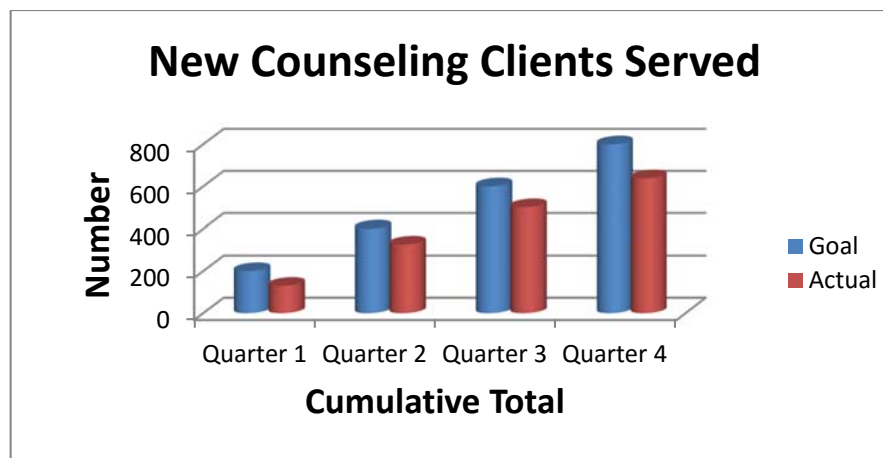


FY 14/15 Goals – 4th Quarter

I. Counseling Program

1. To open services to 800 new clients, approximately 650 of whom will receive individual or family therapy while 150 clients will participate in group therapy. Including clients carried over from the previous year, the Counseling Program will provide ongoing counseling services to 1000 clients who have mental health or substance abuse problems (FY 13/14 actual: 794 new clients seen, 1045 total clients served).

RESULTS: 137 new clients were seen this quarter. The total number of new clients served this year is 638. There were 185 active clients on July 1, 2014 thus this year we have served 823 clients YTD. Of the 638 new clients served, 100 were group participants and 538 were served in individual and family therapy.



2. For the clients who received individual counseling we expect that no more than 10% of those clients will have any additional trouble with the law during follow-up. Follow-up will be conducted at 3 months, 6 months and one year following completion of treatment (FY 13/14 actual: 9%).

RESULT: Our most recent follow-up data indicates a 9% recidivism rate. For just court referred youth, the recidivism rate is 30%.

3. 6,000 units of service will be delivered in the counseling program. A unit of service is defined as individual therapy, group therapy, parent collateral and/or family therapy, case management hour and community psycho-education presentations (FY 13/14 actual: 5570).

RESULT: 7,222 units of service were provided YTD.

4. The Child and Adolescent Functional Assessment Scale (CAFAS) will be administered both before and after treatment to a random sample of outpatient clients who have participated in at least three therapy sessions. Clients will demonstrate an increase in

overall functioning as evidenced by a 50% gain in average posttest CAFAS scores. (FY13/14 actual: Average CAFAS scores showed a 31.01 point improvement or a 46% gain.)

RESULT: The end of the year CAFAS analysis indicates an 86% gain in post-test CAFAS scores.

5. Clients will have improved behavioral functioning as measured by the percentage of parents that rate their child's behavior as improved. At least 80% of the parents surveyed will rate their child's behavior as improved. Up to 600 of the clients' parents seen in the office for intake will be surveyed. (FY 13/14 actual: 77% indicated that child's behavior improved.)

RESULT: Of the surveys returned, 79% of parents indicated that their child's behavior improved as a result of their involvement with Youth Focus.

6. Eighty psychological evaluations will be conducted. (FY 13/14 actual: 31)

RESULT: 29 psychological evaluations were completed this year.

7. The Future Focus Youth Empowerment social skills program will service approximately 60 clients. Seventy percent of the clients successfully completing the program will have no new complaints or adjudications in the 12 months following completion. At the end of the program 80% of the clients will demonstrate a reduction in problem behaviors for which they were referred. Eighty percent will successfully complete services as measured by goal completion on their individual service plans (FY13/14 actual: 57 clients served).

RESULT: 15 clients were served this quarter, resulting in 87 clients being served YTD. 84 clients have discharged from the program and of the 84, 52 were court ordered. Of the 52 that were court involved, 0 had additional complaints during their program participation. Additionally, 100% of participants have shown a reduction in problem behaviors. Finally, 65 clients discharged successfully which is 85.71% who demonstrated improvement towards behaviors as indicated on their service plan.

8. The Active Parenting of Teens program will serve 50 parents. Additionally, of the parents who complete the course, 85% will pass a test of competency based on course materials with a grade of 80% or higher and 80% will rate their relationship with their teen as improved at the end of the course (FY13/14 actual: 32 parents participated).

RESULT: 39 parents were served YTD. Of the parents served, 85% indicated that their relationship improved by the end of the course. Finally, 89% scored an 80% or better on the competency test.

II. Family Preservation Services

1. The Family Preservation Program will serve a total of 60 families this fiscal year, 45 of which will be new admissions. We project that 1,450 counseling sessions and 775 parent education sessions will be provided to the 80 families that we serve this fiscal year (FY 13/14 actual: 44 new families were served). **RESULT: Eight new clients were served in the 4th quarter. A total of 23 new clients were served in the first three quarters of the year. (First quarter: 7, Second quarter: 10, Third Quarter: 6) A total**

of 31 new families were served this fiscal year. There were 17 active clients on July 1, 2014 who were carried over to this fiscal year. To date we have served a total of 48 families, 31 of which were new. During the 4th quarter, FPS provided 399 individual and family counseling sessions and 147 parent education sessions. Year to date totals: 1889 counseling sessions and 868 parent education sessions.

