

# Community Counseling Services Compliance and Quality Assurance Program

## CCS Approaches One Year of Collecting Client Outcome Data

On February 1, 2013, Community Counseling Services will celebrate an important milestone for its quality measurement program. On this date, it will have been 1 year since the beginning of formal collection of outcome data in our online system.

During the course of the year, we have been consistently gathering feedback from our CARE and IMPACT consumers regarding indicators of treatment progress as well as their perception of services. With one year of this data “under our belts”, we have been able to identify some areas in which our clients need improved assistance as well as some areas in which they seem to be excelling.

Several of the “strength” areas that we have identified are highlighted in more depth in the rest of this newsletter.

Our web-based survey site has

allowed us to sort and compare this data in a large variety of ways. While this newsletter highlights the data that indicate strength areas, the Leadership and Continuous Quality Improvement (CQI) Teams are currently looking at data that indicates some growth areas and are setting goals to address these. This data and those goals will be addressed in the next quarterly newsletter.

In addition to our data gathering with CARE/IMPACT consumers, we have also begun using the Partners for Change Outcome Management System (PCOMS) in all areas of our services. These outcome tools help to gather client feedback within the clinical session and to use that data to continually revise and review the services that are being provided.

While it will still be awhile before the use of these tools is fully im-

plemented within the agency, using them has resulted in more meaningful case discussions in which the CLIENT's opinion of the progress being made is the ultimate authority on whether services are working or not. This approach to treatment, which is called Client Directed Outcome Informed (CDOI) was discussed in the previous quarter's newsletter. More data from these measures will be shared in upcoming newsletters as staff continue to improve their skills in using them within clinical sessions.

As CCS approaches its first anniversary of formally collecting this data, we look forward to continuing to learn about how effective our clinicians are; but more importantly, we look forward to challenging ourselves to continue to improve and more effectively serve our clients and communities.

### FOR MORE INFORMATION.....

### CONTACT SUSAN WICKS, COMPLIANCE AND QUALITY ASSURANCE OFFICER

If you have any questions, comments or concerns about any of the information contained in this newsletter, please don't hesitate to contact me at:

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I am always happy to discuss our quality improvement strategies and data in more detail.



## Data shows client perception of their communities and natural support systems.

In the collection of data from our CARE and IMPACT clients over the past year, we have discovered that these clients feel strong connections to their friends and communities. We believe that this is not only an indicator of CCS's success, but an indicator that the communities in which our clients live tend to be inclusive and supportive to a large variety of individuals.

