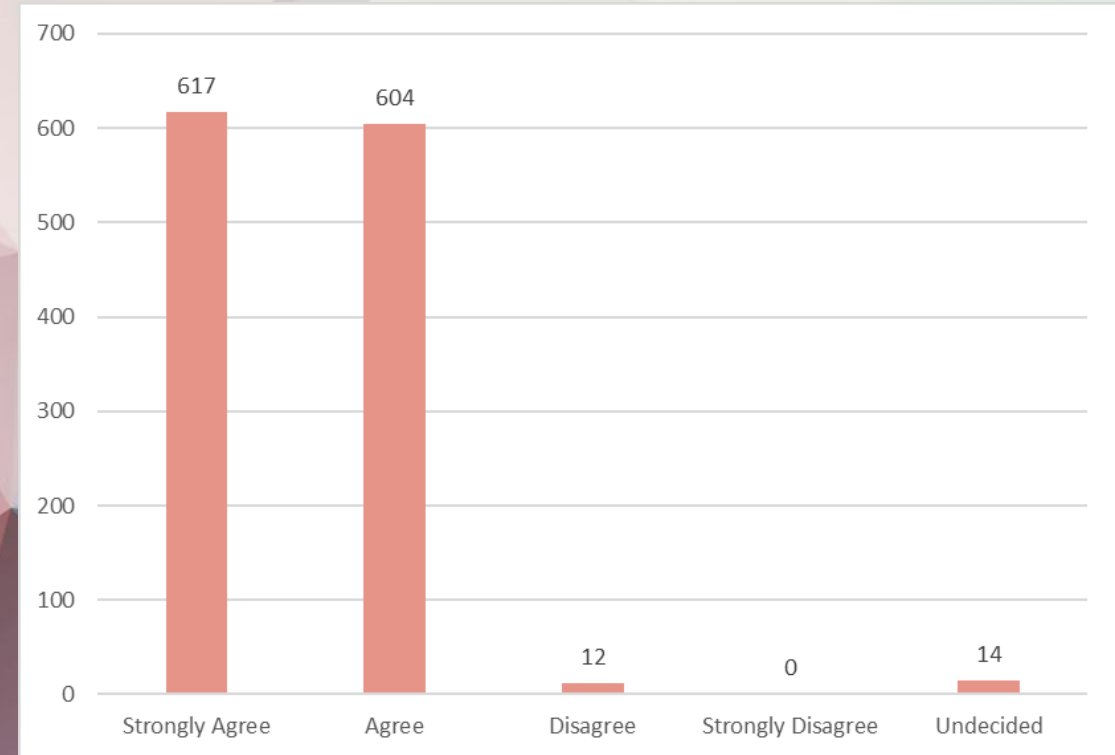


Declined, No Response, and Skipped Questions are not included.

575 more answers to this question this year!

I have been linked to resources and supports that will help me/my family achieve my/our vision.

Strongly Agree	617	50%
Agree	604	48%
Disagree	12	1%
Strongly Disagree	0	0%
Undecided	14	1%
TOTAL # OF ANSWERS	1247	100%



Declined, No Response, and Skipped Questions are not included.