2. Many of the children served by the juvenile justice component of Family Preservation would have been committed to state Youth Development Centers (YDC) were it not for this program. Accordingly, we expect that less than 5% of those clients will go to a state YDC during a one-year follow-up period (FY 13/14 actual: 0%). **RESULT: FPS worked with 11 clients who were currently involved with juvenile justice. None of the 11 had been sent to YDC as of 7/14/15.**

3. Ninety-five per cent of the youth served by the program shall, at termination, remain in the home (FY 13/14 actual: 100%). **RESULT: Currently, 88.57% of clients (31 of 35) have remained in the home environment.**

4. The North Carolina Family Assessment Scale (NCFAS) will be administered to all Family Preservation clients prior to and immediately after service delivery. Ninety five percent of clients will, on the average, show improvement on at least three of the five scales of the NCFAS. **RESULT: Currently, 91.43% of clients (32 of 35) have shown improvement on 3 of the 5 NCFAS scales.**

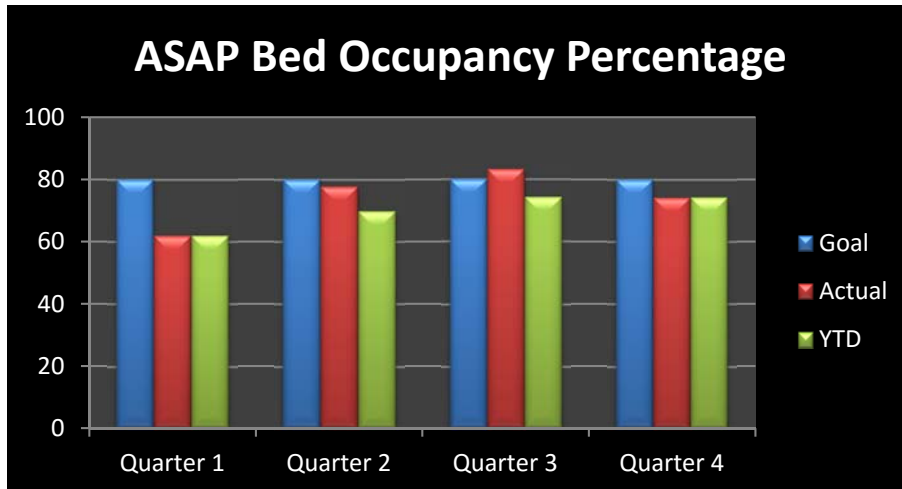
5. No more than 25% of the youth served by the juvenile justice component of the program will have additional trouble with the law during the one-year period following successful completion of FPS (FY 13/14 actual: 25%). **RESULT: Of the 11 juvenile justice involved clients served by FPS this year, only one had incurred additional charges as of 7/14/15**

III. Adolescent Substance Abuse Program

A. RESIDENTIAL:

1. ASAP will average at a minimum an 80% occupancy rate for the eight beds in the ASAP program. (FY 13/14 The YTD census was 72%).

RESULTS: The program averaged a 74.2% occupancy rate YTD.



2. We anticipate that 95% of parents/legal guardians of the group home residents will participate in their child's treatment by attending parent education, collateral or family therapy sessions while their child is in the group home program. (FY 13/14 actual: 97.5%)
RESULTS: 93.4% of parents participated in their child's treatment YTD
3. The CAFAS will be administered at admission and after discharge for ASAP clients. We expect that 80% of clients who meaningfully participate in ASAP will demonstrate improvement on the CAFAS Substance Use Scale (FY 13/14: 77% improvement in CAFAS scores)
RESULT: 57.89% of the clients who graduated thus far this year showed improved CAFAS substance use scale scores
4. 65% of all ASAP program terminations will be successful graduations. (FY 13/14 successful graduation rate: 61%)
RESULT: Thus far this year 42.8% of the clients who left the ASAP program were successful graduates.
5. 75% of the ASAP clients who successfully graduate the program will have significantly reduced or eliminated drug usage during a one year follow-up period. (FY 13/14 actual: 75%)
RESULT: 69.2% of the clients who graduated the program one year ago still maintain reduced or eliminated drug usage.

B. OUTPATIENT SUBSTANCE ABUSE

1. One hundred twenty new clients will be served this fiscal year. (FY 13/14 actual: 103).
RESULT: One hundred sixty two new clients have been served YTD.
2. 70% of clients that attend at least three SAOP therapy sessions will be abstinent from drugs and alcohol at the time of discharge as evidenced by testing negative for all substances on a urine drug screen and/or per client/guardian self-report. (FY 13/14 actual: 66%).

RESULT: 81% of clients of clients discharged YTD were abstinent from drugs at the time of discharge.

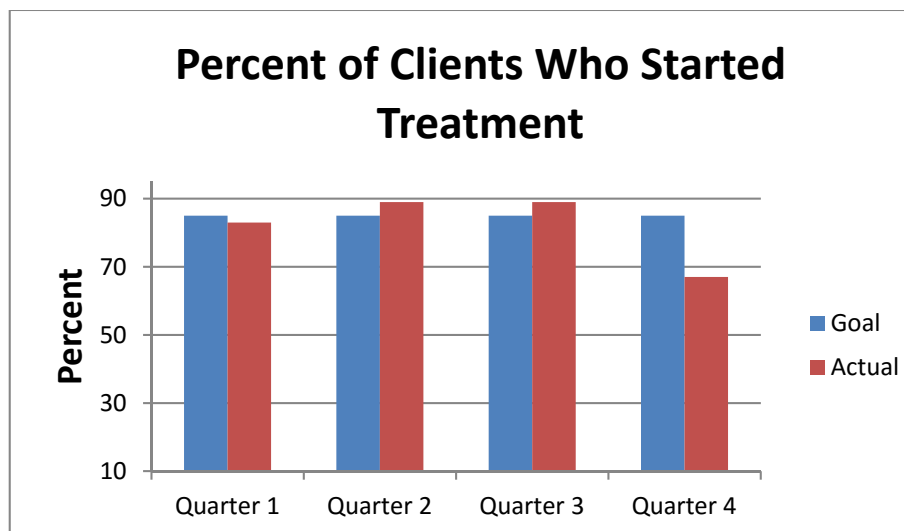
3. The CAFAS will be administered both before and after treatment to clients who have participated in at least three SAOP therapy sessions. We expect that 90% of clients will demonstrate improvement on the CAFAS substance abuse subscale. (FY 13/14 actual: 91%).

