



## Program Outcomes Report for 2023

Focus Behavioral Health Services, LLC is registered with the NC Department of the Secretary of State as a Limited Liability Company and is in partnership with Hand Up Homes for Youth, Inc. and Rocky Mountain Care as sister companies. We are a state certified Critical Access Behavioral Healthcare Agency (CABHA) serving multiple counties within Western North. Focus BHS specializes in providing quality child/adolescent mental health services as well as services for sexually reactive and sex offending youth. Currently, Focus BHS is endorsed and contracts with Vaya Health, Partners Behavioral Health Management, Cardinal Innovations, Sandhills, Eastpointe and Trillium MCOs as well as being paneled with numerous private insurance companies (i.e. Blue Cross Blue Shield, Metcost, United HealthCare, TriCare/Humana, etc.) Focus BHS is currently in the process of completing another 3 year national re-credentialing through CARF International. Throughout the years Focus has continued to grow as an agency with quality evidence based practices in order to meet the needs of the communities we serve.

### **Day Treatment Programs**

In 2023 Focus operated a total of five day treatment facilities in three counties. The *Burke* and *Caldwell County Day Treatment* oversaw two classrooms each; one middle school and high school. Focus also has two elementary DTx programs, Horizons in Caldwell County and Mull in Burke County, that serves two classrooms as well; one K – 2, the other 3 – 5. In August of 2020 Focus partnered with Watauga County Public Schools and began a K – 5 elementary DTx program.

**Total Clients Served: 153**

**Total Discharges: 89**

**Successful Discharges: 37**

Successful in this case is defined as any client that transitioned to an appropriate level of care as a result of progress in treatment. This does not include clients that voluntarily ended services prior to completion.

**Successful Discharge Rate: 41.57%**

**Average Length of Stay for Successful Discharges: 12.28 months**

**Total Number of Therapeutic Holds: 45**

This number represents therapeutic holds among all day treatment facilities combined for the year. The majority of these therapeutic holds took place at the Caldwell Day Treatment facility. This facility serves middle and high school aged clients with severe behavioral problems. It is company practice that the Clinical Director or QI Director reviews all restrictive interventions that occur within the agency. All restrictive interventions were reviewed by the Clinical Director, Jana Brown, LCSW and/or the QI Director, Katlyn Wilson, BSQP, and deemed appropriate and necessary.

### **Residential Level III Programs**

Focus BHS, LLC maintains two level III residential facilities with a capacity to serve eight consumers in one and four in the other. Both programs are designed to treat sexually aggressive and sexually reactive males between the ages of 12 through 18.

**Total Clients Served: 27**

**Total Discharges: 20**

**Successful Discharges: 4**

Successful in this case is defined as any client that transitioned to an appropriate level of care as a result of progress in treatment. This does not include clients that were engaged in treatment but moved or voluntarily ended services prior to completion.

**Successful Discharge Rate: 20%**

**Average Length of Stay for Successful Discharges: 14.4 months**

**Total Number of Therapeutic Holds: 8**

This number represents therapeutic holds among all Level III residential facilities combined for the year. The therapeutic holds primarily took place at the Burkwell facility. This is the largest of the group home facilities, with the largest number of clients being present in the facility. It is company practice that the Clinical Director or QI Director reviews all restrictive interventions that occur within the agency. All restrictive interventions were reviewed by the Clinical Director, Jana Brown, LCSW and/or the QI Director, Katlyn Wilson, BSQP, and deemed appropriate and necessary.

### **Outpatient/Medication Management**

The Focus Outpatient clinic has served over 364 clients in 2023. In 2023, Focus employed nine full time clinicians who kept regular office hours as well as offered school based outpatient services for k-12 through Burke County Public Schools. Focus BHS also offers “after 5” appointments once a week.

**Trauma-Focused Cognitive Behavioral Treatment (TF-CBT)**

Trauma-Focused Cognitive Behavioral Treatment (TF-CBT) is one of the therapies offered through our outpatient services. TF-CBT is an evidence based treatment model that addresses behavioral and emotional difficulties in children 3-18 years of age following serious trauma or loss. In 2023, Focus had one rostered

clinicians. It is a highly Evidenced Based Best Practice (EBP), supported by the State Department of Health and Human Services and Duke University as a viable, effective treatment.

## **Monitoring**

As a licensed mental health provider in the state of North Carolina, Focus Behavioral Health Services is monitored, endorsed, and accredited by numerous outside agencies. For the years 2023 Focus was monitored by the following agencies: North Carolina Division of Health Service Regulation (DHSR) and by the following managed care organizations: Sandhills. The above agencies conducted various types of monitoring; some reviews were on-site, while others required us to come to a designated site or submit specific information to their office for review.

### **North Carolina Division of Health Service Regulation:**

#### Licensure surveys:

January 5th, 2023– (Burkwell): Annual survey resulted in one standard level deficiency concerning a level 2 incident report not being completed. This was corrected and the POC submitted 1/16/2023 to address mandatory training needed to ensure this deficiency did not occur again.

January 6th, 2023– (Landing): Annual survey resulted in two standard level deficiencies concerning a level 2 incident report not being completed and fluctuating water temperatures. This was corrected and the POC submitted 1/11/2023. This plan was to address the following: mandatory training needed to ensure this deficiency did not occur again and steps taken to resolve fluctuating water temperatures. Maintenance was contacted about the fluctuating water temperatures to evaluate the water heater and the house lead was provided with a form to track water temperatures at a minimum of 2-3 times weekly to ensure that this issue was being resolved.

#### Investigatory or Complaint audits:

February 26, 2023- (Parkplace) Complaint received about staff becoming verbally abusive towards a client. During investigation staff was placed on administrative leave, level 2 was completed, and Burke county DSS was contacted. Staff was terminated due to this action. Report was not accepted and the health care personnel registry also declined to investigate as well.

