



## 2019 PQI REPORT

Date: 12/21/2020

This Report covers all aspects related Mattie Rhodes Center's PQI systems. Included in this report are program outcome summaries as well participant satisfaction survey results.

### I. PROGRAM OUTCOMES

#### After School Arts Program 2018/2019 School Year

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**Measurement 1 Plans:** 75% of student groupings will exhibit active and accurate engagement in discussions that connect cultural art forms to cultural origin (identified through teacher observation and ratings when presenting cultural cards).

**Results:** From August 2018 to May 2019 a total of 118 unduplicated students who received art education within the After School Arts Program were assessed for cultural understanding and participation. 97.4% of students (115 of 118 students) assessed by observation were indicated to have met the established outcome.

**Measurement 2 Plans:** 75% of children K-6 will demonstrate knowledge of visual arts and fine arts concepts (identified by correctly answering grade-level appropriate questions on Student Survey).

**Results:** Previous reporting utilized student surveys to rate their knowledge of general art. Due to difficulties in student comprehension and/or reading abilities, scoring has trended low and indicated no evidence of improvement from previous reporting. As a result, teachers singled out the area of Work Habits which directly assesses a student's ability within this outcome standard. 118 unduplicated students were assessed for progress by teachers. 62.7% of students (74 of 118 students) were indicated to have met or exceeded standards.

**Measurement 3 Plans:** 75% of children K-6 will demonstrate age-appropriate art skills are present in artwork completed at assessment (as identified by program learning objectives based upon the Missouri Grade Level Expectations).

**Results:** During the current reporting period 118 unduplicated students were assessed for progress by teachers. 74.5% of students (88 of 118 students) demonstrated age-appropriate art skills are present in artwork created by the student by scoring an average of 3 or higher on the Student Assessment which measures creativity, craftsmanship, effort, work habits, observations about art, and portfolio in accordance with the Missouri state fine arts standards.

**Average Student Scores on Student Assessment (1=Needs Improvement, 2=Approaching Standards, 3=Meets Standards, 4=Exceeds Standards):**

See table below which highlights a comparison of student averages across 2017/2018 and 2018/2019 school years.

SKILLS	SY 2017/2018	SY 2018/2019
Creativity	3.03	3.26
Craftsmanship	3.07	3.01
Effort	3.23	3.09
Work Habits	3.24	3.23
Observations	2.64	3.04
Portfolio	2.64	3.17



In comparisons of student averages across two school years, the rubric indicates that students achieved slightly lower gains in most areas except Creativity, Observations and Portfolio. It is believed that this is the result of shifting student populations throughout the school year. Mattie Rhodes Center continues to work with students throughout the year on activities that culminate in exhibiting student work in a Children’s Exhibit art show at the agency gallery. The classroom setting/environment also allows for the greatest amount of discussion surrounding art.

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**Mental Health Program (January 2019 to December 2019)**

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**OUTCOME MEASURES**

In a continued effort to monitor participant well-being and the effectiveness of the methods designed to provide services to participants, Mattie Rhodes Center continues to incorporate two measures of well-being surveys into standard procedure— the Depression Anxiety and Stress Scale(DASS) and the Outcome Rating Scale (ORS). These clinical tools help Mattie Rhodes Center internally as a guide to providing effective therapy services and as a means to gather data. Utilizing this data, assessments of the reliability of practices used by service providers are readily at hand and general trends in the participant population can be studied.

**Outcome #1:** In therapy, 80% of participants assessed will experience a decrease in depressive and/or anxiety and trauma symptoms. This will be indicated by an aggregate score decrease between the first and last administration of the DASS (Depression Anxiety Stress Scale).

**Results:** 80% of participants experienced a decrease in symptom levels.

The Depression Anxiety Stress Scale (DASS) was administered as a form of measuring the participant functioning. Using a set of three self-report scales, the DASS measures negative emotional states of depression, anxiety and stress.

*Procedure:*

Every therapist administered the DASS survey to participants on their initial session, after 1 month, 3 months, 6 months, 12 months, and upon discharge. The DASS scores for each question was then totaled up and entered into a spreadsheet. Total scores for every first and last session recorded were separated out and then averaged to compare mean scores and general participant functioning through therapy.

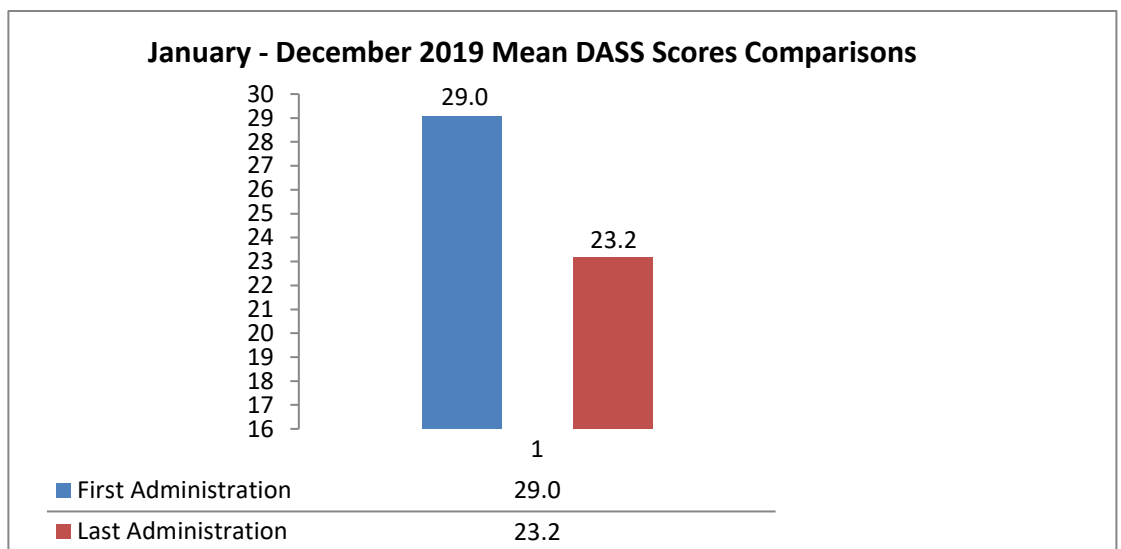
*Sample:*

During the period between January to December 2019 a total of 142 (n=142) unduplicated participants were administered a DASS survey.

- 68.3% (n=97) of participants maintained a single administration for unknown reasons
- 31.7% (n=45) of participants maintained a minimum of two scores resulting in the ability to assess improvement

*Findings:*

The mean initial administration DASS score for participants between the periods of January to December 2019 was 29.0 while the last administration mean was 23.2. See chart for comparison:



Results indicate a significant difference of **5.8 points** between the first and last administration of those participants, which maintained a comparable score (minimum of two scores). Data indicates that participants are experiencing a reduction in symptomology over the course of receiving services.