RESULT: 95% of clients who finished treatment demonstrated an improvement in the CAFAS substance abuse scale.

4. 80% of clients referred for services will be assessed (FY 13/14 actual: 77%)

RESULT: YTD 84% of clients referred for services were assessed. In the fourth quarter, we assessed 86% of clients referred for services.

5. 85% of clients referred for SAOP services at Youth Focus will attend at least one treatment session. FY 13/14 actual: 86%). **RESULTS: 67% of clients referred for services YTD attended at least one treatment session. In the fourth quarter, we had 58% of clients return for at least one session after their assessment. This is a significant drop from previous quarters. We attribute this to the large number of assessments completed in May and June with clients not returning for scheduled appointments during the summer months.**



6. We anticipate that 85% of parents in outpatient services will participate in their child's treatment by attending parent education, collateral, or family therapy sessions while their child is in the program. (FY 13/14 actual: 86%). **RESULTS: 79% of the parents of clients participated in treatment. We have had an increase in the number of group home and foster care placement clients beginning services with us. It is difficult for client families to participate in outpatient sessions regularly.**

IV. Transitional Living Program

1. The clients served at TLP will demonstrate improved self-esteem as measured by the self-esteem assessment. Our goal is for our clients, who have participated in the program for at least three months, to have a 3.5 point average increase in the self-esteem assessment by their discharge date.
RESULT: There were no clients discharged during the 4th quarter. In the 2014-2015 fiscal year, the clients discharged, that were in the program at least three months, increased their scores by an average of 3.5 points.
2. Ninety percent of clients who meaningfully participate in TLP for a minimum of three months will be discharged into a stable, permanent and appropriate living placement.
RESULT: There were no clients discharged during the 4th quarter. During the 2014-2015 fiscal year 88% of the clients who participated at least three months discharged into permanent housing. One resident was court ordered to participate in a wilderness camp.
3. A total of fifteen clients will be served in TLP in the 2014-2015 fiscal year.
RESULTS: During the 4th quarter three clients were admitted to the TLP program. Since the start of the 2014-2015 fiscal year, 11 clients have been served at TLP.
4. Each of the clients who meaningfully participated in the MSSH program for a minimum of three months will accomplish at least three of the goals in her action plan by the time she is discharged from the program.
RESULTS: There were no clients discharged during the 4th quarter. Since the start of the 2014-2015 fiscal year, all of the clients who meaningfully participated in the program met an average of 6 goals.

V. My Sister Susan's House

1. A total of twelve clients will be served in MSSH this year.
RESULT: During the 4th quarter seven new clients were admitted to the program. Since the start of the 2014-2015 fiscal year, 22 clients have been served at MSSH.
2. Each of the clients who meaningfully participated in the MSSH program for a minimum of three months will accomplish at least three of the goals in her action plan by the time she is discharged from the program.
RESULT: There was one client discharged in the 4th quarter but was not in in the program for the minimum required time and did not accomplish any goals. She was discharged unsuccessfully because of non-compliance with program rules and guidelines. Since the start of the 2014-2015 fiscal year, all of the clients who meaningfully participated in the program met at least three or more of their goals.
3. Seventy-five percent of clients who meaningfully participated in the MSSH program a minimum three months will be discharged into a stable, permanent and appropriate living placement.
RESULT: The client discharged this past quarter did not participate at least three months and did not move into permanent housing. During the 2014-2015 fiscal year 83% of the clients who participated at least three months discharged into

permanent housing. The three clients that did not discharge into permanent housing were discharged unsuccessfully because of non-compliance with rules and program guidelines.

4. The clients served at MSSH will demonstrate improved self-esteem as measured by the self-esteem assessment. Our goal is for our clients, who have participated in the program for at least three months, to have a 2 point average increase in the self-esteem assessment by their discharge date.

RESULT: In the 4th quarter, one client was discharged but did not participate a minimum of three months to count towards the goal. In the 2014-2015 fiscal year, the clients discharged that were in the program at least three months and increased their scores by an average of three points.

VI. Mell Burton School

A. Demographics: Admissions

Race	Males	Females	TOTAL
White	3	1	4
Black	2	1	3
Native Amer.	0	0	0
Hispanic	0	0	0
Other	0	0	0
TOTAL	5	2	7

B. Census Data

Total New Admissions: 6

Total Re-Admissions: 1

Total Discharges: 5

Total Billable Client Days: 734.7

Average Daily Census: 15.30

C. Goals

1. A total of 45 students will be served in the two classrooms (FY 13/14 - 46 students served)

Results: During the 4th quarter there were 7 clients admitted to the program. A total of 22 students were served during the 4th quarter. Since the start of the 2014-2015 fiscal year, 42 clients have been served at the Mell-Burton School.

2. A total of 3400 Medicaid billable days will be obtained (FY 13/14 – 3381.1 Medicaid billable days).

Results: During the 4th quarter there were 734.7 Medicaid billable days. At the end of the 4th quarter on 6/30/2015, there were 2496.1 Medicaid billable days.