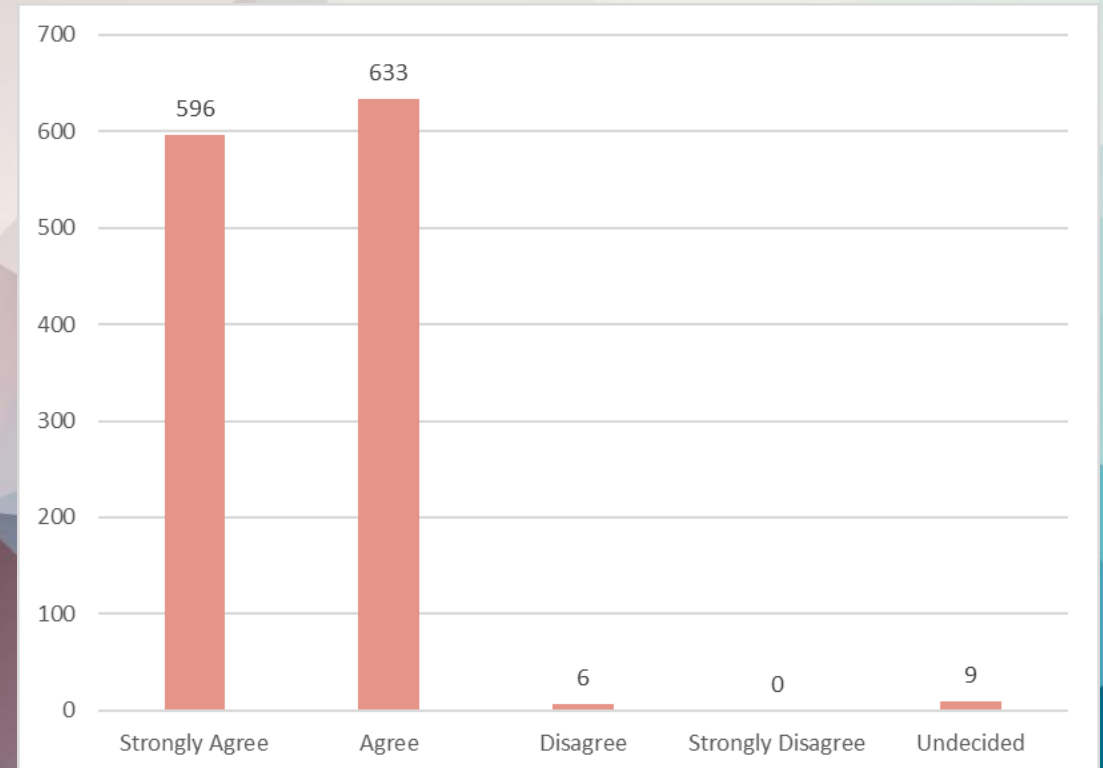
578 more answers to this question this year!

I feel that through the service plan, I am able to effectively manage my/my youth's needs.

Strongly Agree	596	48%
Agree	633	51%
Disagree	6	0%
Strongly Disagree	0	0%
Undecided	9	1%
TOTAL # OF ANSWERS	1244	100%

Declined, No Response, and Skipped Questions are not included.

579 more answers to this question this year!

