



FISCAL YEAR

2006

***ANNUAL
OUTCOMES REPORT****

** ALL QUARTERLY DATA IN THIS REPORT IS FOR THE 4th QUARTER OF FY '06. THIS
THREE MONTH PERIOD IS FROM APRIL 1, 2006 – JUNE 30, 2006*

YEAR-TO-DATE (Y.T.D.) DATA IS FROM JULY 1, 2005 – JUNE 30, 2006

***Submitted by:
Gregg Stockey
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	80% (55)	<i>Discreet, gentle, understanding.</i>
Good	20% (14)	<i>Very informative.</i>
Fair	0	<i>Got us in right away.</i>
Poor	0	

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

	Year-To-Date	<u>Selected Comments</u>
Excellent	78% (56)	<i>Very thorough. Made me at ease with the decision to come here.</i>
Good	21% (15)	<i>Staff degree should be posted in counseling rooms.</i>
Fair	1% (1)	
Poor	0	

3) Rating of counseling goals or service plans.

	Year-To-Date	<u>Selected Comments</u>
Excellent	72% (57)	<i>A point is made to review goals on a regular basis.</i>
Good	25% (20)	
Fair	3% (2)	
Poor	0	

4) Overall rating of programs or services participated in.

	Year-To-Date	<u>Selected Comments</u>
Excellent	81% (64)	<i>We have, and will continue to recommend The Bridge to others.</i>
Good	16% (13)	
Fair	3% (2)	
Poor	0	

5) Rating comfort and convenience of facilities.

	Year-To-Date	<u>Selected Comments</u>
Excellent	83% (63)	<i>Nice atmosphere.</i>
Good	14% (11)	<i>Friendly front office staff.</i>
Fair	3% (1)	
Poor	0	

6) Rating of psychiatric services from Dr. Feld.

	Year-To-Date	<u>Selected Comments</u>
Excellent	69% (27)	<i>Sometimes feels rushed.</i>
Good	28% (11)	<i>He is wonderful!</i>
Fair	3% (1)	
Poor	0	

Client Satisfaction Surveys
Crisis Team Clients

1) Rating quality of crisis call or initial visit.

	<u>Year-To-Date</u>	<u>Selected Comments</u>
Excellent	75% (15)	<i>A plan was created and has been followed.</i>
Good	20% (4)	
Fair	5% (1)	
Poor	0	

2) Rating counseling goals and service planning.

	<u>Year-To-Date</u>	<u>Selected Comments</u>
Excellent	55% (11)	<i>Service meets my needs.</i>
Good	45% (9)	
Fair	10% (1)	
Poor	0	

3) Overall rating of programs and services.

	<u>Year-To-Date</u>	<u>Selected Comments</u>
Excellent	71% (15)	<i>Keep it up.</i>
Good	38% (8)	
Fair	0	
Poor	0	

4) Rating comfort and convenience of facilities.

	<u>Year-To-Date</u>	<u>Selected Comments</u>
Excellent	71% (15)	<i>We feel right at home.</i>
Good	29% (6)	
Fair	0	
Poor	0	

5) Rating of psychiatric services from Dr. Feld.

	<u>Year-To-Date</u>	<u>Selected Comments</u>
Excellent	75% (3)	
Good	25% (1)	
Fair	0	
Poor	0	

Crisis Intervention Services Police and School Satisfaction Surveys

The Crisis Intervention Counselor gives the police or school referral a copy of the Satisfaction Survey to complete at the end of the Crisis Intervention initial call. We ask the individual to mail the completed form to The Bridge.

1. Pager response time:

	YTD
Excellent	86% (18)
Good	14% (3)
Fair	0
Poor	0

2. Driving response time:

	YTD
Excellent	90% (19)
Good	10% (2)
Fair	0
Poor	0

3. How well did the crisis worker keep you informed?

	YTD
Excellent	86% (18)
Good	14% (3)
Fair	0
Poor	0

4. How helpful was the counselor?

	YTD
Excellent	90% (19)
Good	10% (2)
Fair	0
Poor	0

5. How would you rate the crisis counselors overall service?

	YTD
Excellent	90% (19)
Good	10% (2)
Fair	0
Poor	0

2006 School Group Participant Survey

Students who participated in Substance Abuse groups at Palatine High School were surveyed at the conclusion of the school year.

Students surveyed:

1.) agreed that they learned better ways to solve problems.

Year-To-Date
100%

2.) agreed that group participation caused them to think about how current decisions affect their futures.

Year-To-Date
100%

3.) reported making a healthy decision about drug use as a result of group participation.

Year-To-Date
92%

4.) reported that they are more likely to stop using than prior to participation.

Year-To-Date
73%

5.) reported that their grades improved during the group.

Year-To-Date
58%

6.) feel better about being a student at Palatine High School since joining the group.

Year-To-Date
50%

7.) Percentage of non-Seniors that said they would like to participate again next year.

Year-To-Date
100%

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
QTR-	23	23	100%	94%
YTD-	96	90	94%	

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
QTR-	27	21	78%	5.5	8.5
YTD-	114	92	81%	8.0	8.5

Quarter: Improved by 8 points or more – 6 (29%)

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
QTR-	23	21	91%	12.2	12.5
YTD-	63	56	89%	12.9	12.5

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 2006	Goals Substantially Met	Goals Partially Met	Goals Not Met
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A. Crisis Intervention Services

QTR-	15 (45%)	13 (39%)	5 (15%)
YTD-	72 (64%)	31 (27%)	10 (9%)

B. Family Team

QTR-	13 (54%)	10 (42%)	1 (3%)
YTD-	34 (51%)	25 (37%)	8 (12%)

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	Past 3 Years Average Increase
YTD-	29	29	100%	16.1	12.5

Improved by 10 or more points: 22 (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 2 Years
YTD-	20	30

Survey Response-

How helpful was Youth Council participation in maintaining abstinence?

- Excellent – 50% (8)
- Good – 44% (7)
- Fair – 6% (1)
- Poor - 0