3. Evidence of academic improvement using pre- and post-testing with the Wide Range Achievement Test (WRAT) as shown by average standard score* improvement on the following subtests: Word Recognition: 4.0 point improvement; Spelling: 3.3 point improvement; Math: 4.3 point improvement. (FY 13/14 – subtest standard score improvement obtained from pre and post testing were as follows: Word Reading – 0.1; Spelling – 2.6; Math – 0.7).

** Standard scores, as used in this and other indicators, have a mean of 100. As scores are adjusted according to age, a youth who scored 100 at the beginning of the school year would be expected to score 100 at the end of the school year if average progress was made. An increase in a youth's score indicates improvement beyond what would be expected.*

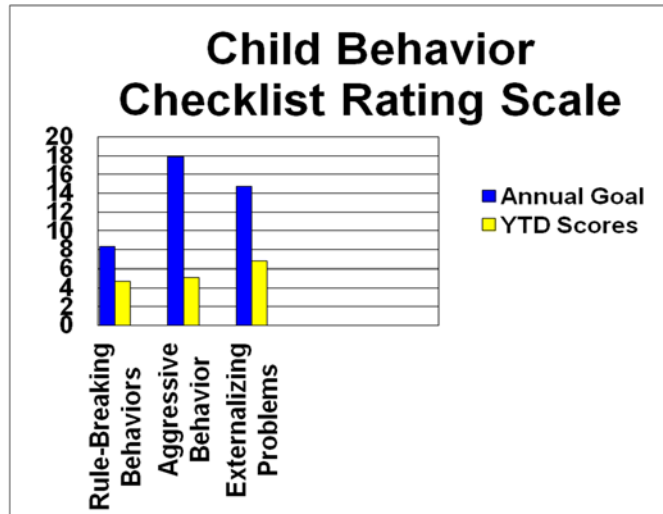
Pre-test scores were obtained using the WRAT to assess all students admitted this quarter. Post-test scores will be obtained after the youth has completed the program or during June 2015. Below are the scores obtained for the 2014-2015 school year:

**Word Recognition: -7.4
Spelling: -6.1
Math: 2.4**

The above numbers are reflective of the low number of clients available to participate in the pre and post tests administered. Due to the high acuity of the clients served during this fiscal year we had a number of clients who were hospitalized and then placed in higher level of cares resulting in an increased inability to administer a post test. In addition, of the clients admitted during the fourth quarter they have yet to complete post tests. This was done to protect the validity of the test as there would not have been substantial time between tests to maintain validity.

4. Continued evidence of behavioral improvement using pre- and post-testing with the Child Behavior Checklist as shown by average standard score improvement on the following subtests: Rule Breaking Behavior – 8.3; Aggressive Behavior – 17.9; Externalizing Behavior – 14.9. (FY 13/14 – standard score improvements obtained through a comparison of pre- and post-test scores on the Child Behavior Checklist were as follows: Rule-Breaking Behavior – 8.1 ; Aggressive Behavior – 17.7; Externalizing Behavior – 14.7).

Pre-test behavior rating scores were obtained using the Child Behavior Checklist for all students admitted during this quarter. Post-test scores will be obtained after the youth has completed the program or during June 2015. Due to the high acuity level of the clients served in the program this year the numbers in each subcategory are lower than the previous year.



5. A favorable response will be obtained from the parent/guardian satisfaction surveys with an overall survey satisfaction score average at or above 4.2. **(FY 13/14 – overall survey satisfaction score average was 4.4)**

The Parent/Guardian Survey for this fiscal year was distributed in November 2014. A parent/guardian survey was distributed to parents/guardians of current and past students of the Mell-Burton School. Over a four week period, sixteen client surveys were returned and thirteen guardian surveys were returned. The survey contained eight questions and the parent/guardian rated these as follows: 5 = strongly agree, 4 = agree, 3 = neutral, 2 = disagree, 1 = strongly disagree.

- 1) Staff is responsive to inquires about program and students.
- 2) Staff is appropriate in their interactions with children.
- 3) Staff uses appropriate interventions with children.
- 4) My child's progress towards IEP goals has improved since admission into MBS.
- 5) My child's ability to engage in appropriate problem solving has improved since admission.
- 6) My child's ability to interact with others has improved since admission.
- 7) My child's ability to function in public school after attending MBS has increased.
- 8) There is adequate communication between myself and staff regarding my child's progress in the program.

The average score for the parent/guardian satisfaction surveys for the 4th quarter was 4.5. **The average score for the FY was 4.5.**

VII. Vocational Training

A. Demographics: Admissions

Race	Males	Females	TOTAL
White	0	0	0
Black	10	2	12
Native Amer.	0	0	0
Hispanic	2	0	2
Other	0	3	3
TOTAL	12	5	17

B. Census Data

Total New Admissions: 17

Total Re-Admissions: 0

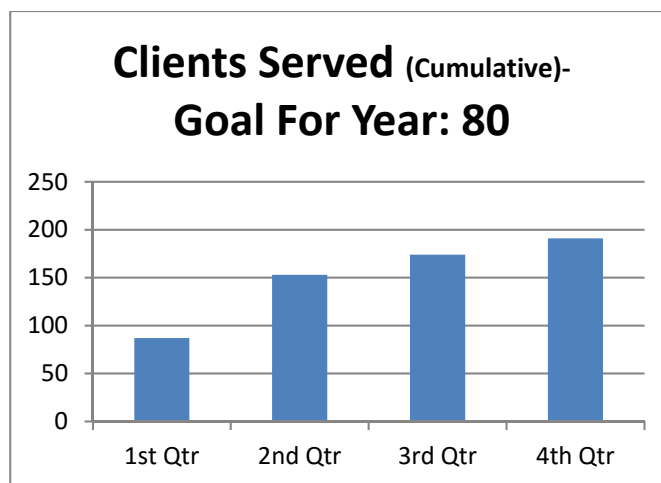
Total Discharges: 23

C. Goals

1. A total of 80 students will be served. (No FY 2013-2014 data: First year with the program).

During the 4th Quarter, 17 new clients were served. The current census is 65 clients.