**Outcome #2:** In therapy, 75% of participants served will report an aggregate improvement by treatment end. This will be indicated by an improvement in the aggregate of participant scores in the ORS (Outcome Rating Scale) which measures psychological functioning and distress.

**Results:** 73.1% of participants experienced a positive change in well-being.

The primary outcome considered, a change in participant functioning, is measured by the Outcome Rating Scale (ORS). The ORS is a four item, self-report measure that assesses participant perception of change in individual functioning, interpersonal relationships, social role performance, and overall quality of life. Participants rate each item on a 10-point scale, for a total possible score of 40. Higher scores indicate better functioning (less distressed). This was the main measuring tool used to calculate mean change in general well-being.

*Procedure:*

The ORS survey was administered to each participant before their appointment to measure well-being and functioning prior to every therapy session. Each ORS score was totaled up and entered into a spreadsheet to

calculate the mean scores between each participant's 1<sup>st</sup> session and last session. Furthermore, the average ORS score was calculated for every session from the first session to the 19<sup>th</sup> session. This was conducted on all participants assessed between January to December 2019.

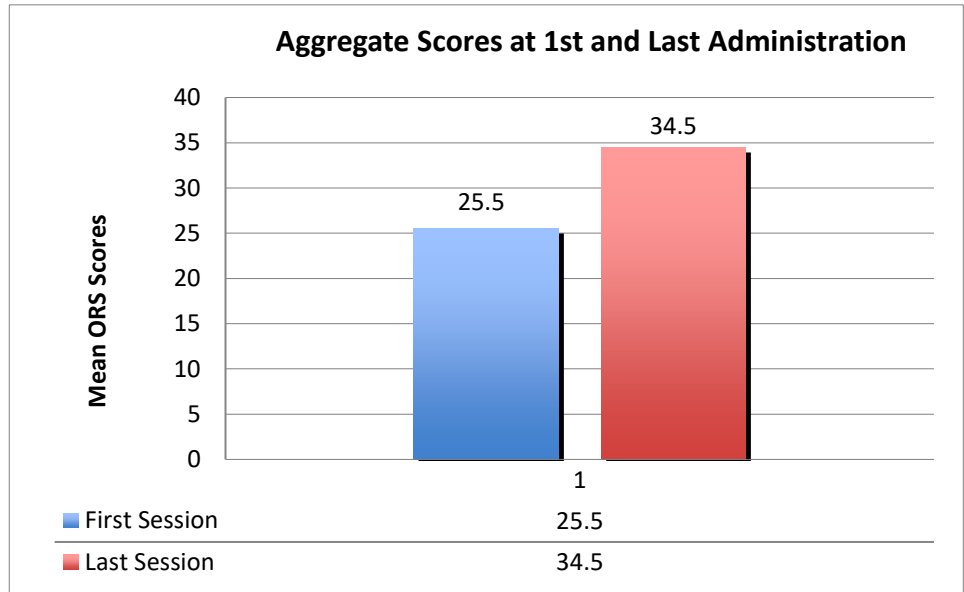
*Sample:*

During the period between January to December 2019, a total of 379 (n=379) unduplicated participants were administered the ORS survey.

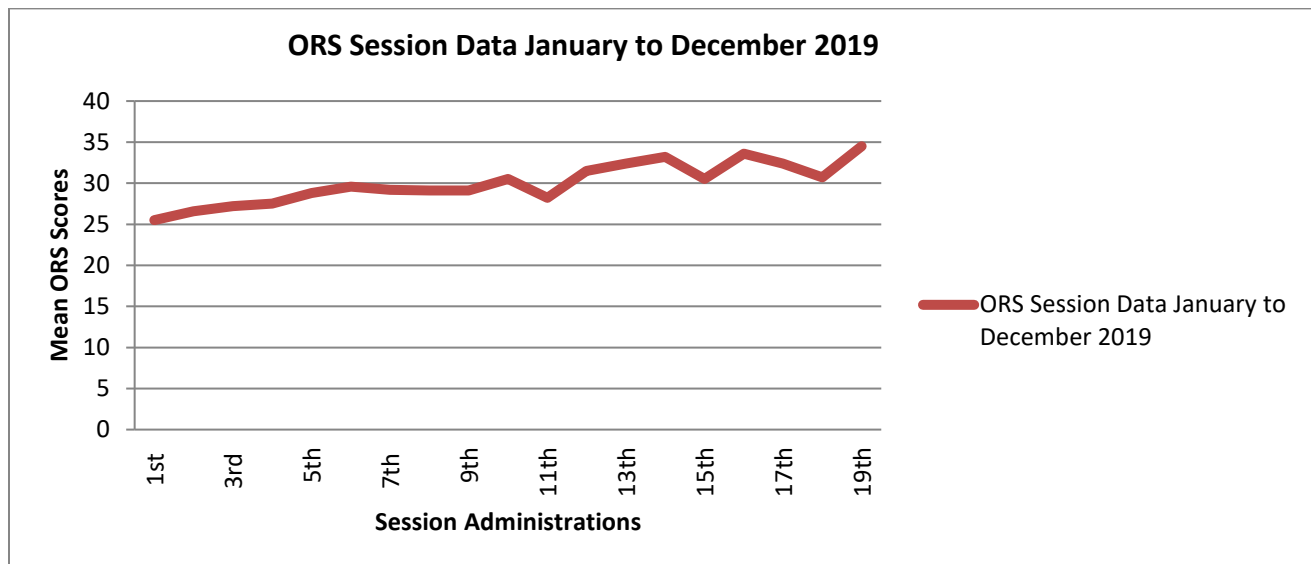
- 93 (24.5%) of the 379 participants received only one administration with no comparable score
- 36% were male and 64% were female
- Mean age was 22.4 years old

*Findings:*

Between January and December 2019, the mean ORS score during the first session was 25.5 and the mean score for the last session of therapy was 34.5. Mean scores indicate a significant difference of 9.0 points between the first and last administration.



In addition to the above findings the mean scores for every individual session, starting with the 1<sup>st</sup> session to the 19<sup>th</sup> administration was calculated to see the change over the course of therapy. Data continues to suggest progressive improvement over the course of treatment. Data also continues to suggest a change in clientele as the previous year indicates. Improvement has been noted to not occur as drastically as in years past. Upon reflection and processing change in improvement can be attributed to the severity of clientele that has begun seeking services within Mattie Rhodes Center. Mean session scores are represented below.



**Outcome #3:** In service coordination, 75% of participants will gain improved access to community resources as identified by the participants themselves.

**Results:** 76.5% of participants served maintain a decrease in one or more areas of identified need from pre to post assessment.