May 3, 2023– (BDTx) Complaint received pertaining to staff abusing client verbally and then shoving him. Staff was suspended during the investigation and then terminated on 5/8/2023 due to staff's behavior toward client- while it was not abusive in nature per the report it was

unacceptable per FOCUS policy. NC facility compliance consultant conducted a compliant survey and stated “the complaint was unsubstantiated and did not result in any cited deficiencies”

May 4, 2023- (MDTx)- Report received and stated that a FOCUS staff member was correcting a client in a non therapeutic manner. During investigation the staff was removed from the clients daily care. After investigation was completed it was determined that the claim was unsubstantiated but as a precaution the staff was provided with training for de-escalation and review of policies and procedures.

August 28, 2023- (CDTx) Report received via HIPAA compliance officer at Broughton Hospital. Informed that a then employee of FOCUS was discussing confidential information about a potential client with their significant other who worked at Broughton at that time. The FOCUS employee was presented with a disciplinary action and then was provided with numerous HIPAA trainings.

### **Managed Care Organization, Sandhills NCTOPPS:**

On August 4th, 2023 the agency was contacted about the 2022/2023 4th Quarter NCTOPPS accuracy of the data entered. POC required. POC was accepted and no deficiencies were sited.

### **Managed Care Organization, Sandhills PPR:**

On October 9 through October 31,2023 the agency participated in a post payment review. POC was required but once it was completed and presented to Sandhills no deficiencies were sited. “Sandhills Center has determined that the deficiencies noted in the original Report of Findings have been minimized or eliminated.”

## **Personnel**

During 2023 Focus BHS, LLC employed 67 staff. All screenings, mandatory trainings and orientations were conducted successfully with all new employees. All new and existing employees were required to complete trainings as outlined within their training plans and job descriptions. Below is a list of all trainings that were available for Focus staff. Trainings were either facilitated by focus staff or were arranged to be provided by outside qualified trainers.

### **Internal Training:**

- Medication Administration
- Cyber Security
- Patagonia
- Health & Safety
- EBPI
- Prevention of Disease Transmission
- HIPAA and Client Confidentiality
- Problem Sexual Behavior and Specific Population
- Documentation
- Driver Safety
- Client Rights in Community Mental Health
- Client Incident Reporting
- Cultural Diversity

- Person Centered Planning
- CALOCUS
- Sexual Harassment in the Workplace
- Service Definition
- Crisis Response
- Counselor’s Orientation Manual
- CBT, CBT: Complex Trauma, CBT: Trauma Informed

- CBT
- CANS
- AlphaMCS
- Beacon
- Provider Direct
- NCTopps
- Measurement-Based Care
- Cultural Competency
- Best Practices in Assessment: Tools for the Experienced Clinician
- Assessment: A Comprehensive Guide to the Clinical Process and Report-Writing
- Human Resources for Anyone with Newly Assigned HR Responsibilities

External Training:

- CPR and First Aid
- Cyber Security
- System of Care
- Person Centered Thinking
- Introduction to Motivational Interviewing

**Employee Retention**

During 2023 Focus had a turnover of 50 staff. According to the data collected in 2022, the average length of employment is approximately 3 years. Focus contributes a great deal of time, resources, and effort into recruiting, hiring, training, and mentoring all employees in order to make sure they are qualified and capable of administering services at the highest level. Focus considers its employees to be one of the most important assets and we pride ourselves on cultivating astute, compassionate, and well-equipped staff to provide the best possible care to the communities we serve.

**Employee satisfaction surveys:**

Employee satisfaction surveys were conducted in April and October 2023. All Focus employees were encouraged to complete the survey. Principally, the results were positive, and beneficial in helping to target areas relating to staff turnover, program implementation, management responsibilities, training, wages, and communication. The following charts demonstrate the data collected from the surveys.

| Employee Survey Outcomes April 2023  | Strongly Agree | Agree | Somewhat Disagree | Disagree | Overall Satisfaction |
|--|----------------|-------|-------------------|----------|----------------------|
| I feel that I have adequate supervision to perform my job functions                          | 12             | 26    | 2                 | 4        | 86.36%               |
| I feel that I have adequate support from my supervisor                                       | 14             | 16    | 0                 | 4        | 88.24%               |
| If I have a concern, I know I can speak with someone and find a resolution                   | 10             | 14    | 6                 | 4        | 70.59%               |
| I feel that my concerns are addressed or resolved in a timely manner                         | 4              | 17    | 8                 | 5        | 61.76%               |
| I fully understand my job duties   | 13             | 17    | 2                 | 2        | 88.24%               |
| I feel capable of completing all my job functions adequately in the time I am given to do so | 9              | 13    | 10                | 2        | 64.71%               |

|   |                    |                  |                         |                       |                      |                |
|---|--------------------|------------------|-------------------------|-----------------------|----------------------|----------------|
| I am satisfied with my rate of pay  | 2                  | 10               | 8                       | 14                    | 35.29%               |                |
| I am satisfied with the benefits package, holidays, etc. offered by Focus BHS | 0                  | 11               | 12                      | 11                    | 32.35%               |                |
| Total Surveys:  | 34                 | Total:           |                         |                       | 65.94%               |                |
| <b>Questions not related to outcomes</b>                                      |                    |                  |                         |                       |                      |                |
|   | < 6 mths.          | 6 mths. - 1 yr   | 1 yr - 3 yrs            | > 3 yrs               | Decline              |                |
| How long have you been an employee of Focus BHS?                              | 3                  | 5                | 8                       | 15                    | 3                    |                |
|   | <b>Residential</b> | <b>IIH Staff</b> | <b>Outpatient Staff</b> | <b>Administration</b> | <b>Day Treatment</b> | <b>Decline</b> |
| What is your primary service area that you work in at Focus BHS?              | 6                  | 0                | 0                       | 7                     | 15                   | 6              |

