

Personnel & HR CQI Report

Twenty-nine employees left the Agency during the 4th quarter, with a total of 98 employees who left the Agency during FY13. The Agency-wide turnover rate for the 4th quarter is 7.2% (FY12=5.6%), with an annual Agency-wide turnover rate of 24% (FY12=23%). The overall Agency-wide turnover rate has been largely stable from FY10 through FY13, ranging from 23% to 25%. A total of 71 employees were hired during FY13, with the largest percentage (25, 35%) of hired to work in Residential services programs, followed by the Respite program (6, 8.5%).

A total of 7 CCC employees left JCFS during the fiscal year, and 2 new employees who were hired during the same time period. Two CCC employees left each quarter during the 1st through the 3rd quarters, with 1 employee departure during the 4th quarter. Of the employees who left during the fiscal year, 2 worked at the Skokie office, 4 worked at NWS office and 1 employee worked at the Kersten Counseling office location.

Incident Reporting

A total of 59 incidents were reported during FY13, which represents a 14% (10) decrease from the 69 incidents reported during FY12. See full report for additional summary and details for type of incident and a breakdown by CCC office location.

Utilization Review

A total of 61 CCC cases were selected and reviewed during the 4th quarter of FY13: 4 new (45-day), 50 ongoing, 1 ongoing group, and 6

Case type	FY12				FY13			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
New	77%	91%	73%	91%	75%	93%	86%	94%
Ongoing	93%	87%	93%	93%	90%	90%	93%	86%
Overall	85%	89%	83%	92%	83%	92%	90%	90%

Strengths

- All (100%) new cases met the admission criteria.
- 3 out of 5 programs/offices had 100% documentation completion for new cases.
- Family engagement was indicated when applicable for all new cases.
- Completion of outcome measures completed at discharge increased from 29% last quarter to 80% this quarter.
- The majority (70%) of ongoing clients *improved* within the review period.
- Level of participation was *good* or *excellent* for the majority (69%) of *ongoing* clients.
- The majority (87%) of *ongoing* cases had appropriate discharge planning.

Areas for Improvement

- Only one closed client was rated as *improved* as of their overall progress.
- Less than half of closed cases (43%) had their treatment goals regularly reviewed.
- 3 out of the 8 Counseling offices with cases reviewed in the 4th quarter met their *ongoing* documentation benchmarks.
- The CCC 106 Self Payment Adjustment Worksheet was present in 59% of *ongoing* Counseling cases.
- The CCC 108 Self Payment Worksheet was present in 57% of *ongoing* Counseling cases.
- Thirteen percent of *ongoing* cases reviewed previously did not have prior recommendations implemented.

Program Evaluation

FY13 Financial Counseling Outcome Evaluation Report

A total of 747 clients had an open or active Financial Counseling episode during FY13, with a total of 618 clients who received a service (across 628 episodes of care). There was a 5% (34) decline in number of clients served during FY13 compared to FY12 (652). Of the 618 clients served, 78% (485) received a financial assistance cash grant. See full report for additional demographic detail for clients served, and outcome results.

The FY13 CCC Outcome Evaluation Report will be reviewed in the next quarterly CQI meeting in November.