The primary outcome considered, access to community services, has been measured utilizing an agency created tool. The tool created is a 12-item Likert scale (6 point Likert Scale ranging from 0-Not a Problem to 5-Significant Problem) which examines general areas of functioning (Housing, Child Care, Educational/Vocational, Employment, Basic Needs, Transportation, AODT, Legal Services, Mental Health, Physical Health, Family/Social, and Life Skills).

*Procedure:*

The Case Management survey was completed with each participant at the initial assessment and subsequently every six months and/or at discharge. Each survey was totaled and entered into a spreadsheet to calculate the mean scores between each participant’s initial session and last session. Data was analyzed on all participants served between January to December 2019.

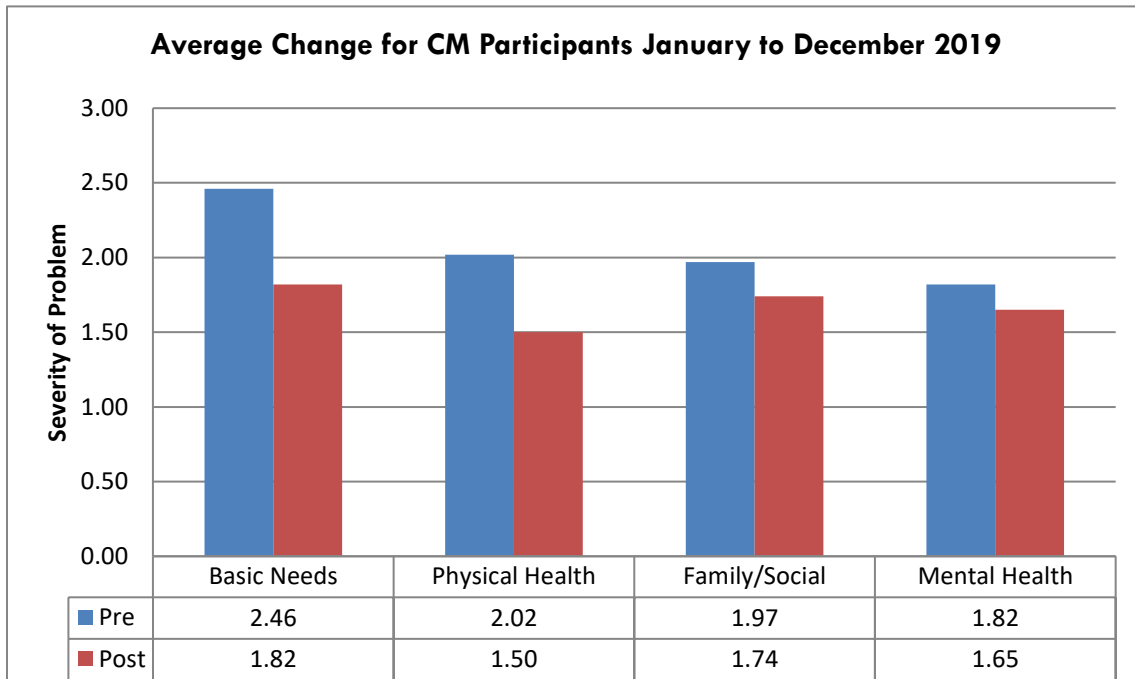
*Sample:*

During the period being examined 99 (n=99) unduplicated participants were assessed utilizing the Case Management Scale. Of those participants assessed, 34 (n=34) maintained a comparable score.

*Findings:*

Data analyzed for the period between January to December 2019 reveal the greatest need at assessment to be within the areas of Basic Needs, Physical Health, Family/Social and Mental Health (needs listed in order of ranking). These needs are shown to be mostly reduced between pre and post assessment. In addition, results indicate a consistent theme of greatest area need from year to year.

Results indicate that 100% of participants served maintain a decrease in one or more areas of identified need from pre to post assessment. Further analysis indicates that 76.5% of participants served experience a lessening in severity of problem from pre to post assessment in areas of greatest identified need. See below chart for comparisons.



### Domestic Violence Program (January 2019 to December 2019)

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During the period being reported a total of 123 unduplicated survivors were served through domestic violence services.

**Outcome 1:** 98% of survivors will report that they received written and verbal information in the language of their choice

Results: During the period being reported 56 unduplicated (n=56) participants were administered a survey. Survey results indicate that 56 or 100% of survivors reported that they had received information (verbal and written) in the language of their choice.

**Outcome 2:** 95% of survivors will report that they received services that were respectful of the practices, preferences, and beliefs of their culture.

Results: During the period being reported 56 unduplicated (n=56) participants were administered a survey. Survey results indicate that 100% (56/56) of survivors reported that they received services that were respectful of the practices, preferences and beliefs of their culture.

**Outcome 3:** Improved quality of life for survivors of domestic violence.

**Objective 3.1** - 75% of participants served within therapy will report an improvement with the general well-being areas (individually, interpersonally, socially, and overall).

Results: 74% of participants experienced a positive change in well-being.

*Method:*

The primary outcome considered, a change in participant functioning, is measured by the Outcome Rating Scale (ORS). The ORS is a four item, self-report measure that assesses client perception of change in individual functioning, interpersonal relationships, social role performance, and overall quality of life. Clients rate each item

on a 10-point scale, for a total possible score of 40. Higher scores indicate better functioning (less distressed). This was the main measuring tool used to calculate mean change in general well-being.

*Procedure:*

The ORS survey was administered to each participant before their appointment to measure well-being and functioning prior to every therapy session. Each ORS score was totaled up and entered into a spreadsheet to calculate the mean scores between each participant's 1<sup>st</sup> session and last session.