| Employee Survey Outcomes October 2023  | Strongly Agree     | Agree            | Somewhat Disagree       | Disagree              | Overall Satisfaction |                |
|--|--------------------|------------------|-------------------------|-----------------------|----------------------|----------------|
| I feel that I have adequate supervision to perform my job functions                          | 9                  | 18               | 1                       | 1                     | 93.10%               |                |
| I feel that I have adequate support from my supervisor                                       | 15                 | 11               | 2                       | 1                     | 89.65%               |                |
| If I have a concern, I know I can speak with someone and find a resolution                   | 7                  | 16               | 5                       | 1                     | 79.31%               |                |
| I feel that my concerns are addressed or resolved in a timely manner                         | 6                  | 12               | 10                      | 1                     | 62.07%               |                |
| I fully understand my job duties   | 13                 | 14               | 2                       | 0                     | 93.11%               |                |
| I feel capable of completing all my job functions adequately in the time I am given to do so | 13                 | 12               | 3                       | 1                     | 86.21%               |                |
| I am satisfied with my rate of pay   | 0                  | 11               | 6                       | 12                    | 37.93%               |                |
| I am satisfied with the benefits package, holidays, etc. offered by Focus BHS                | 1                  | 9                | 6                       | 13                    | 34.48%               |                |
| Total Surveys:   | 29                 | Total:           |                         |                       | 71.98%               |                |
| <b>Questions not related to outcomes</b>   |                    |                  |                         |                       |                      |                |
|  | < 6 mths.          | 6 mths. - 1 yr   | 1 yr - 3 yrs            | > 3 yrs               | Decline              |                |
| How long have you been an employee of Focus BHS?   | 1                  | 0                | 11                      | 16                    | 1                    |                |
|  | <b>Residential</b> | <b>IIH Staff</b> | <b>Outpatient Staff</b> | <b>Administration</b> | <b>Day Treatment</b> | <b>Decline</b> |
| What is your primary service area that you work in at Focus BHS?                             | 7                  | 0                | 2                       | 3                     | 13                   | 4              |

Overall satisfaction was calculated by combining the number of responses for “strongly agree” and “agree” and dividing that by the total number of responses. The areas with the least satisfaction for employees were rate of pay, benefits package and concerns being addressed or resolved in a timely manner. The agency agrees that wages and benefits are less than what we would like to offer, however, the Managed Care Organizations (MCO) rates have been cut three times with no increases in the last four years and makes it difficult to offer pay

increases to employees with only recent increases. Focus has been working with the program owners and developed incentives to strengthen employee benefits i.e. 401 K and affordable medical coverage.

## Consumer Satisfaction

### Satisfaction surveys:

Satisfaction surveys were conducted in April/May and October of 2023. Consumers, parents/guardians, and stakeholders across all services were given the opportunity to participate and encouraged to give honest feedback regarding the service(s) they were receiving through Focus. In total 80 and 66 surveys were completed in April and October respectfully. The results were generally positive. In 2024 Focus hopes to generate a better sample of data by increasing the number of surveys handed out/turned in. Focus has already developed a plan with each program lead to ensure that this goal will be met. The following charts demonstrate the responses for each service.

| Residential Level III Consumer Survey Outcomes April 2023   | Agree     | Disagree | Skipped or N/A | Overall Satisfaction |
|---|-----------|----------|----------------|----------------------|
| Do you feel that you get the individual attention you need?   | 12        | 0        | 0              | 100%                 |
| Are you treated with respect from staff working with you?   | 11        | 1        | 0              | 91.67%               |
| Do you feel that you have input into your Person Centered Plan (PCP) and the goals that are created?  | 12        | 0        | 0              | 100%                 |
| Do you feel that the residential facility is nice and clean?  | 12        | 0        | 0              | 100%                 |
| If needed, do you feel comfortable to complain and share a concern with staff working with you?   | 11        | 1        | 0              | 91.67%               |
| Do you feel that the residential treatment you are receiving is helping you make overall improvements?  | 12        | 0        | 0              | 100%                 |
| <b>Total Surveys:</b>   | <b>12</b> |          | <b>Total:</b>  | <b>97.22%</b>        |
| Suggestions or Comments   |           |          |                |                      |
| <ul style="list-style-type: none"> <li>• I just do not like being yelled at, that's it</li> <li>• Certain staff I do not really trust, it is their certain actions like how their tone of voice is. Like an increased tone of voice or aggressive tone in my opinion.</li> <li>• # 5 I feel like I am but at the same time, other people get more attention. Some people are doing more negative things and they get more attention.</li> <li>• I am partly getting the service I need because they have to deal with other people.</li> <li>• Its the vibe my guy</li> </ul> |           |          |                |                      |

| Residential Level III Consumer Survey Outcomes October 2023  | Agree | Disagree | Skipped or N/A | Overall Satisfaction |
|--|-------|----------|----------------|----------------------|
| Do you feel that the residential facility is nice and clean?   | 11    | 2        | 0              | 84.62%               |
| Do you feel that you have input into your Person Centered Plan (PCP) and the goals that are created?   | 12    | 1        | 0              | 92.31%               |
| Do you feel that the residential treatment you are receiving is helping you make overall improvements? | 11    | 2        | 0              | 84.62%               |
| Do you feel that you get the individual attention that you need?                                       | 11    | 2        | 0              | 84.62%               |

| If needed, do you feel comfortable to complain and share a concern with staff working with you?   | 9         | 4             | 0 | 69.23%        |
|---|-----------|---------------|---|---------------|
| Are you treated with respect from staff working with you?   | 9         | 3             | 1 | 75%           |
| <b>Total Surveys:</b>   | <b>13</b> | <b>Total:</b> |   | <b>81.73%</b> |
| Suggestions or Comments   |           |               |   |               |
| <ul style="list-style-type: none"> <li>the staff do not respect reasons why im here they use the reason why im here against me and I WOULD LIKE TO TALK TO STATE OF NC PLEASE MS KATIE I KNOW YOU SEE THIS BUT NOTHING IS AGAINST YOU. I LOVE YOUR PERSONALITY BUT I WOULD LIKE TO TALK TO STATE ABOUT THINGS AND I WOULD LIKE TO TALK TO STATE ABOUT HOW I HAVE COMPLAINTS AND IF YOU COULD PLEASE CALL STATE I WOULD GREATLY APPRECIATE IT!</li> <li>I think I need more therapy sessions</li> <li>We need to get our full outside time because sometimes we don't and one of the staff members pooped all over the toilet and they cleaned part of it but I had to do the rest and it was disgusting and disrespectful.</li> <li>I feel like staff should respect us if they want respect back.</li> </ul> |           |               |   |               |