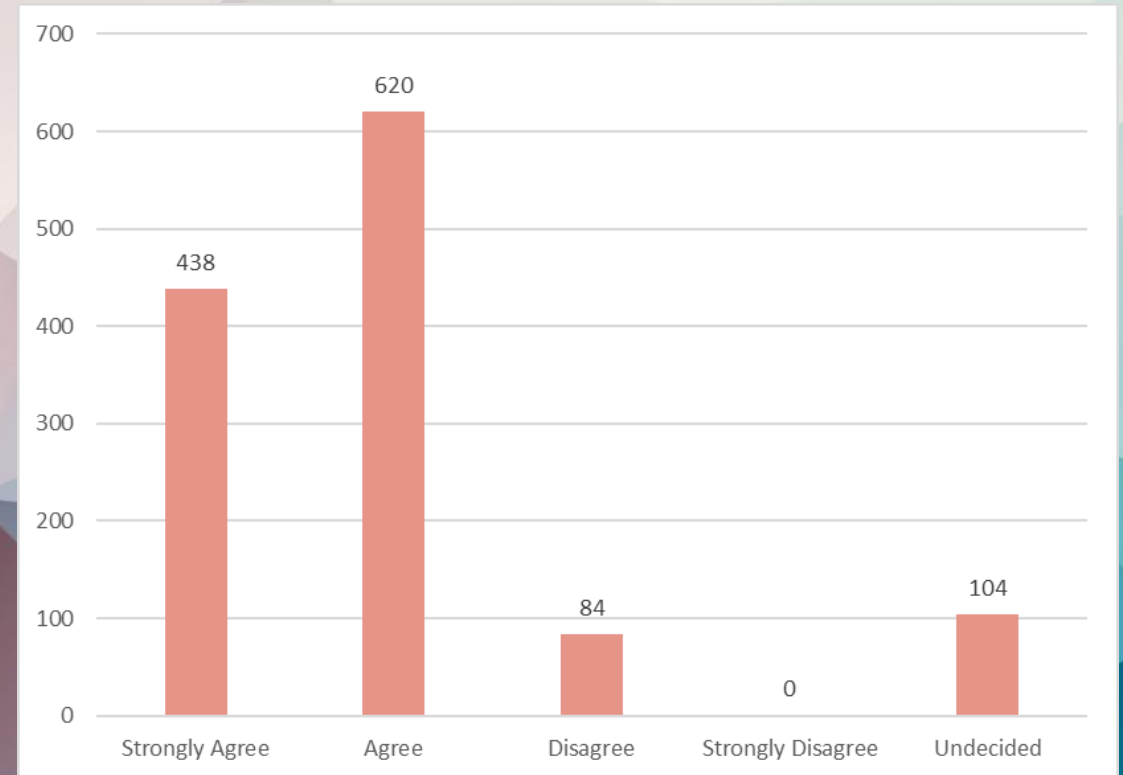


As a result of being enrolled with the CMO, I believe I am/my youth is improving and becoming healthier.

Strongly Agree	438	35%
Agree	620	50%
Disagree	84	7%
Strongly Disagree	0	0%
Undecided	104	8%
TOTAL # OF ANSWERS	1246	100%

Declined, No Response, and Skipped Questions are not included.

576 more answers to this question this year!

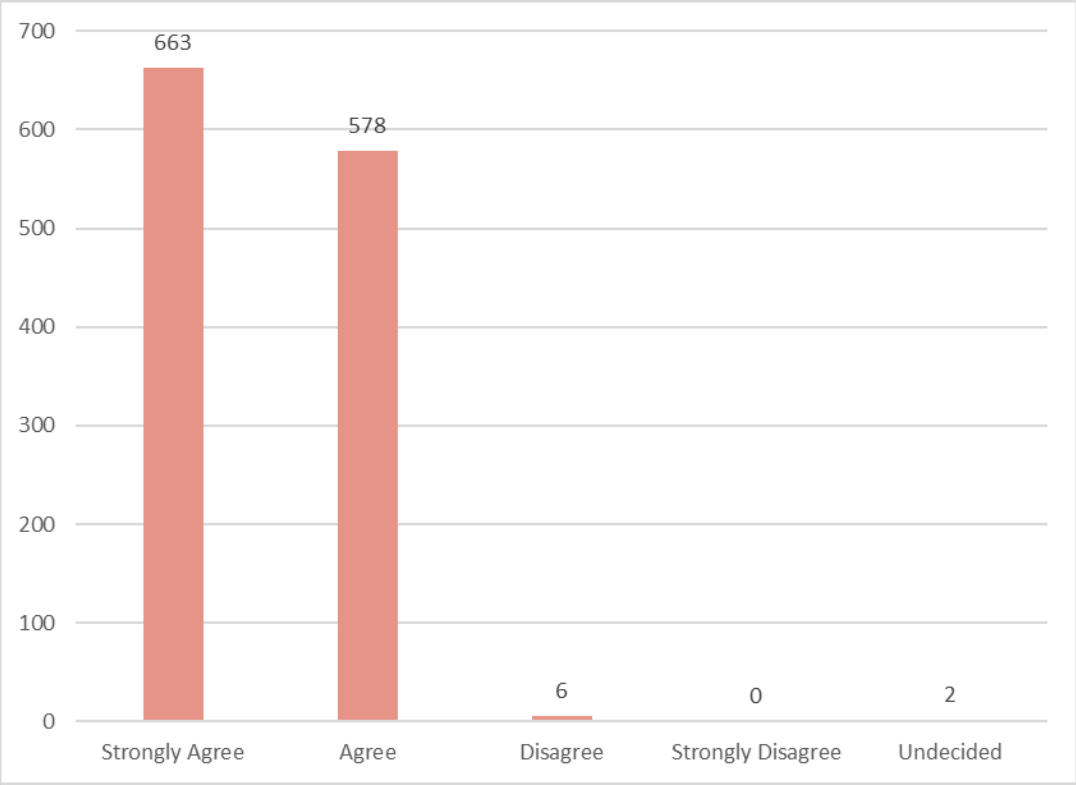


Overall, I am satisfied with my involvement in the CMO.