Year to date summary: 191 clients have been served. This has surpassed our goal of 80 clients by 111 clients.



2. 75% Participants will have no new adjudications during program participation.

During the 4th quarter, 23 clients have discharged from the program. Of the 23 discharged, 10 were court involved. Of the 10 that were court involved, 0 had additional adjudications during their program participation.

Year to date summary: 80 clients have discharged from the program. Of the 21 that were court involved, 81% had no additional adjudications during their program participation.

3. 70% Participants will have no new complaints during program participation.

During the 4th quarter, 23 clients have discharged from the program. Of the 23 discharged, 3 were court involved. Of the 23 that were court involved, 2 had additional complaints during their program participation.

Year to date summary: 80 clients have discharged from the program. Of the 21 that were court involved, 81% had no additional complaints during their program participation.

4. 85% Participants will successfully or satisfactorily complete services as measured by performance against individual service plan.

During the 4th quarter, 23 clients have discharged from the program. Of the 23 discharged, 0 was discharged from the program (or the other mental health treatment program they were in) without successfully completing services as measured by performance against individual service plan. 100% successfully completed the program.

Year to date summary: 80 clients have discharged from the program. Of the 80 discharged, 6 were discharged from the program without completing services as measured by performance against their service plan. 93% completed the program.

5. 50% Participants completing the program will demonstrate a reduction in problem behaviors for which they were referred by termination.

During the 4th quarter, 23 clients have discharged from the program. Of the 23 discharged, 0 was discharged from the program (or the other mental health treatment program they were in) without demonstrating a reduction in problem behaviors. 100% demonstrated a reduction in problem behaviors for which they were referred.

Year to date summary: 80 clients have discharged from the program. Of the 80 discharged, 6 were discharged from the program without demonstrating a reduction in problem behaviors. 93% showed a reduction in problem behaviors.

6. 50% Participants successfully/satisfactorily completing the program will have no new complaints in the 12 months following completion.

This data will be reflected in the 4th Quarter report of the FY 2015-2016 report.

7. 50% Participants successfully/satisfactorily completing the program will have no new adjudications in the 12 months following completion.

This data will be reflected in the 4th Quarter report of the FY 2015-2016 report.

8. 80% Participants completing the program will demonstrate improvement in targeted skills as specified in the individual service plan one year post discharge.

This data will be reflected in the 4th Quarter report of the FY 2015-2016 report.

VIII. Structured Day

A. Demographics: Admissions

Race	Males	Females	TOTAL
White	0	0	0
Black	9	3	12
Native Amer.	0	0	0
Hispanic	0	2	2
Other	3	0	3
TOTAL	12	5	17

B. Census Data

Total New Admissions: 17

Total Re-Admissions: 0

Total Discharges: 23

Total Client Billable Days: 1,063.1

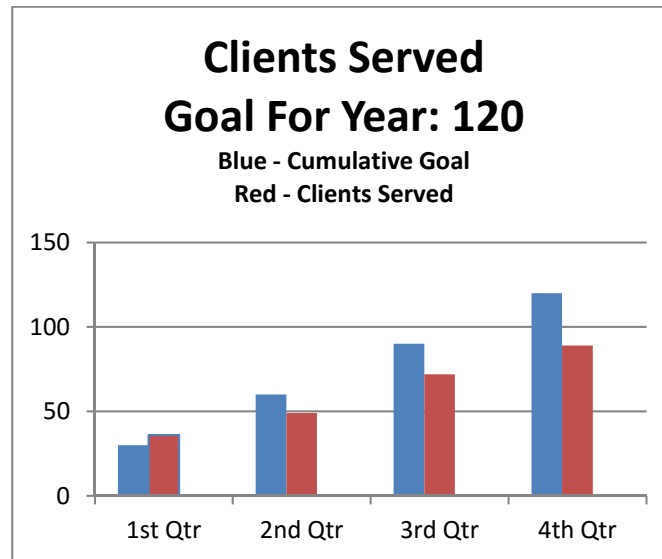
Average Daily Census: 24.24

C. Goals

1. A total of 120 students will be served. (FY 13/14 - 112 students served).

During the 4th Quarter, 17 new students were admitted.

YTD Summary: 89 students have been served at the Structured Day program during the 2014-2015 fiscal year. We have not met our goal of 112 students being served by 23 clients.



2. A total of 6,250 Medicaid billable days will be obtained. (FY 13/14 - 5026 Medicaid billable days).

There were 1,063.1 Medicaid billable days during the 4th quarter.

YTD Summary: a total of 4,513.5 billable days have been obtained. We have not met the goal of 5,026 Medicaid billable days by 512.5 days.

3. Less than 8% of the clients served will enter a Youth Development Center within a one year follow-up period. (FY 13/14 – 3.9 percent entered a YDC).

According to the data that was received, there were 27 clients discharged within the fourth quarter from fiscal year 2013-2014; of those clients served, 2 entered a Youth Development Center one year following discharge. Therefore, of 27 clients discharged during the 4th quarter, 7.4% entered a Youth Development Center within one year.

YTD Summary: there were 91 clients discharged from last year with 3 entering a Youth Development Center within one year. We have exceeded our goal of less than eight percent at only 3.3% of clients entering YDC.

4. No more than 30% of clients served will have additional trouble with the law during a one year follow up period. (FY 13/14 – recidivism 28.9 percent).

According to the data that was received, there were 27 clients discharged within the fourth quarter from fiscal year 2013-2014; 10 clients received a new undisciplined charge following discharge from the program. Thus, during the 4th quarter, 37% of the youth included in the study group had additional trouble with the law.