| Outpatient/School Based Therapy/ med management Consumer Survey Outcomes April 2023  | Agree     | Disagree      | Skipped or N/A | Overall Satisfaction |
|--|-----------|---------------|----------------|----------------------|
| Do you feel that the service you are receiving is helping?   | 42        | 2             | 1              | 95.45%               |
| Are you treated with respect from staff working with you?  | 44        | 0             | 1              | 100%                 |
| Do you feel that you have input into your Treatment plan and the goals that are created?   | 41        | 2             | 2              | 95.35%               |
| Do you feel that the facility in which you receive services is nice and clean?   | 45        | 0             | 0              | 100%                 |
| If needed, do you feel comfortable to complain or share a concern with staff working with you?   | 39        | 5             | 1              | 88.64%               |
| <b>Total Surveys:</b>  | <b>45</b> | <b>Total:</b> |                | <b>95.9%</b>         |
| Suggestions or Comments  |           |               |                |                      |
| <ul style="list-style-type: none"> <li>This is the best place to have therapy</li> <li>if she dosnt bring the snacks i swear sometimes we dont focus on what i belive is important to disgust no one likes olivia</li> <li>neutral option on this test</li> <li>its good man</li> <li>Honestly, theres not really a lot of things that I have to complain about, I am getting everything that I could ever need. I am very grateful for having my counselor Christie, she is very open and always listens to me when I need to talk or get something off my chest.</li> <li>none i just have issues sharing and telling the truth</li> <li>we love Chrissy!</li> </ul> |           |               |                |                      |

| Outpatient/School Based Therapy/med management Consumer Survey Outcomes October 2023     | Agree | Disagree | Skipped or N/A | Overall Satisfaction |
|--|-------|----------|----------------|----------------------|
| Do you feel that you have input into your Treatment plan and the goals that are created? | 10    | 2        | 0              | 83.33%               |
| Do you feel that the facility in which you receive services is nice and clean?           | 12    | 0        | 0              | 100%                 |
| Do you feel that the service you are receiving is helping you make overall improvements? | 9     | 2        | 1              | 81.82%               |
| Do you feel that you get the individual attention that you need?                         | 9     | 2        | 1              | 81.82%               |



|  |           |               |   |               |
|--|-----------|---------------|---|---------------|
| If needed, do you feel comfortable to complain or share a concern with staff working with you? | 9         | 2             | 1 | 81.82%        |
| Are you treated with respect from staff working with you?                                      | 10        | 1             | 1 | 90.91%        |
| <b>Total Surveys:</b>  | <b>12</b> | <b>Total:</b> |   | <b>86.62%</b> |

**Suggestions or Comments**

- Only thing I have to say is the lady at the desk sometimes is forgetful. I have had to have things put on my kids files about what time I am available to speak and she will still call when I am at work.
- Have a more open schedule for parents who don't have help with children. I'm a single mom and basically can only do my son's sessions on Wednesdays which aren't convenient at all. I either have to miss work or speed home from work to be able to make his sessions. Or at least offer more therapy in the school systems.
- Patty, Sharon, Megan and Ms. Sonja are so kind we feel valued as a guardian and client
- The reason why I don't go to jail no more it's because I asked her to let my child talk about his dad because it was bothering him about some stuff that was going on and she wouldn't do it so that's why he's going to his other therapy that is working with him that has been working with him for a long time and it's about to get normal again where he is doing really good he's doing good in school and he's not balling it up in side
- The lady at the front desk in Morganton never seems happy or smiles. Very sad because a simple smile can make a difference

| DTX Consumer Survey Outcomes April 2023  | Agree     | Disagree      | Skipped or N/A | Overall Satisfaction |
|--|-----------|---------------|----------------|----------------------|
| Do you feel that you are getting the individual attention that you need?                                 | 59        | 8             | 2              | 88.06%               |
| Are you treated with respect from staff working with you?  | 64        | 3             | 2              | 95.52%               |
| Do you feel that you have input into your Person Centered Plan (PCP) and the goals that are created?     | 60        | 7             | 2              | 89.55%               |
| Do you feel that the day treatment facility is nice and clean?   | 65        | 3             | 1              | 95.59%               |
| If needed, do you feel comfortable to complain or share a concern with the staff working with you?       | 58        | 9             | 2              | 86.57%               |
| Do you feel that the day treatment services you are receiving are helping you make overall improvements? | 60        | 7             | 2              | 89.55%               |
| <b>Total Surveys:</b>  | <b>69</b> | <b>Total:</b> |                | <b>90.81%</b>        |

**Suggestions or Comments**

- I like it here.
- this is a really good place, here at day treatment
- Question #7: Client stated that she feels like she is respected some of the time and not some of the time when interacting with staff members.
- For #5, client expressed that her answer for the question was kind of sometimes and kind of not sometimes for the attention she gets while being at Day Treatment.
- For attention question, the client said kind of and kind of not. So in between agreeing and disagreeing.
- I only really have problems with Ms amber and im really only comfortable sharing concerns or problems with MS lindsay and ms kayla and sometimes mr step
- I think that i get what they can give me, when they can give me what i need.
- i get the respect i need from staff not what i want even though it stinks sometimes it'll be better for me later
- The staff here is great and always willing to help.
- "We should do more fun stuff everyday and not work"

| DTX Consumer Survey Outcomes October 2023                      | Agree | Disagree | Skipped or N/A | Overall Satisfaction |
|--|-------|----------|----------------|----------------------|
| Do you feel that the day treatment facility is nice and clean? | 49    | 5        | 0              | 90.74%               |

|  |           |    |               |                |
|--|-----------|----|---------------|----------------|
| Do you feel that you have input into your Person Centered Plan (PCP) and the goals that are created?     | 48        | 5  | 1             | 90.57%         |
| Do you feel that the day treatment services you are receiving are helping you make overall improvements? | 49        | 3  | 2             | 94.23%         |
| Do you feel that you get the individual attention that you need?   | 44        | 10 | 0             | 81.48%         |
| If needed, do you feel comfortable to complain or share a concern with the staff working with you?       | 48        | 6  | 0             | 88.9%          |
| Are you treated with respect from staff working with you?  | 52        | 2  | 0             | 96.30%         |
| <b>Total Surveys:</b>  | <b>54</b> |    | <b>Total:</b> | <b>90.37%%</b> |