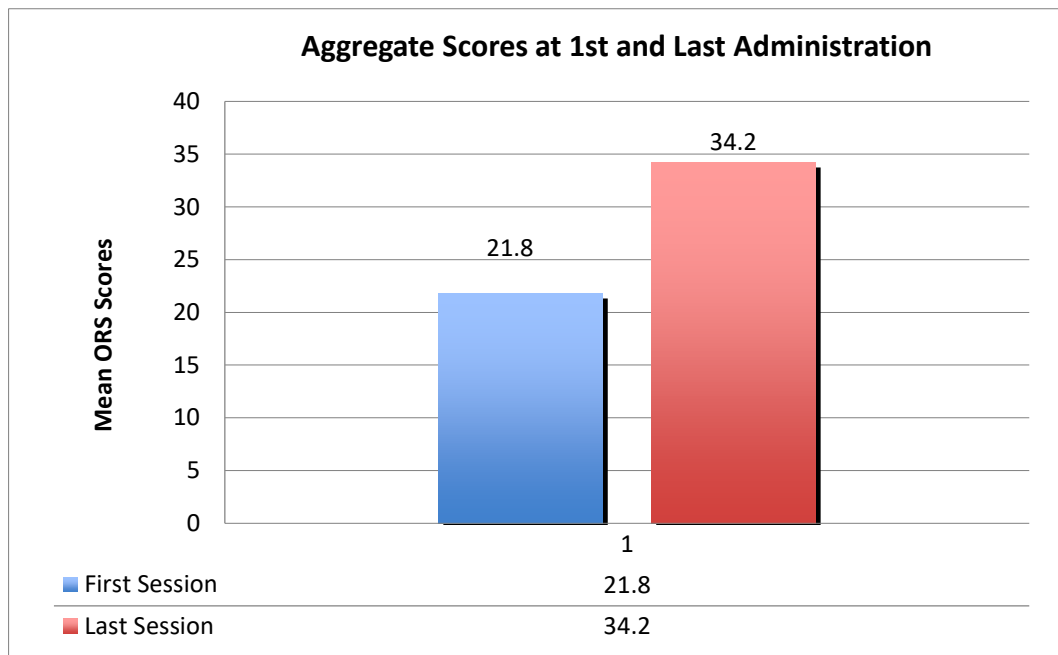
*Sample:*

During the time period between January 2019 and December 2019, a total of 56 (n=56) participants were administered the ORS survey.

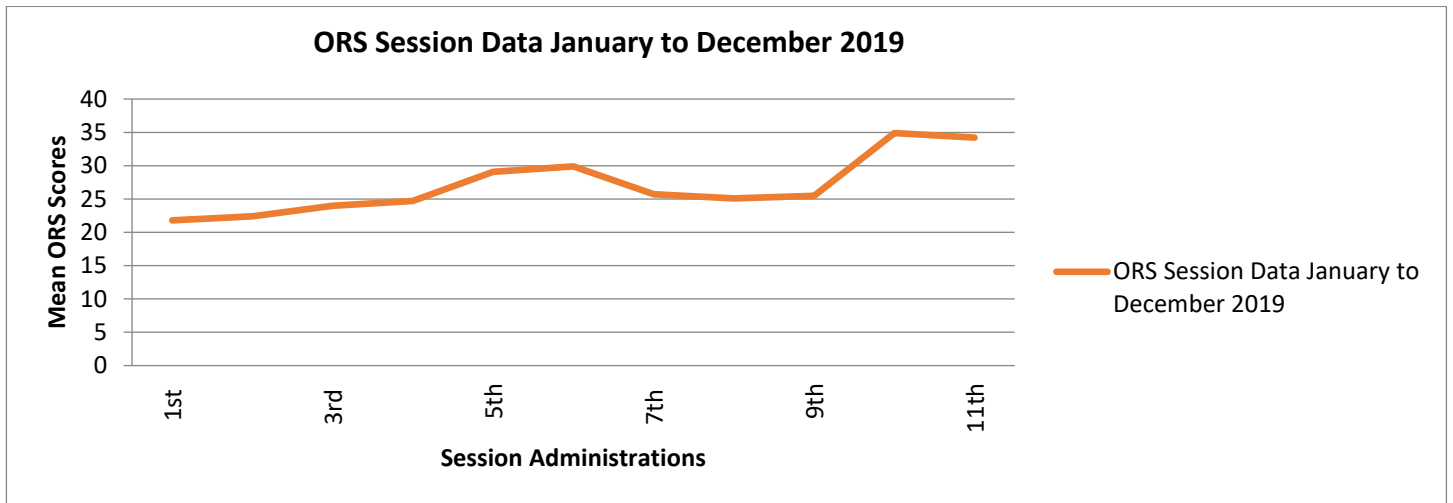
- 18 of the 56 participants received only one administration with no comparable score
- 100% were female
- Mean age was 40.6 years old

*Findings:*

The mean ORS score during the first administration was 21.8 and the mean score for the last administration of therapy was 34.2. Results indicate a significant difference of **12.4** points between the first and last administration.



In addition to the above findings the mean scores for every individual session starting with the 1<sup>st</sup> session to the 11<sup>th</sup> administration was calculated to see the change over the course of therapy. Data suggests progressive change with steady improvement over the course of treatment. Mean session scores are represented below.



**Objective 3.2** - 100% of participants served will develop a safety plan following their initial visit

Results: During the reporting period of January 2019 to December 2019 a total of 123 participants were served through domestic violence services. Of the total served 56 (n=56) were new participants. Of the 56 new participants, 100% (56/56) reported that they have developed a safety plan or had the knowledge to develop a safety plan.

**Outcome 4:** Reduced incidence of abuse/violence within the community

**Objective 4.1** - 75% of victims served will learn and/or access resources available for families (public assistance, housing) to promote safety and well being

Results: During the period between January 2019 and December 2019 a total of 123 unduplicated participants were served through domestic violence services. Of the 56 (n=56) new participants served, 100% (56/56) reported learning or accessing resources that promoted safety/well-being.

### Youth Development Program – January 2019 – December 2019

#### EXPLORE (Fall 2019)

The EXPLORE Program has a logic model in place detailing outcomes and measures. The logic model details Outcomes, Activities, Outputs, Indicators, Data Source and Data Collection Methods. We now have consistent outcomes versus grant based outcomes as we had in the past. Outcomes also carry across the two main programs; Cultural Journeys and Expeditions and any sub-programs within EXPLORE. The only difference is how they are achieved.

Outcomes are measured through observation based assessments, pre/post assessments and participant surveys. We also track numbers of youth enrolled and attendance to compare numbers served vs. number attending consistently enough to reap the greatest benefit from the program.

#### OUTCOMES

**Total number of participants served over the course of 2019:** 789 unduplicated

#### CIVIC ENGAGEMENT/CHARACTER DEVELOPMENT

**Outcome 1a:** 75% of participants will report a greater understanding of causes of bullying behavior and how to combat them

**Outcome 1b:** 75% of participants will gain knowledge of core life skills necessary for appropriate interactions with their peers and adults



**Results:** Youth Development Staff assessed program participants through observation of various behaviors and for active participation in projects and discussions focusing on core life skills such as respect, cultural tolerance, communication and emotional regulation as well as discussions on bullying. 70% displayed increased knowledge of core life skills and displayed a greater understanding of bullying behavior.

**Outcome 1c:** 50% of youth participants will demonstrate increased knowledge of community challenges

**Results:** Youth Development Staff assessed program participants for active participation in discussions and related projects concerning community challenges. 72% displayed increased knowledge of community challenges.

#### **CULTURAL ENRICHMENT/CULTURAL UNDERSTANDING**

**Outcome 2:** 60% of participants will report an increase in positive interactions with various cultures

**Results:** Program participants were assessed by Youth Development Staff for active participation in discussions and related projects concerning cultures from around the world. 60% displayed an increase in positive interactions.