YTD Summary: overall, 26% of clients discharged have had additional trouble with the law. We met our goal of less than 30% overall by 4%.

5. 89% of the clients served will be successfully maintained in the Structured Day program that facilitates mental health services designed to address the clients' specific needs. (FY 13/14 – 87 percent successfully maintained).

As of 6/30/15, 100% of the participants were successfully maintained in a structured environment that facilitates mental health services designed to address specific client needs. During the 4th Quarter, there were 0 participants who were terminated as unsuccessful due to failure to engage in the services provided.

YTD summary: 91% of the participants were successfully maintained in a structured environment that facilitates mental health services designed to address specific client needs. We have met our goal of 89% by 2%.

6. Evidence of academic improvement using pre- and post-testing with the Wide Range Achievement Test (WRAT) as shown by average standard score* improvement on the following subtests: Word Recognition – 5.0 point improvement; Spelling – 5.0 point improvement; Math – 5.0 point improvement. (FY 13/14 – subtest standard score improvement obtained from pre and post testing were as follows: Word Recognition – 5.3; Spelling – 5.6; Math – 1.1).

* Standard scores, as used in this indicator, have a mean of 100. As scores are adjusted according to age, a youth who scored 100 at the beginning of the school year would be expected to score 100 at the end of the school year if average progress was made. An increase in a youth's score indicates improvement beyond what would be expected.

Pre-test scores were obtained using the WRAT to assess all students admitted this quarter. Post-test scores were obtained after the youth has completed the program or during June 2015.

<u>Domain/Subtest</u>	<u>Score Change (Standard Score)</u>	<u>Score Change (Grade Equivalent)</u>
Word Recognition	6.0	1.5
Spelling	5.8	1.8
Math	3.0	0.9

YTD summary: We fell below goal for improvement in math only. We have exceeded our goal for the measures in Word Recognition and Spelling. When

looking back to last year's changes in WRAT scores, we have made major improvements in standard score change and grade equivalent change for math.

7. Continued evidence of behavioral improvement using pre- and post-testing with the Child Behavior Checklist as shown by average standard score improvement on the following subtests: Rule-Breaking Behavior – 3.5; Aggressive Behaviors – 4.0; Externalizing Behavior – 5.5. (FY 13/14 – Rule-Breaking Behavior – 3.4; Aggressive Behaviors – 3.9; Externalizing Behavior – 5.2).

Pre-test behavior rating scores were obtained using the Child Behavior Checklist for all students admitted during this quarter. Post-test scores were obtained after the youth has completed the program or during June 2015.

YTD Summary: The average scores of the 3 dimensions measured by the CBCL showed a decrease in clients' symptomology over each dimension. The goals for improvements in each dimension were not met. However, given the nature of the clientele's behaviors this year and the high amount of PRTF-stepdown clients we have served, the decrease was significant. The results for FY 14/15 are as follows: Rule-Breaking Behavior – 3.5; Aggressive Behaviors – 3.9; Externalizing Behavior – 5.4

8. A favorable response will be obtained from the parent/guardian satisfaction surveys with an overall survey satisfaction score average above 4.1 (1 – 5 point scale). (FY 13/14 – overall survey satisfaction score average was 4.09 on a 1 – 5 point scale).

Year to Date Summary: The overall satisfaction scores were as follows: parent- 4.59, client- 3.48.

9. 98% of NCTOPPS reports will be conducted and entered on time according to compliance standards. (FY 13/14 actual: 98.8%)

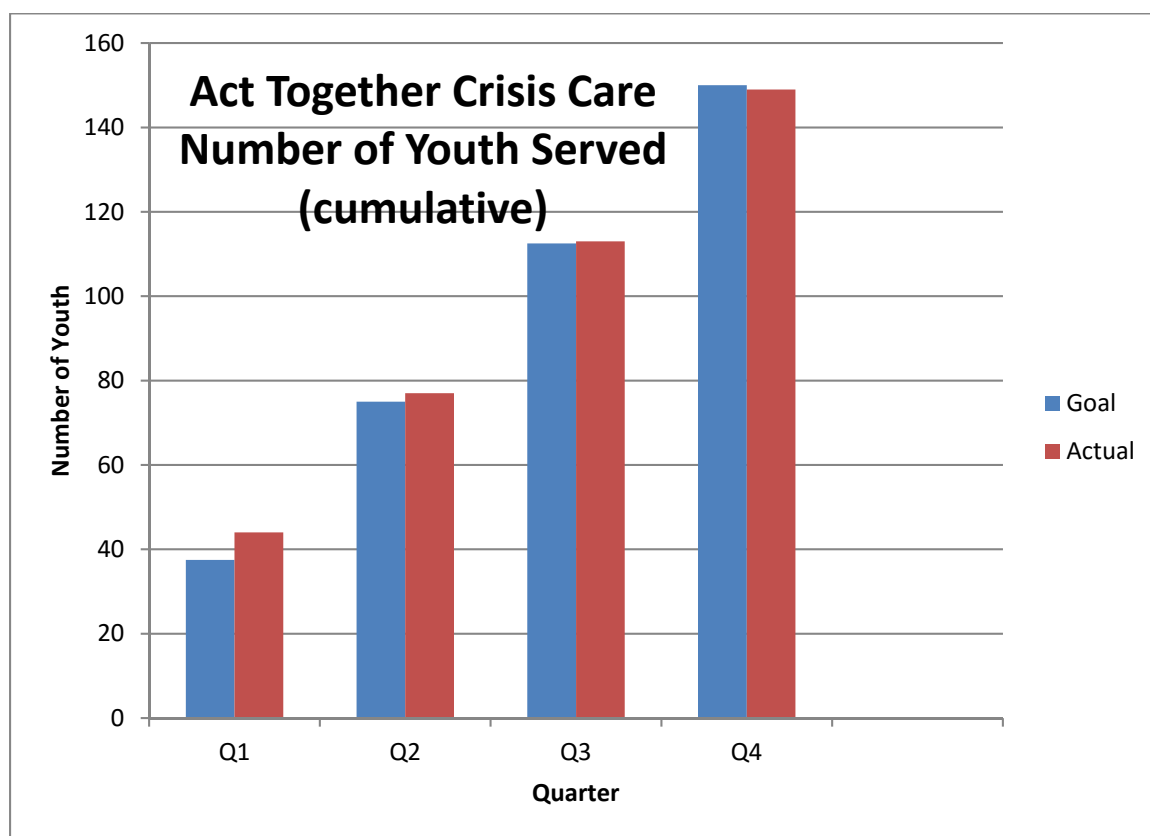
During the 4th Quarter, 100% of NCTOPPS were entered within compliance standards.