**Suggestions or Comments**

- sometimes they call us name and use the reson we are here aganist us and we dont get 30 minutes outside when the weather is fine and they give us over portions they even put a client in a headlock for a reastaint
- its pretty chill here but i just had tougher things to work on that i didn't accept to be helped on while i was here.
- "An hour long recess"
- "Longer recess"
- I love it here and i am thankful for all of the people helping me here.
- i love the staff that work with me. they are super nice and kind to me!!
- i like day taemit
- everybody that is staff is all nice to me

| <b>Residential Level III Parent/Guardian Survey Outcomes April 2023</b>   | <b>Agree</b> | <b>Disagree</b> | <b>Skipped or N/A</b> | <b>Overall Satisfaction</b> |
|---|--------------|-----------------|-----------------------|-----------------------------|
| Focus BHS Residential Staff maintain a positive and professional demeanor   | 2            | 1               | 0                     | 66.67%                      |
| Focus BHS Residential Staff treat me/my family with respect   | 2            | 1               | 0                     | 66.67%                      |
| Focus BHS Residential Staff are accepting and responsive to my feedback about my child's treatment                      | 3            | 0               | 0                     | 100%                        |
| Focus BHS Residential Staff respond to phone calls in a timely manner   | 3            | 0               | 0                     | 100%                        |
| Focus BHS staff have orientated me as a parent to the treatment model being used in the residential program             | 3            | 0               | 0                     | 100%                        |
| Focus BHS staff have given me an outlet to share concerns/complaints as needed without making me feel uncomfortable     | 3            | 0               | 0                     | 100%                        |
| Focus BHS staff are working with my family and child to help me achieve goals that are important to me and/or my family | 2            | 1               | 0                     | 66.67%                      |
| Focus BHS staff schedule visits, appointments, conferences and/or meetings that work well with our family's schedule.   | 3            | 0               | 0                     | 100%                        |
| Focus BHS Residential staff provide ongoing communication to let me know the progress my child is making in the program | 3            | 0               | 0                     | 100%                        |
| If my child is in crisis Focus BHS Residential staff are responsive to their needs in a timely manner                   | 3            | 0               | 0                     | 100%                        |
| Overall, I have seen improvement in my child's behavior since they have been in the program                             | 0            | 3               | 0                     | 0%                          |
| Focus BHS Residential staff are sensitive to my child's ethnic/cultural background                                      | 3            | 0               | 0                     | 100%                        |
| I would recommend Focus BHS Residential services to others  | 3            | 0               | 0                     | 100%                        |

|   |  |               |                 |                       |                             |
|---|--|---------------|-----------------|-----------------------|-----------------------------|
| <b>Total Surveys:</b>   |  | <b>3</b>      | <b>Total:</b>   |                       | <b>84.62%</b>               |
| <b>Suggestions or Comments</b>  |  |               |                 |                       |                             |
| <ul style="list-style-type: none"> <li>I have only had one incident where a focus teammate did not act thoroughly professional. ALL other times the staff has been helpful and encouraging, working with my child towards healing. I am truly grateful for your staff</li> <li>Client has only been there 30 days. There is lots to help Client to learn to achieve his goals. The staff is doing great. We just need Client to want to use the tools he's being given</li> </ul> |  |               |                 |                       |                             |
| <b>Questions not related to Outcomes</b>  |  |               |                 |                       |                             |
|   |  | <b>Parent</b> |                 | <b>Legal Guardian</b> |                             |
| Please check the box that best represents your relationship with the individual receiving services:   |  | <b>2</b>      |                 | <b>1</b>              |                             |
| <b>Residential Level III Parent/Guardian Survey Outcomes October 2023</b>   |  | <b>Agree</b>  | <b>Disagree</b> | <b>Skipped or N/A</b> | <b>Overall Satisfaction</b> |
| Focus BHS Residential Staff maintain a positive and professional demeanor   |  |               |                 | N/A                   |                             |
| Focus BHS Residential Staff treat me/my family with respect   |  |               |                 | N/A                   |                             |
| Focus BHS staff schedule visits, appointments, conferences and/or meetings that work well with our family's schedule.   |  |               |                 | N/A                   |                             |
| If Focus BHS staff need to re-schedule an appointment or are running late they contact me and give adequate notice.   |  |               |                 | N/A                   |                             |
| I feel comfortable, as a parent/guardian, sharing my concerns or grievances with a Focus BHS staff.   |  |               |                 | N/A                   |                             |
| I feel that that Focus BHS staff are accepting and responsive to my feedback about my child's treatment.  |  |               |                 | N/A                   |                             |
| Focus BHS Residential Staff respond to phone calls in a timely manner   |  |               |                 | N/A                   |                             |
| Focus BHS staff are working with my family and child to help me achieve goals that are important to me and/or my family   |  |               |                 | N/A                   |                             |
| My child's behaviors have improved since participating in therapy and/or other services.  |  |               |                 | N/A                   |                             |
| Overall, I have seen improvement in my family's functioning and/or child's behavior.  |  |               |                 | N/A                   |                             |
| Focus BHS staff are sensitive to my child's ethnic/cultural background.   |  |               |                 | N/A                   |                             |
| Focus BHS staff have oriented me, as the parent/guardian, to the treatment model that is used in the program.   |  |               |                 | N/A                   |                             |
| Focus BHS staff are teaching me/my family skills we need to be independent of services.   |  |               |                 | N/A                   |                             |
| Focus BHS staff provide ongoing communication to let me know the progress my child is making in the program/services.   |  |               |                 | N/A                   |                             |
| If my child is in crisis, Focus BHS staff are responsive to their needs in a timely manner.   |  |               |                 | N/A                   |                             |
| I would recommend Focus BHS Residential services to others  |  |               |                 | N/A                   |                             |
| <b>Total Surveys:</b>   |  | <b>0</b>      | <b>Total:</b>   |                       | <b>%</b>                    |
| <b>Suggestions or Comments</b>  |  |               |                 |                       |                             |
| No suggestions or Comments provided.  |  |               |                 |                       |                             |
| <b>Questions not related to Outcomes</b>  |  |               |                 |                       |                             |
|   |  | <b>Parent</b> |                 | <b>Legal Guardian</b> |                             |