#### **HEALTHY BEHAVIORS**

**Outcome 3a:** 50% of program participants will report increased knowledge of risky behaviors and the results of engaging in them

**Results:** Program participants were assessed by Youth Development Staff for active participation in discussions and related projects concerning the results of risky behaviors. 70% displayed increased knowledge of risky behaviors and their consequences.

**Outcome 3b:** 70% of youth participating within the program will improve/maintain BMI measures during the duration of the program.

**Outcome 3c:** 75% of youth participating within the program will improve PACER scores over the duration of the program.

**Outcome 3d:** 75% of children participating within the Soccer for Success program will increase healthy behaviors.

**Results:** For youth who have been tracked for this outcome, 90% improved/maintained BMI measures over the duration of the Fall 2019 season. 91% improved their PACER scores over the duration of the Fall 2019 season. 87% demonstrated increased knowledge of healthy behaviors for the Fall 2019 season.

*\*\*NOTE: We have been having trouble calculating this number due to the way Salesforce lists data in the system. We are checking with US Soccer Foundation to confirm the proper result for this outcome.*

## **VIOLENCE INTERVENTION & PREVENTION – COMMUNITY RESOURCE TEAM**

#### **OUTCOMES**

**Total number of participants served over the course of 2019:** 40 unduplicated

#### **INCREASED PRO-SOCIAL BEHAVIOR**

**Outcome A:** 75% of participants will gain knowledge of core life skills necessary for appropriate interactions with their peers and adults

**Results:** This outcome is tied to the Young Men's Work/Young Women's Lives groups. As the CRT is a new program, the majority of 2019 was spent making connections and securing referral sources, none of these groups took place. We now have groups set for Spring 2020.

### REDUCTION IN YOUTH VIOLENCE

**Outcome B:** 50% of program participants will report increased knowledge of risky behaviors and the results of engaging in them

**Results:** This outcome is tied to the Young Men’s Work/Young Women’s Lives groups. As the CRT is a new program, the majority of 2019 was spent making connections and securing referral sources, none of these groups took place. We now have groups set for Spring 2020.

### REDUCTION IN COMMUNITY VIOLENCE

**Outcome C:** 20% reduction in violent crime within the identified area hot spots (youth specific)

**Results:** This outcome is tied to the COMBAT STRIVIN’ Initiative. As this is a new initiative, an accurate source of data that breaks down violent crime committed by youth has not been identified. However, we were informed that the rate of violent crime in the Northeast overall had dropped significantly due to the apprehension of a handful of individuals who were the leading factors.

### COMMUNITY OUTREACH/FAMILY ENGAGEMENT

**Outcome D1:** # of families connected to MRC wraparound services

**Outcome D2:** 75% of participants will display a greater connection to their community

**Results:** 90% of families were connected to MRC wraparound services. The remaining 10% were referred to outside organizations such as the Police Athletic League (PAL), due to the need not being something offered by MRC.

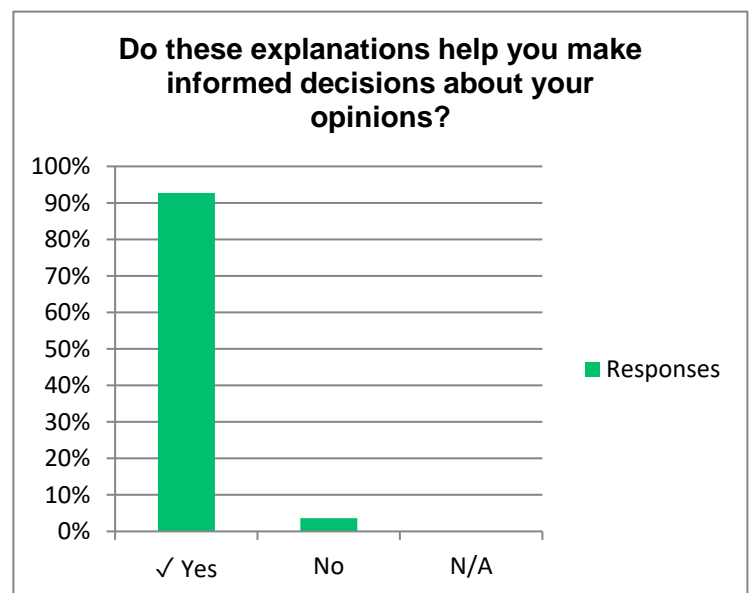
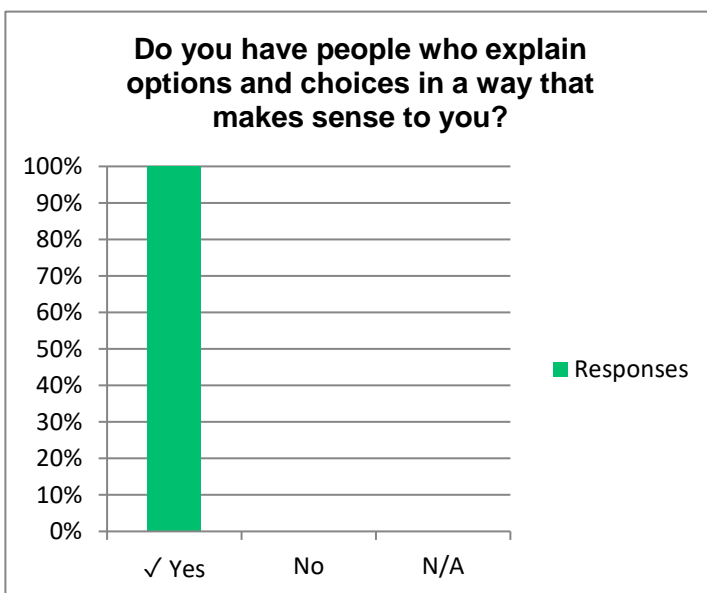
### Visionaries Program (January 2019 to December 2019)

**Total number of participants served over the course of 2019:** 35 unduplicated

**Outcome 1:** People Participate in Meaningful Daily Activities of Their Choice

**Results:** Utilizing indicators identified by the Missouri Quality Outcomes Survey, indicators revealed the following information:

During the period being reported, 100% of respondents reported “yes” to the question “do you have people who explain options and choices in a way that makes sense to you”. This continues to indicate a positive trend which was supported by 93% of the same respondents answering “yes” to the question “do these explanations help you make informed decisions about your opinions”.



Predominant barriers reported by participants which prevent them from making informed decisions included transportation, lack of funds, verbal communication skills, lack of resources due to immigration status and supervision needed.

44% of participants indicated that they would like to try new things, with many indicating that they have progressively tried new things. This is drastically different from the previous year when 65% of participants indicated their desire to try new things.