Year to date summary: 100% of all NCTOPPS were entered within compliance standards.

IX. Emergency Shelter – Act Together Crisis Care

1. To provide residential services to 150 youth in the Act Together Shelter (FY 13/14 – 126 youth served)

The emergency shelter program served 36 (24% of the FY 2014-2015 goal) youth in the fourth quarter of FY 2014-2015. The total number of youth served in the FY 2014-2015 is 149 (99% of the FY 2014-2015 goal).



2. To provide 2000 days of client care (FY 13/14– 1987 days of client care).

During the fourth quarter of FY 2014-2015, the emergency shelter program provided 680 days of service to runaway and homeless youth at 34% of the annual goal. The emergency shelter provided 2,392 days of client care during the FY 2014-2015, which is 119.3% of the annual goal. The emergency exceed the annual goal to provide 2000 days of client care.

3. To have 25 youth access Act Together via the Safe Place Program (FY 13/14- 24 youth accessed the shelter through Safe Place).

There were a total of 4 clients admitted through the Safe Place program in the fourth quarter of FY 2014-2015; this is a total of 16% of the annual goal for Safe Place admissions. There were a total of 10 youth admitted through the Safe Place program during the FY 2014-2015, which is 40% of the annual goal. All Safe Place referrals deemed inappropriate for emergency shelter services were appropriately referred to other community resources. During the FY 2014-2015, Act Together received less Safe Place calls/referrals than the previous FY.

4. Follow-up one-month parent/guardian satisfaction surveys will indicate that the youth made behavioral/emotional improvement by being placed at the shelter as evidenced by

an overall satisfaction rating of 4.3 or greater. (FY 13/14 - Survey findings indicated continued overall satisfaction with the shelter's services at 4.3 out of 5).

Ratings for this survey are based on a 5-point Likert scale with each score equaling the following descriptions: 1 - strongly disagree; 2 - disagree; 3 - neutral; 4 - agree; 5 – strongly agree.

Based on follow-up parent/guardian surveys completed during the fourth quarter of FY 2014-2015, parents indicate overall satisfaction (4.6 out of 5) with youth in care making behavioral/emotional improvements while being served at the crisis shelter.

The overall average satisfaction rating during the FY 2014-2015 is 4.3.

5. To make 15,000 children and adolescents in Guilford County aware of the services available to runaway and homeless youth through school presentations and via distribution of Safe Place literature at schools, train and bus stations. (FY 13/14 – 19,268 youth were made aware of the shelter services).

Through outreach efforts, such as community fairs, literature distribution and presentations, 9,254 children and adolescents were successfully contacted and educated about Safe Place and emergency services available at Act Together Crisis Care in the fourth quarter of FY 2014-2015, which represents 61.7% of the annual goal. Total outreach efforts throughout the FY 2014-2015 total 11,530 which represents 77% of the annual goal. Interns from High Point University and UNC Greensboro worked with the shelter program from January 2015 through May 2015 as a Safe Place liaisons in the community to increase outreach.

6. To secure and maintain 225 Safe Place sites. (FY 13/14 – 225 sites).

The shelter currently has 131 Safe Place sites and 100 mobile Safe Place sites in the community and surrounding areas, which represents 102.7% of the stated annual goal. The emergency shelter continues to make diligent efforts to improve awareness about Safe Place services in the community and increase the number of locations serving as Safe Place sites throughout the area. Interns from High Point University and UNC Greensboro worked with the shelter program from January 2015 through May 2015 as a Safe Place liaisons in the community to increase outreach.

7. To make family crisis counseling services available to all shelter residents and their families with 95 percent of the residents and their families agreeing to participate in family crisis counseling each year. (FY 13/14 – 92 percent of residents participation in family counseling).

Family crisis counseling was offered to all Act Together Crisis Care residents and their families, when services were appropriate, during the fourth quarter of FY 2014-2015. Approximately 30 of the 36 clients and their families (83.3%), received family mediation services either through family crisis counseling with the client present, through family crisis counseling without client participation or collateral contact.

Approximately 119 out of 149 clients and their families (79.9%) have received family mediation services through family crisis counseling during the FY 2014-2015. During

the FY 2014-2015, there was an increase in DSS custody youth served which reduced the need for family mediation services.

8. To return 90 percent of the shelter youth to their family of origin, when appropriate, or transition them to a safe and appropriate alternative living arrangement. (FY 13/14 – 83.6 percent of youth transitioned to safe living arrangements).

In the fourth quarter of the reporting period, 28 or 84.8% of the 33 youth served and discharged were transitioned to safe and appropriate long-term placements at discharge, which includes returning to their family of origin, living with relatives or friends, foster home or group home placement. Those runaway and homeless youth that were not permanently placed either eloped, were hospitalized, or incarcerated. Nine clients remained in emergency crisis care at the shelter during the reporting period and will be discharged in July 2015.