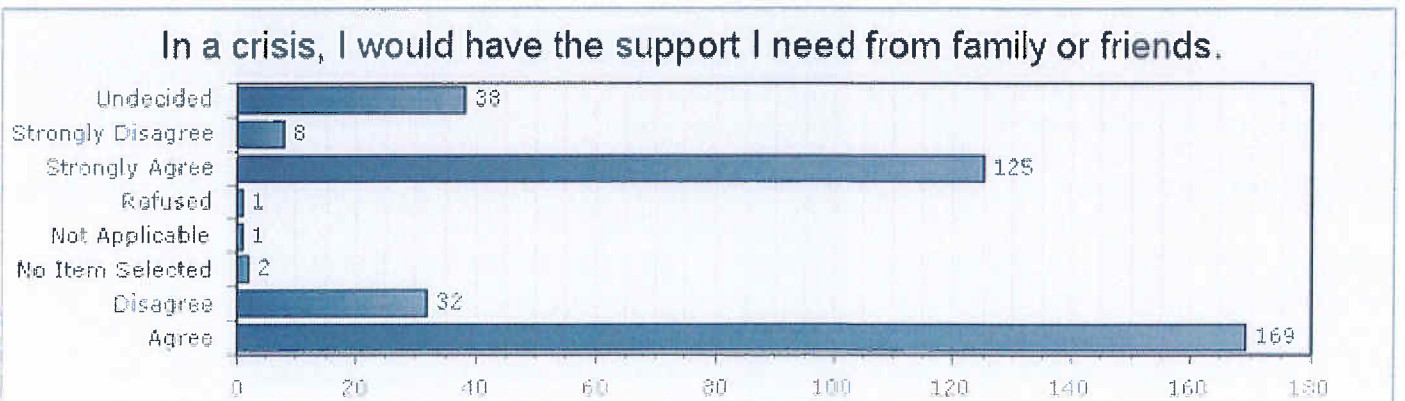
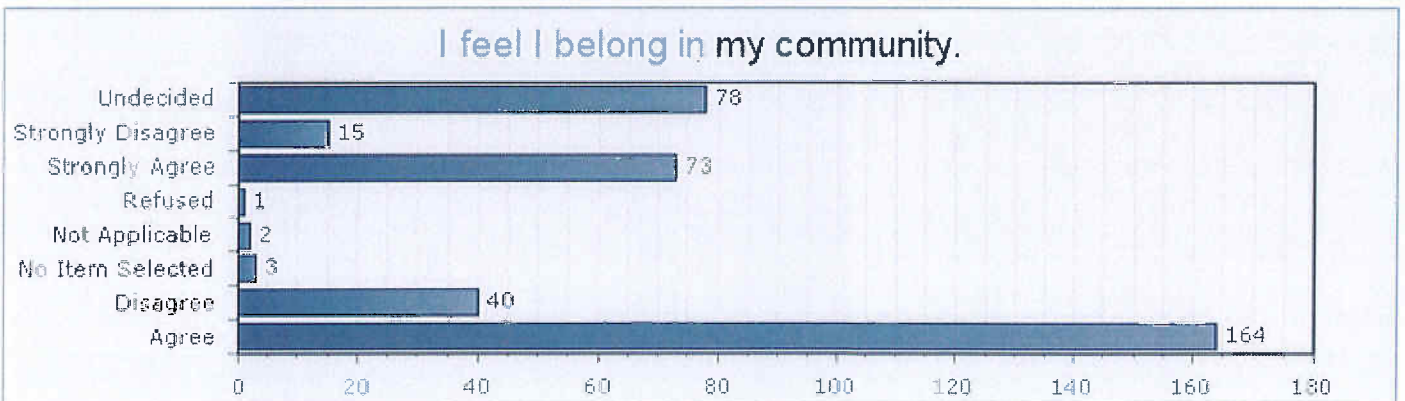
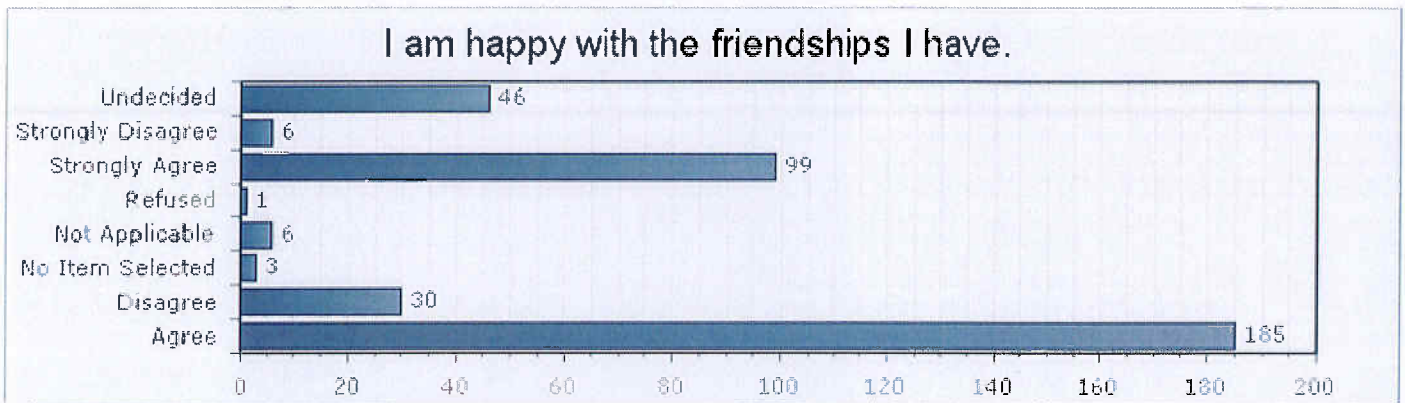
Because having strong social supports is an indicator of positive outcomes in treatment, the fact that the majority of

our clients feel at home in their communities means that they are more likely to be able to take advantage of the services being provided to them.