Some responses included:

- “Recently went with group of friends from church to see “Little Women””
- “Recently learned to bake”
- “Recently worked for the salvation army raising money for the holidays”
- “Recently got a YMCA membership & has been going with brother and staff”
- “ACED classes”
- “I go on vacation once a year”
- “I went to Mexico last year”
- “Recently, but would like to get a PT job”
- “took part in an exercise class and cooking class at MRC”

This was contradicted by some respondents that indicated the following:

- “Can’t remember”
- “Last month”
- “Last Summer”

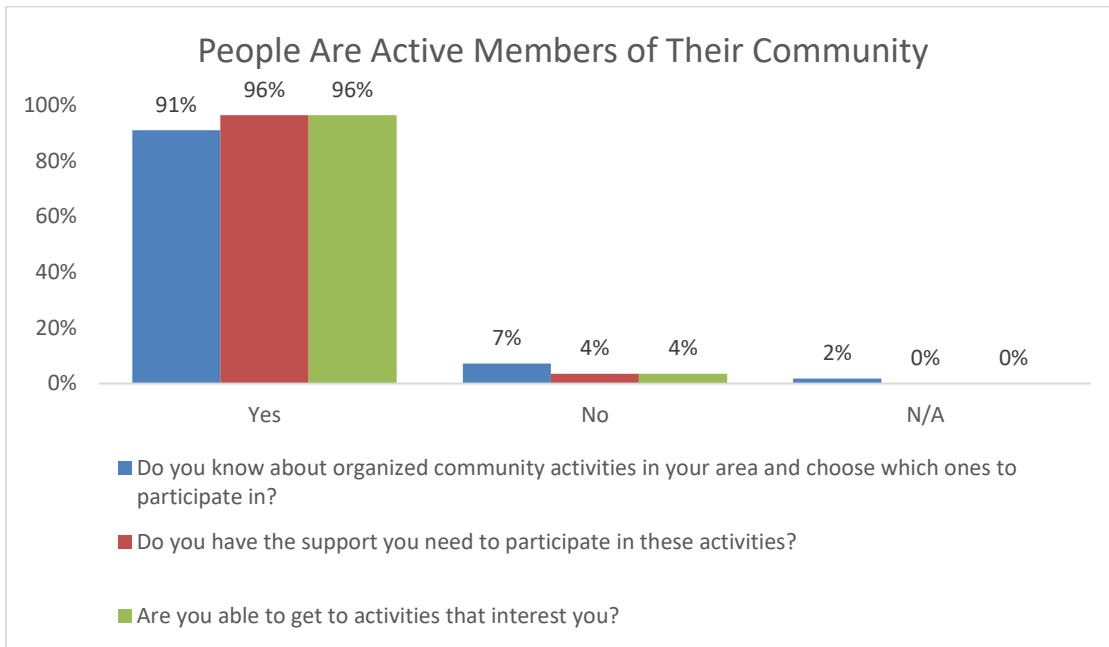
Common reasons participants provided for what would empower to try something new included the following:

- “Time to adjust; support from family”
- “Assistance from mom and dad; she would like to learn new dance styles”
- “Guidance from family and MRC staff”
- “Help from family and visionaries staff”
- “Transportation. support from family and partner”
- “Help from family, DPI, MRC”
- “People being patient and explaining things clearly and slowly; needs transportation”
- “Funding, transportation”

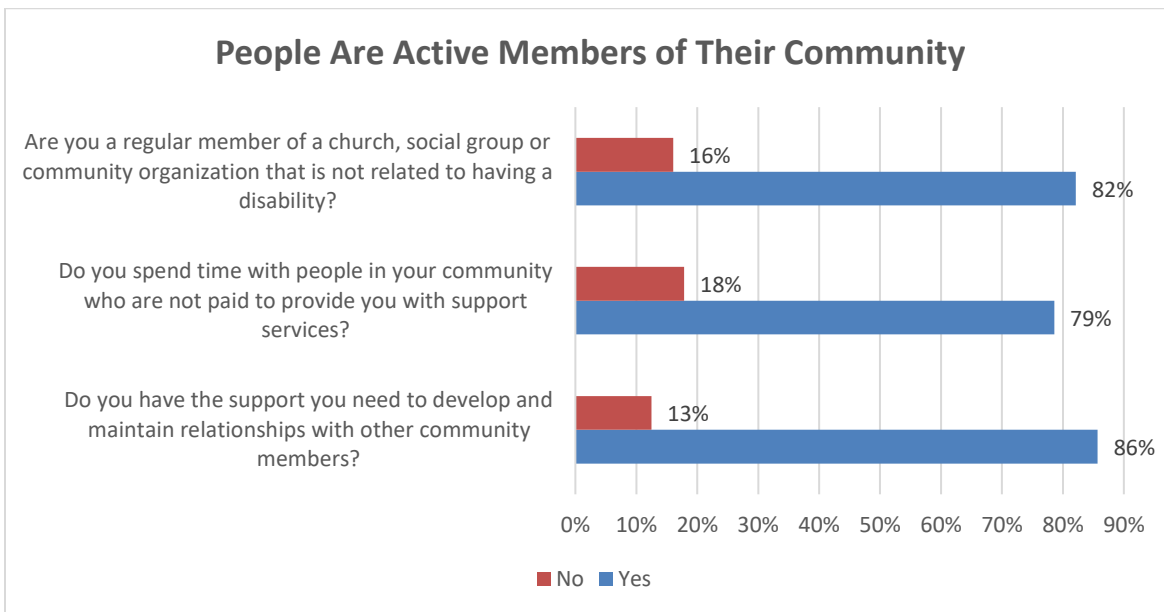
**Outcome 2:** People are Active Members of Their Communities While Determining Valued Roles and Relationships Through Self Determination

**Results:** Utilizing indicators identified by the Missouri Quality Outcomes Survey, indicators revealed the following information:

Data analysis reveals that 91% of respondents indicated that they know about community activities are able to get to them with existing resources. See the below table for a further breakdown of this information.