|   |   |   |
|---|---|---|
| Please check the box that best represents your relationship with the individual receiving services: | 0 | 0 |
|---|---|---|

| Outpatient/School Based Therapy/ med management Parent/Guardian Survey Outcomes April 2023                                  | Agree     | Disagree      | Skipped or N/A | Overall Satisfaction |
|---|-----------|---------------|----------------|----------------------|
| The Focus BHS Staff maintains a positive and professional demeanor  | 25        | 0             | 2              | 100%                 |
| The Focus BHS Staff treats me/my child with respect   | 25        | 0             | 2              | 100%                 |
| Focus BHS Staff will contact me promptly if an appointment needs to be rescheduled  | 25        | 0             | 2              | 100%                 |
| The Focus BHS Staff provides ongoing communication to let me know the progress that is being made with my child's treatment | 16        | 4             | 7              | 80.00%               |
| Overall, I have seen improvement in my family's functioning and/or child's behavior.  | 24        | 1             | 2              | 97.37%               |
| The Focus BHS Staff accepts my feedback as a parent/guardian  | 24        | 1             | 2              | 97.37%               |
| Focus BHS staff respond to phone calls in a timely manner   | 25        | 0             | 2              | 100%                 |
| My child's behaviors have improved since participating in therapy and/or other services.                                    | 22        | 2             | 3              | 94.45%               |
| I feel comfortable to complain or share a grievance with Focus BHS staff  | 24        | 1             | 2              | 97.37%               |
| Focus BHS staff are sensitive to my child's ethnic/cultural background  | 25        | 0             | 2              | 100%                 |
| I would recommend Focus BHS Outpatient services to others   | 25        | 1             | 1              | 97.5%                |
| <b>Total Surveys:</b>   | <b>27</b> | <b>Total:</b> |                | <b>96.73%</b>        |

#### Suggestions or Comments

- We are happy with Marion's progress. Billing is very confusing. It shows no payments made or breakdown by session, or insurance applied. Just a number owed. Greater detail is necessary to help parents keep track of what they have paid.
- They are all great and my kids love their therapist she is awesome and I'm glad that my kids have her
- Margaret is wonderful! I only wish she could see both of my children
- My son also does medication management. It's been a process but they, as a team, are figuring him out, a little at a time.
- I disagreed with the communication question because I never received an update from Focus, unless I called. My son let me know how things were going. As for seeing improvement in his behavior, I cannot agree or disagree with that. He never acted out before. Yet, he has been called to the office several times since then, being targeted by other kids. I am not even sure I selected the correct type of treatment since nothing says he gets seen at school.

#### Questions not related to Outcomes

|  | Parent | Legal Guardian |
|--|--------|----------------|
| Please check the box that best represents your relationship with the individual receiving services | 22     | 5              |

| Outpatient/School Based Therapy/Med Management Parent/Guardian Survey Outcomes October 2023                           | Agree | Disagree | Skipped or N/A | Overall Satisfaction |
|---|-------|----------|----------------|----------------------|
| The Focus BHS Staff maintains a positive and professional demeanor  | 12    | 1        | 0              | 87.5%                |
| The Focus BHS Staff treats me/my child with respect   | 13    | 0        | 0              | 100%                 |
| Focus BHS staff schedule visits, appointments, conferences and/or meetings that work well with our family's schedule. | 12    | 1        | 0              | 87.5%                |

|   |               |   |                       |               |
|---|---------------|---|-----------------------|---------------|
| If Focus BHS staff need to re-schedule an appointment or are running late they contact me and give adequate notice.   | 12            | 1 | 0                     | 87.5%         |
| I feel comfortable, as a parent/guardian, sharing my concerns or grievances with a Focus BHS staff.   | 13            | 0 | 0                     | 100%          |
| I feel that that Focus BHS staff are accepting and responsive to my feedback about my child's treatment.  | 12            | 1 | 0                     | 87.5%         |
| Focus BHS staff respond to phone calls in a timely manner   | 13            | 0 | 0                     | 100%          |
| Focus BHS staff are helping my child achieve goals that are important to my child and/or our family.  | 12            | 1 | 0                     | 87.5%         |
| My child's behaviors have improved since participating in therapy and/or other services.  | 13            | 0 | 0                     | 100%          |
| Overall, I have seen improvement in my family's functioning and/or child's behavior.  | 13            | 0 | 0                     | 100%          |
| Focus BHS staff are sensitive to my child's ethnic/cultural background.   | 13            | 0 | 0                     | 100%          |
| Focus BHS staff provide ongoing communication to let me know the progress my child is making in the program/services.   | 9             | 0 | 4                     | 100%          |
| I would recommend Focus BHS Outpatient Therapy services to others.  | 12            | 1 | 0                     | 87.5%         |
| <b>Total Surveys:</b>   | <b>13</b>     |   | <b>Total:</b>         | <b>94.23%</b> |
| <b>Suggestions or Comments</b>  |               |   |                       |               |
| <ul style="list-style-type: none"> <li>• April Hillquist is amazing! We love her!</li> <li>• Staff turnover left my child without care, it's the only aspect of Focus that has frustrated my family and specifically my child. I wish there was more done to retain counselors. I understand the motivations, but my child does not.</li> </ul> |               |   |                       |               |
| <b>Questions not related to Outcomes</b>  |               |   |                       |               |
|   | <b>Parent</b> |   | <b>Legal Guardian</b> |               |
| Please check the box that best represents your relationship with the individual receiving services  | 11            |   | 2                     |               |