During the FY 2014-2015, 128 youth out of 146 (87.7%) were transitioned to a safe and appropriate long-term placement at discharge.

***Please note these figures are based only on clients discharged during the reporting period not total clients served.

X. Therapeutic Family Services

1. A total of 5 new foster families will be initially licensed during the fiscal year (FY 13/14 - no new foster families were licensed).

During the 4th quarter no new families were licensed. For the year, one family was licensed and one family transferred their license to Youth Focus from another agency.

2. Youth will show improvement in their emotional/behavioral development as measured by standard scores on the Child Behavior Checklist to monitor outcomes, improve service efforts, and in order to gather data for comparison with national benchmarking efforts as evidenced by survey average standard score improvements on the following scales:
Overall: -3.3; Internalizing: -2.8; Externalizing: -3.5. (FY 13/14 results: survey scale average score improvements: Overall (-3.3); Internalizing (-2.4); Externalizing (-3.5).

The Therapeutic Family Services (TFS) program completes the Child Behavior Checklist (CBCL) to assess client overall functioning. TFS clients are assessed at the time of admission and at 6-month intervals and/or at discharge during their stay within the foster home. Three CBCL domains are examined which include Internalizing Problems (e.g., anxiety, depression), Externalizing Problems (e.g., aggression, oppositional behavior) and Total Problems (i.e., an overall measure of the youth's problems). In comparing pre-tests and post-tests, a negative score represents improvement in that domain while a positive score indicates an increase in problems. Data was not collected in the 4th quarter.

XI. Youth Focus Residential Treatment Center

A. Demographics: Residents Admitted

April – June 2015

Race	Males	Females	TOTAL
White	3	1	4
Black	3	1	4
Native Amer.	0	0	0
Hispanic	0	0	0
Other	0	0	0
TOTAL	6	2	8

Fiscal Year 2014 - 2015

Race	Males	Females	TOTAL
White	9	5	14
Black	10	4	14
Native Amer.	0	0	0
Hispanic	0	1	1
Other	0	0	0
TOTAL	19	10	29

B. Census Data

April – June 2015

Total Admissions:	8
Total Re-Admissions:	0
Total Discharges:	8
Average Length of Stay:	142 days
Total Resident Days:	1055 days
Average Daily Census:	11.59 residents per day

Fiscal Year 2014 - 2015

Total Admissions:	28
Total Re-Admissions:	1
Total Discharges:	29
Average Length of Stay:	157 days
Total Resident Days:	4265 days
Average Daily Census:	11.68 residents per day

C. Program Goals

1. *Average daily census is 11.6 or greater (FY 13/14 actual: 11.77)*

The RTC average daily census for this quarter (11.59) was slightly below this year's target.

During this fiscal year, the average daily census was 11.68, which exceeded this year's target.

2. *Guardian and resident satisfaction surveys indicate above average satisfaction with RTC services. (FY 13/14 actual: During this fiscal year, the highest rated item indicated that residents feel that staff encourages them to be responsible, that they are provided with nutritious meals, and that they are afforded sufficient time to sleep and rest. The lowest rated item asked whether they got along with their peers in the past month, and if the time with the psychiatrist allows him to make good decisions about their medication.)*

Resident satisfaction surveys are conducted monthly to assess the resident's satisfaction with a broad range of RTC components and services. The highest rated items this quarter indicated that residents feel that staff members encourage them to be responsible, and that the education program is preparing them to re-enter school when discharged. The lowest rated items asked if residents got along with their peers during the month, and whether they were provided with nutritious meals.

During this fiscal year, the highest rated items indicated that residents feel that staff encourages them to be responsible, that they have opportunities to talk to staff when they are feeling angry, scared, lonely, embarrassed or anxious. The lowest rated items asked if residents got along with their peers during the month, and whether they were provided with nutritious meals.

Guardian satisfaction surveys are mailed to legal guardians of former RTC residents one month following the discharge of the resident from the program. No surveys were returned this quarter.

During this fiscal year, four surveys were returned. Three of these surveys were uniformly positive about the program and about how the discharged residents were presently functioning, while one survey was rather equivocal, endorsing positive impressions of the program while indicating that the client was still exhibiting problem behaviors after discharge.

3. *Continued evidence of significant behavioral improvement using pre- and post-testing with an assessment instrument as shown by average standard score improvement on the following subtests: Depression/Affect (goal = +1.30); Conduct Disorder (goal = +0.80); Interpersonal Adjustment (goal = +1.30). (FY 13/14 actual: Depression / Affect (+1.31); Conduct Disorder (+0.81); Interpersonal Adjustment (+1.27.))*

The Youth Focus RTC Psychosocial Functioning Assessment is a rating instrument completed by the RTC clinician on resident admission and upon discharge from the

facility. Seven clinical symptom domains are assessed by means of a five-point likert scale weighted to symptom severity, while an assessment of global functioning employs a seven-point scale weighted to overall impairment level. Difference scores between the admission and discharge ratings reflect changes in functioning across the total course of RTC treatment.

Six clients were discharged from the program during this quarter. Comparison of pre- and post-test scores utilizing ratings for the Depression/Affect, Conduct Disorder and Interpersonal Adjustment subscales for these departing clients showed notable improvement in three of three areas: Depression / Affect (+0.71); Conduct Disorder (+0.57); Interpersonal Adjustment (+0.86).

During the fiscal year, twenty-nine clients were discharged from the program. Comparison of pre- and post-test scores utilizing ratings for the Depression/Affect, Conduct Disorder and Interpersonal Adjustment subscales for these departing clients showed notable improvement in three of three areas: Depression / Affect (+1.07); Conduct Disorder (+0.48); Interpersonal Adjustment (+1.00).