Participants reported transportation, funding, accessibility and support from staff as being the biggest barriers in participating within their community. Additional information is further highlighted in the chart below:



Data suggests the desire for involvement, however there are barriers which prevents this from occurring. Responses included the following:

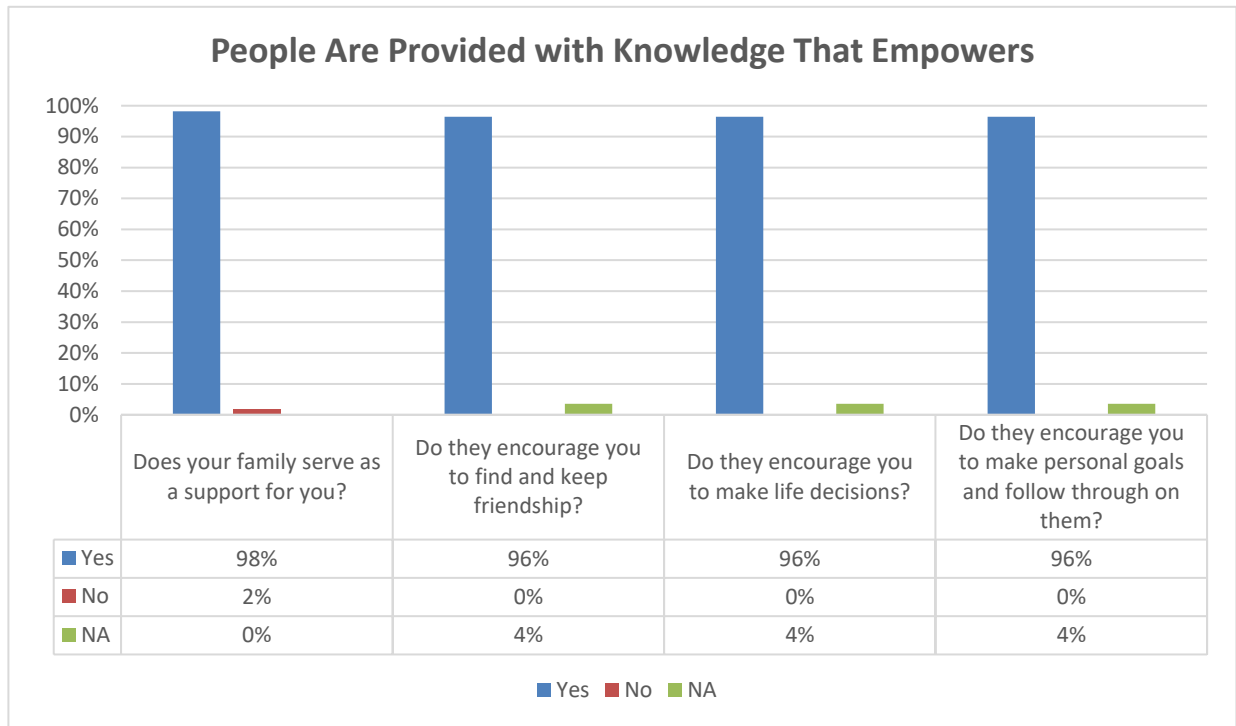
- “Low income”
- “Transportation; immigration status”
- “Long days at her day program and limited transportation at home”
- “Other than MRC staff, Visionaries members, and his family this participant doesn't spend time with friends or other groups”
- “Transportation”

- “I need 24/7 supervision”

**Outcome 3:** People are Provided with Knowledge That Empowers Them to Facilitate Opportunities for the Individual’s Self- Determination Throughout the Course of his or Her Life

**Results:** Utilizing indicators identified by the Missouri Quality Outcomes Survey, indicators revealed the following information:

Survey results indicate that 98% of participants feel supported and empowered within their family setting. Results also indicate that 96% of participants are encouraged to find and keep friendships as a means of support. See the below table for a further analysis of the data.



Furthermore, 78% of participants indicated that they make choices for themselves each day. Responses included the following when asked what types of choices they are given:

- “I everyday choices like what to wear, eat & what to do free time
- “How to spend free time”
- “Chooses if wants to go into the community with family or Visionaries”
- “Very independent and makes choices for herself throughout the day - where to go, what to do at home, etc.”
- “Her family gives her choices about what to eat if she wants to go with them places, if she wants to attend DPI”
- “Recreational”
- “All - I live on my own”
- “What to eat; what to wear”
- “Makes choices about friends she wants to hang out with, how to spend free time, which chores to do”
- “Chooses which days she wants to work; has a say in the activities she does with her family”
- “What to wear, eat, watch TV”
- “What to wear, eat, smoke cigarettes”
- “All - I live independently”
- “Clothes, what to eat”

73% of respondents also reported that they maintained additional responsibilities within their home. Responsibilities included a variety of items such as the cooking, cleaning, yard work, assisting parent with work, laundry and taking care of pets.

**Results for all:** Visionaries participants have chosen these outcomes as goals in their Person Centered Plans; in addition to other related personal goals. These outcomes also guide the activity choices of our Social Group. There is no true measurement for these outcomes, rather they are a guide set forth by the MO Department of Health & Human Services.

### **Substance Abuse Program (January 2018 to December 2018)**

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**Outcome 1: 75% of participants will report an improvement with the general well-being areas (individually, interpersonally, socially and overall) as measured using the Outcome Rating Scale.**

Results: 83.3% of participants experienced a positive change in well-being.

The primary outcome considered, a change in participant functioning, is measured by the Outcome Rating Scale (ORS). The ORS is a four item, self-report measure that assesses participant perception of change in individual functioning, interpersonal relationships, social role performance, and overall quality of life. Participants rate each item on a 10-point scale, for a total possible score of 40. Higher scores indicate better functioning (less distressed). This was the main measuring tool used to calculate mean change in general well-being.

The ORS survey was administered to each participant before their appointment to measure well-being and functioning prior to every therapy session. Each ORS score was totaled up and entered into a spreadsheet to calculate the mean scores between each participant's 1<sup>st</sup> session and last session. Furthermore, the average ORS score was calculated for every session from the first session to the 6<sup>th</sup> session. This was conducted on all participants assessed between January to December 2018.

During the time period between January and December 2018, a total of 20 (n=20) unduplicated participants were administered the ORS survey.

- 8 (40%) of the 20 participants received only one administration with no comparable score
- Mean age was 18.7 years old

Between January and December 2018 the mean ORS score during the first session was 28.9 and the mean score for the last session of therapy was 38.1. Mean scores indicate a significant difference of 9.2 points between the 1<sup>st</sup> and last administration.

In addition to the above findings the mean scores for every individual session starting with the 1<sup>st</sup> session to the 6<sup>th</sup> administration was calculated to see the change over the course of therapy. Data suggests progressive improvement over the course of treatment. Data is consistent with a younger population which trends towards higher initial ratings as opposed to an older participant base which maintains a steep change curve between the first and fourth sessions.

## **II. PARTICIPANT SURVEY SATISFACTION**

Results: During the period between December 2018 and March 2020 - 124 various program participants (122 youth and 79 adults) were randomly sampled. Data has been divided between the youth and adults to better reflect program feedback.

### Adults

Of the 79 respondents, 100% (n=49) "Agree" or "Strongly Agree" to the question "Overall, I am satisfied with the services that I have received at Mattie Rhodes Center" and 98.7% (n=78) to the question "the services I have received have helped me deal more effectively with my problem".