| DTX Parent/Guardian Survey Outcomes April 2023  | Agree | Disagree | Skipped or N/A | Overall Satisfaction |
|---|-------|----------|----------------|----------------------|
| Focus Day Treatment staff maintain positive and professional demeanor                                   | 10    | 0        | 0              | 100%                 |
| Focus Day Treatment staff treat my child,me and/or our family with respect                              | 9     | 0        | 1              | 100%                 |
| Focus Day Treatment staff schedule conferences/meetings that work well with our family's schedule       | 10    | 0        | 0              | 100%                 |
| Focus staff provide ongoing communication to let me know the progress my child is making in the program | 10    | 0        | 0              | 100%                 |
| My child's behaviors have improved since participating in therapy and/or other services.                | 7     | 3        | 0              | 70%                  |
| Focus Day Treatment staff accept feedback from me as a parent/guardian                                  | 10    | 0        | 0              | 100%                 |
| Focus Day Treatment staff respond to phone calls in a timely manner                                     | 10    | 0        | 0              | 100%                 |
| If my child is in crisis, Focus Day Treatment staff are responsive to their needs in a timely manner    | 10    | 0        | 0              | 100%                 |
| I feel comfortable to complain or share a grievance with day treatment staff                            | 10    | 0        | 0              | 100%                 |

|   |           |               |   |            |
|---|-----------|---------------|---|------------|
| Focus BHS staff are teaching me/my family skills we need to be independent of services. | 7         | 3             | 0 | 70%        |
| Day treatment staff are sensitive to my child's ethnic/cultural background              | 10        | 0             | 0 | 100%       |
| I would recommend Focus BHS Day Treatment services to others                            | 10        | 0             | 0 | 100%       |
| <b>Total Surveys:</b>   | <b>10</b> | <b>Total:</b> |   | <b>95%</b> |

**Suggestions or Comments**

- The 2 questions i answered disagree too are no fault of the staff or treatment at all. It is her diagnosis' and will never change. Also for some reason when u guys call me it says my number is not a working number and same when i call the office. So scheduling appointments right now has been a real headache. Everyone is amazing and so is treatment
- A great program

**Questions not related to Outcomes**

|  |               |                       |
|--|---------------|-----------------------|
|  | <b>Parent</b> | <b>Legal Guardian</b> |
| Please check the box that best represents your relationship with the individual receiving services | 8             | 2                     |

| <b>DTX Parent/Guardian Survey Outcomes October 2023</b>   | <b>Agree</b> | <b>Disagree</b> | <b>Skipped or N/A</b> | <b>Overall Satisfaction</b> |
|---|--------------|-----------------|-----------------------|-----------------------------|
| Focus Day Treatment staff maintain positive and professional demeanor   | 2            | 1               | 0                     | 66.67%                      |
| Focus Day Treatment staff treat me, as the parent/guardian with respect   | 2            | 1               | 0                     | 66.67%                      |
| Focus BHS staff schedule visits, appointments, conferences and/or meetings that work well with our family's schedule. | 2            | 1               | 0                     | 66.67%                      |
| If Focus BHS staff need to re-schedule an appointment or are running late they contact me and give adequate notice.   | 2            | 1               | 0                     | 66.67%                      |
| I feel comfortable, as a parent/guardian, sharing my concerns or grievances with a Focus BHS staff.                   | 2            | 1               | 0                     | 66.67%                      |
| I feel that that Focus BHS staff are accepting and responsive to my feedback about my child's treatment.              | 2            | 1               | 0                     | 66.67%                      |
| Focus BHS staff respond to phone calls in a timely manner.  | 2            | 1               | 0                     | 66.67%                      |
| Focus BHS staff are helping my child achieve goals that are important to my child and/or our family.                  | 2            | 1               | 0                     | 66.67%                      |
| My child's behaviors have improved since participating in therapy and/or other services.                              | 2            | 1               | 0                     | 66.67%                      |
| Overall, I have seen improvement in my family's functioning and/or child's behavior.                                  | 2            | 1               | 0                     | 66.67%                      |
| Day treatment staff are sensitive to my child's ethnic/cultural background  | 2            | 1               | 0                     | 66.67%                      |
| Focus BHS staff are teaching me/my family skills we need to be independent of services.                               | 2            | 1               | 0                     | 66.67%                      |
| Focus BHS staff provide ongoing communication to let me know the progress my child is making in the program/services. | 2            | 1               | 0                     | 66.67%                      |
| If my child is in crisis, Focus BHS staff are responsive to their needs in a timely manner.                           | 2            | 1               | 0                     | 66.67%                      |
| I would recommend Focus BHS Day Treatment services to others.   | 2            | 1               | 0                     | 66.67%                      |
| <b>Total Surveys:</b>   | <b>3</b>     | <b>Total:</b>   |                       | <b>66.67%</b>               |