As you can see from the bar graphs below, most of our clients identify that they feel a sense of belonging in this community and that they have supportive people in their lives outside of the CCS staff with which they work. However, there are still clients that continue to feel differently.

Our online survey site allows staff to see the answers submitted by their individual clients. Therefore, staff can identify which clients do not have positive social supports and can begin to help them build their own network of natural supports.

So while CCS staff members celebrate the positive social experiences of most of our clients in their communities, they also continue to work hard to help other clients build similar community connections



## Data shows that Case Management Services Result in More Stable Housing for Clients.

One of the most exciting ways that CCS has been looking at the data tracked on our web-based survey site is to compare our incoming client data with data from clients that have been in our services for some time.

The pie charts below show a simple comparison, but an exciting one for those of us who believe in the effectiveness of CCS's case management services.

The first pie chart is a representation of all the new clients that entered CARE and IMPACT services in the last year. As you can see, a significant number of them (almost 20%) had experienced issues of homelessness before entering into

our services.

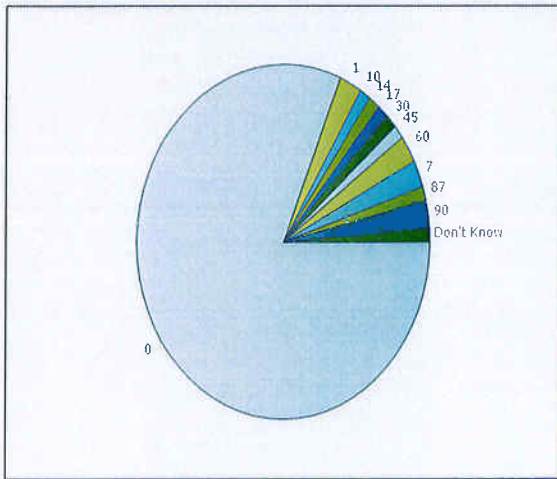
The second pie chart is a representation of all of the clients who have been in our CARE and IMPACT programs for at least 6 months. While a few of these individuals (less than 4%) still struggled with homelessness periodically, we can see that 96.23% of our clients did not experience any homelessness in the previous 90 days and only .68% of our clients experienced more than 30 days of homelessness in that same time period.

This data is a great way of illustrating the good work that staff and clients do together to maintain stable housing situations.

### Homeless rates upon intake to CARE/IMPACT

### Homelessness rates after at least 6 months in CARE/IMPACT

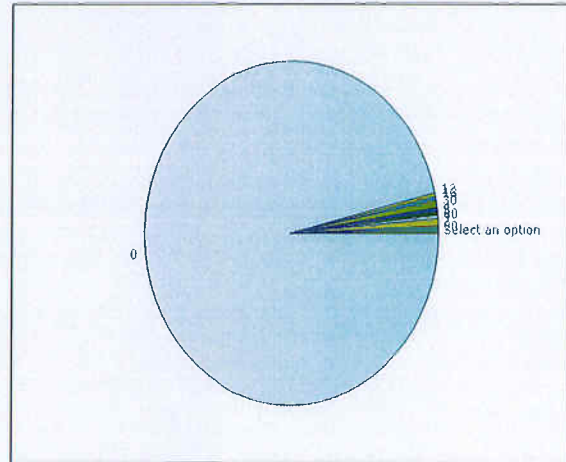
In the past 90 days, how many nights have you been Homeless?



Nights of homelessness (in past 90 days) at intake.

# of Nights	Percentage of clients
0	81.25%
1-15	7.5%
16-30	2.5%
31-45	1.25%
46-60	2.5%
61-75	1.25%
76-90	3.75%

In the past 90 days, how many nights have you been Homeless?



Nights of homelessness (in past 90 days) after at least 6 months of CCS services.

# of Nights	Percentage of clients
0	96.23%
1-15	2.3%
16-30	1.02%
31-45	0%
46-60	.34%
61-75	0%
76-90	.34%