

# Jewish Child and Family Services Community Counseling Benchmarks

Presentation to the CQI Community

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# Description of Counseling Program

- 51 staff
- 8 locations: Chicago loop, Rogers Park, Skokie, Northbrook, Arlington Heights, Lombard
- Goal - To increase resilience, strengthen, and promote adaptive functioning within adults, children and families.
- Services:
  - Individual Counseling
  - Family Counseling
  - Group Counseling
  - Couples Counseling
  - Case Management
  - Divorce Mediation

# Program Performance Summary



- Prepared annually in September
- 4-Page Summary includes:
  - Scorecard
    - Scorecard (see handout)
    - Program Description
    - Resources (staff, facilities, equipment)
    - Successes (qualitative)
    - Challenges (qualitative)
    - Financials
  - Alignment with Strategic Operational Principles (Index)
  - Review of Annual Plan Goals

# Program Scorecard – Service Delivery

- Distinct clients served
  - Associated family members
- New clients served
- Closed clients
- Mean length of service
- % Jewish clients
- % Poor clients (200% < federal poverty line)
- Information and referral recipients
- Organizations served
- Consultation participants
- Community program participants



# Program Scorecard – Compliance and Service Utilization

- New Case Documentation Compliance
  - Ongoing Case Documentation Compliance
  - Closed Case Documentation Compliance
  - Appropriateness of Service Delivery
- ❖ 90% Target for all indicators

# Program Scorecard – Client Satisfaction

- Satisfaction with services received
- Satisfaction with JCFS as an agency
- ❖ No Target established at this time, compare to past performance and other agency programs

# Program Scorecard – Client and Community Impact

- ❖ Up to 3 key outcomes are chosen by a program for inclusion on the scorecard
- Children participating in individual and family counseling will demonstrate reliable improvement in at least one domain upon discharge
  - ❖ Target – 55%
- Adults participating in individual and family counseling will demonstrate reliable improvement in at least one domain upon discharge
  - ❖ Target – 58%

# Program Scorecard – Program Management

- Personnel
  - Annual Turnover Rate
  - # of Budgeted Positions
  - End of Year FTE
- Financial
  - Total Annual Budget
  - % of Revenue from Public Sources