**Suggestions or Comments**

No comments



| Questions not related to Outcomes  |        |                |
|--|--------|----------------|
|  | Parent | Legal Guardian |
| Please check the box that best represents your relationship with the individual receiving services | 3      | 0              |

| Stakeholders Survey Outcomes April 2023   | Strongly Agree | Agree | Somewhat Disagree | Disagree      | Overall Satisfaction |
|---|----------------|-------|-------------------|---------------|----------------------|
| Focus staff maintain a positive demeanor  | 9              | 9     | 0                 | 0             | 100%                 |
| Focus staff accept feedback appropriately   | 11             | 7     | 0                 | 0             | 100%                 |
| Focus staff demonstrate knowledge of the consumer's mental health needs                                 | 11             | 7     | 0                 | 0             | 100%                 |
| Focus staff appear well trained and suited for the job  | 9              | 9     | 0                 | 0             | 100%                 |
| Focus staff respond to crisis in a timely manner  | 8              | 9     | 1                 | 0             | 94.45%               |
| Pertinent client issues are brought forward at Child and Family Team meetings and resolved              | 9              | 8     | 0                 | 0             | 100%                 |
| Focus staff make sure that the client is a part of each CFT meeting                                     | 10             | 7     | 1                 | 0             | 94.45%               |
| I feel that I have the opportunity to voice concerns that I may have and that my concerns are addressed | 11             | 7     | 0                 | 0             | 100%                 |
| Overall, Focus Behavioral Health Services have been effective   | 9              | 9     | 0                 | 0             | 100%                 |
| I would recommend Focus Behavioral Health Services to others  | 10             | 7     | 1                 | 0             | 94.45%               |
| <b>Total Surveys:</b>   | <b>18</b>      |       |                   | <b>Total:</b> | <b>%</b>             |

**Suggestions or Comments**

- You have an excellent staff at Blowing Rock and Cove Creek
- The staff at FBH in Drexel are always very responsive to all messages and emails. They are great to work alongside with mutual clients.
- Make employees feel supported value their opinions
- You need more staff before the ones you have burn out. Also clients are waiting to have your services.

**Questions not related to Outcomes**

|  | DJJDP                 | DSS               | Residential Provider | TFP                  | School Personnel      | Other (please specify) |
|--|-----------------------|-------------------|----------------------|----------------------|-----------------------|------------------------|
| Please check the box that best represents your relationship with the individual receiving services:  | 3                     | 1                 | 0                    | 0                    | 12                    | 0                      |
|  | Outpatient Counseling | Intensive In-Home | Day Treatment        | Level II Residential | Level III Residential | Medication Management  |
| Please check the box of the service that the individual is currently receiving through Focus BHS. If the individual is receiving more than one service through Focus BHS, please request additional surveys for each service | 1                     | 0                 | 15                   | 0                    | 2                     | 0                      |

| Stakeholders Survey Outcomes October 2023  | Strongly Agree | Agree | Somewhat Disagree | Disagree | Overall Satisfaction |
|--|----------------|-------|-------------------|----------|----------------------|
| Focus staff accept feedback appropriately. | 5              | 6     | 0                 | 0        | 100%                 |

|  |           |   |   |               |               |
|--|-----------|---|---|---------------|---------------|
| Focus staff demonstrate knowledge of the consumer's mental health needs.                                 | 6         | 4 | 1 | 0             | 90.91%        |
| Focus staff appear well trained and suited for the job.  | 5         | 4 | 1 | 1             | 81.81%        |
| Focus staff respond to crisis in a timely manner   | 5         | 6 | 0 | 0             | 100%          |
| Pertinent client issues are brought forward at Child and Family Team meetings and resolved.              | 4         | 7 | 0 | 0             | 100%          |
| Focus staff make sure that the client is a part of each Child and Family Team meeting.                   | 7         | 4 | 0 | 0             | 100%          |
| I feel that I have the opportunity to voice concerns that I may have and that my concerns are addressed. | 3         | 5 | 1 | 2             | 72.72%        |
| Overall, Focus Behavioral Health Services have been effective.   | 4         | 7 | 0 | 0             | 100%          |
| I would recommend Focus Behavioral Health Services to others   | 5         | 5 | 0 | 0             | 100%          |
| <b>Total Surveys:</b>  | <b>11</b> |   |   | <b>Total:</b> | <b>93.94%</b> |

**Suggestions or Comments**

- When client was discharged no one notified me of disposition
- Lindsey Shew and Joe from the caldwell day treatment are both fantastic. I cannot praise them enough for the job they do and how easy it is to communicate with them.
- School Personal(Classroom Teacher) should receive more information and advance notice of new clients before arriving at program.

**Questions not related to Outcomes**

|  | DJJDP                 | DSS               | Residential Provider | TFP                  | School Personnel      | *Other (please specify) |
|--|-----------------------|-------------------|----------------------|----------------------|-----------------------|-------------------------|
| Please check the box that best represents your relationship with the individual receiving services:  | 1                     | 0                 | 0                    | 0                    | 7                     | 3                       |
|  | Outpatient Counseling | Intensive In-Home | Day Treatment        | Level II Residential | Level III Residential | Medication Management   |
| Please check the box of the service that the individual is currently receiving through Focus BHS. If the individual is receiving more than one service through Focus BHS, please request additional surveys for each service | 0                     | 0                 | 9                    | 0                    | 2                     | 0                       |

\*Other: MCO, Mental Health Clinician, GAL, therapist, Complex Care Manager

**Incident Reports:**

The following data represents all documented incidents agency wide during the year 2023.

**Medication errors**

Total across agency: 9

No medication errors were considered to be a threat to the health and safety of the consumers.



### **Search and Seizures**

Total across agency: 3

All of the search and seizures occurred at the Burkwell facility. This is the largest of the group home facilities, with the largest number of clients being present in the facility.

### **Client Behavior (aggressive or destructive)**

Total across agency: 59

Almost all of these instances occurred in the day treatment programs, specifically the Caldwell day treatment program. This facility serves middle and high school aged clients with severe behavioral problems.

### **AWOL:**

Total across agency: 23

69.6% of these instances occurred at the Landing facility. This is the smallest of the group home facilities, with the smallest number of clients being present in the facility.

### **Injuries:**

Total across agency: 46

Most injuries occurred from day to day activities such as playing on the playground and receiving scrapes on the knee or some other outdoor activity. A few of these injuries were from clients' behaviors where they were frustrated and acted out, such as punching a wall or post. Two of these incidents resulted in a level 2 IRIS report due to one instance of a client falling while playing and breaking their arm and the other instance of a client becoming upset and punching a wall thus resulting in breaking a bone in his hand.