Other results of significance: (5 point Likert Scale ranging from 1-Strongly Agree to 5-Strongly Disagree)

Question	% Rated Strongly Agree or Agree	Mean	SD
I received services that were respectful of my language and culture	100%	1.09	0.29
I would recommend this agency to a friend or family member.	100%	1.15	0.36
I was able to get all of the services I thought I needed	100%	1.27	0.52
My initial contact with Mattie Rhodes Center was a good experience.	96.2%	1.20	0.52

**Comments of Note:**

- “That they always have a respect for my questions and help me”.
- “I like the friendliness and disposition of the staff”.
- “They are responsible and educated and try their best to help”.
- “The great attention that I received from all”.
- “That they are always there in the moment that one needs”.
- “All of the services are excellent”.
- “The good treatment from everyone, secretaries, therapists and social workers”.
- “That the professionals have the patience to listen to our problems to help us. Thank you”
- “They are attentive listeners and help with your problems”
- “That they listen to my problems that I have and they give me their best”
- “Lucy and personal are good to me and Lucy always helps me to get the date for you I am supposed to see”
- “The staff (from the receptionist to the doctor) are always very friendly”
- “Kindness with patients and seeking an alternative to our problem”
- “I love Ravi, he's great and makes me feel better”
- “All are very kind to the clients”
- “The doctor and the secretary was very available”
- “The staff is attentive and friendly”
- “I received the necessary help at the right time I needed it, I am grateful”
- “I like being able to come to therapy alongside my daughter”
- “I am very happy and grateful for the services and help that I have received from everyone at Mattie Rhodes. God bless you always”
- “I am so grateful for all the help you give me and the community. God bless you and hope you are always there to give support”

**Things to take note of:**

- “I wish they had transportation “
- “More publicity”
- “A recorded appointment reminder”
- “Reminders on my phone and the will to reap the benefits from my appointments”
- “If a person calls for any requirement, and they cannot answer it, do not compromise services on seeing the call”
- “I would like to be able to have the ability to see virtual the availability of staff for attention, to make a decision”

Youth

Of the 122 respondents, 83.6% (n=102) “Agree” or “Strongly Agree” to the question “I am able to talk with the adults at Mattie Rhodes Center about the things I need”, 84.4% (n=103) to the question “the adults here have

helped me with my problems” and 70.5% (n=86) to the question “the services I receive help me do better in school”.

Other results of significance: (5 point Likert Scale ranging from 1-Strongly Agree to 5-Strongly Disagree)

Question	% Rated Strongly Agree or Agree	Mean	SD
The adults that I work with listen to me.	89.3%	1.54	0.81
The adults that I work with understand my culture.	85.2%	1.60	0.75
I feel safe here.	97.5%	1.39	0.54

**Comments of Note:**

- “I learned how to not bully and to treat others the way they want to be treated”
- “The people here are amazing and really help me and my family a lot”
- “That I can learn to do stuff that I didn't know and fun stuff”
- “You guys are amazing and so helpful”
- “It makes me feel safe”
- “Everyone gets the same service so it’s fair”
- “I like that no one judges me”
- “I like that we are safe and taken care of”
- “Thank you for making me feel better about myself”
- “I feel that I have friends”
- “I like that I get heard out, I can speak out about my necessities and overall I feel super comfortable here”
- “They always help you in what you tell them that the problem is”
- “There is a solution for everything”
- “I like eating, playing soccer, and seeing Kelsey and Tiffany”
- “I like building relationships with people, social skills”
- “Thank you so much for creating something like this to help people with their problems”
- “I feel comfortable telling my counselor my problems”
- “My therapist genuinely makes my life feel better”
- “The comfort that people make you feel when you most need it”
- “I like how we have good snack and how we paint”
- “What I like most is that we get to comic books”
- “That the teachers here are so nice”
- “I like that they help us get better at something and make comics”
- “It is fun and helpful; I think more clearly on things”
- “I like talking about my problems and playing games”
- “How to manage my mental illness”

**Things to take note of:**

- “I would like to volunteer more”
- “More gardening, more community outings using the bus”
- “Nothing really but I think we can get one more person here to go a little quicker”
- “I wish I could come more often”

•Provide examples of how these findings have impacted/changed programs or services.  
 Data continues to highlight the importance of the individual relational experience within the agency setting. Mattie Rhodes Center has recognized this, and continues to place a high value on the professional development of



our staff to insure a quality participant experience. Results also indicate the importance of getting the word out in the community regarding the services that the agency offers. Several efforts across the agency have been launched to meet this need. This has included, but not been limited to canvassing the surrounding neighborhoods, placing inserts within the Northeast News, community events and staff interviews with the local paper regarding services.

### **III. RECORDS REVIEW**

A case records review is conducted quarterly to evaluate the presence, clarity, quality and continuity of required documentation across all program areas using an auditing checklist to ensure consistency and adherence to standards. A Peer Case Review is also conducted monthly by the Family Services team to analyze and evaluate clarity, content and continuity of open/closed records and to determine continued records compliance at all levels.

Improvements that have occurred as a result include:

- Agency has continued to audit a random of program files each quarter to achieve 100% of records reviewed by year end.
- Agency continues to expand on work flows and deadlines to ensure all documentation is completed in a timely manner.
- Work has continued to improve the service flow and education of the EMR systems to insure compliance.

### **IV. SAFETY REVIEW**

The agency Safety Committee has continued to meet regularly throughout the year to review all issues regarding employee and participant safety by focusing on facilities and risk management. During 2019 this committee was taken over by the Family Services department due to the uniqueness of issues faced on a regular basis.

During 2019 Mattie Rhodes Center consolidated the location of services to Northeast Kansas City due to the sale of the 1740 Jefferson building. Consolidation of service staff seeks to aid in increasing the level of communication across departments, reducing gaps within services and creating an opportunity for increased client service provision.

Improvements that have occurred as a result include:

- Worker safety training provided by an external partner to service staff to increase ways to remain safe while in the community, ways to be prepared while in the car and increase workplace safety
- The Worker Safety procedure was updated to include the growing practice of being in off-site facilities.
- Evacuation preparedness was conducted for all staff.

### **V. RISK ASSESSMENT**

A risk assessment of the agency is regularly conducted at all levels to ensure consistency of practice and determine potential areas of concern related to agency business.

Improvements that have occurred as a result include:

- Agency continued to expand the role of external finance function as a means to create a greater knowledge bank of resources through redundancy and efficient practice.
- IT and phone services were upgraded and moved to cloud based platforms to reduce dependency on location based systems and aging equipment. In addition, enterprise level backup systems and firewall practices were refined due to the increasing threat of ransomware and viruses.
- Agency made structural improvements to the Northeast office to create a flexible collaborative room and an increased number of private offices for service work.