Strongly Agree	663	54%
Agree	578	46%
Disagree	6	1%
Strongly Disagree	0	0%
Undecided	2	0%
TOTAL # OF ANSWERS	1249	100%

Declined, No Response, and Skipped Questions are not included.

578 more answers to this question this year!



Grievances

THIS YEAR'S TOTAL: 10

TRENDS IN GRIEVANCES:

1. Youth not being connected to helpful resources.
2. Guardian not satisfied with services provided.
3. Guardian not happy with chosen provider.

LAST YEAR'S TOTAL: 7

TRENDS IN GRIEVANCES:

1. Lack of overall Care Manager communication.
2. Care Manager and Guardian are not making a connection.
3. Care Manager lacks the training to handle youth.

CAN THE COMMITTEE THINK OF POSSIBLE REASONS FOR THE TRENDS THIS YEAR?

We have 329 comments this year!

I am happy with my CM. She responds quickly, gives sound feedback, and is a good listener. I am concerned because my daughter's BPS evaluation states 4 hours from a therapist and 4 hours from a BA however, when youth was signed up with a therapist, she was only given 3 hours. I brought this up several times, but it seems to be pushed aside. If my daughter was recommended to get 4 hours of therapist services, I think she should be able to get that. It makes me not trust the process as the BPS was overlooked and then ignored when the discretion was brought up. A BA is not in place yet but there is an intake meeting Saturday. My entire family is supposed to meet with a therapist once a month as well. Youth has supports from grandmother and Big Sister from the program.

I am upset that the Therapist assigned to my son is not coming to appointments. I believe that the therapist is not providing the services my son needs. I am afraid that my son will transition without getting these services he was promised. I talked to CM about this, and she is waiting for youth to be assigned a new Therapist. I am frustrated that there has been a lack of services for so long because this Therapist is not coming to see my son when she is supposed to.

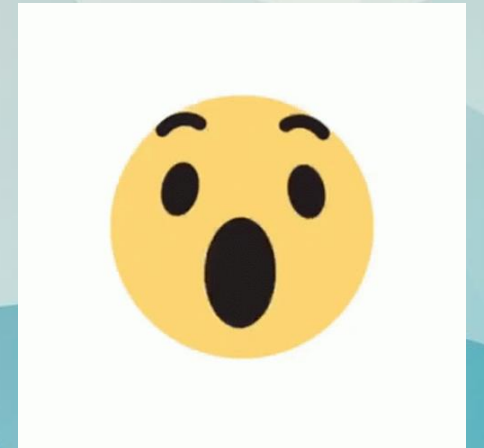
I am not happy with the CM, SUP and services assigned to this son. My other son getting CMO services has good services and a good CM. I spoke with SUP and Operations in regards to getting this son better services and connected with one CM. (The CM that is with my other son.) I'm also not happy that this son's services are due to end 9/12/2023 and I do not think they should end since he has not gotten proper services. I was told that this son would get another CM and better services but it has not been done. I spoke with Operations at the end of June/beginning of July. I would like to be contacted to find out how this son's services can be extended and meet his needs.

We have 329 comments this year!

CM is absolutely amazing!! I cannot say anything bad about her. She has helped me and my son so much since February. She has connected and advocated for youth with school and at any programs she's connected us to. My son trusts her and calls her his "Manager." He trusts her with everything. Any IIC provider CM has connected youth to have been fantastic. She is an incredible person, and we are so blessed to have her as our CM. My youth has done a complete 180 and it's so nice to see my son trust the CM, trust her process and the people she puts on our CFTeam.

CMO has helped me and my family a lot. It is a good shoulder to lean on when you need the extra support. My son is now seeing the consequences to his actions. He gets along well with CM and they communicate well via text and phone calls.

Everything is going great. What I really like is how my son had a bad week this week and everyone on my CFTeam has stepped up and has come together to make sure he keeps improving and staying on track.



THERE ARE **316** MORE POSITIVE COMMENTS!