



Family Service Agency  
*Strengthening Individuals & Families*

**Family Service Agency of DeKalb County  
Fiscal Year 2022 1<sup>st</sup> Quarter PQI Report**

**making  
a positive  
difference.**

*Family Service Agency exists to strengthen people and communities  
through healing, mentoring and social engagement.*

## **FY22 ANNUAL AGENCY GOALS & PROGRESS**

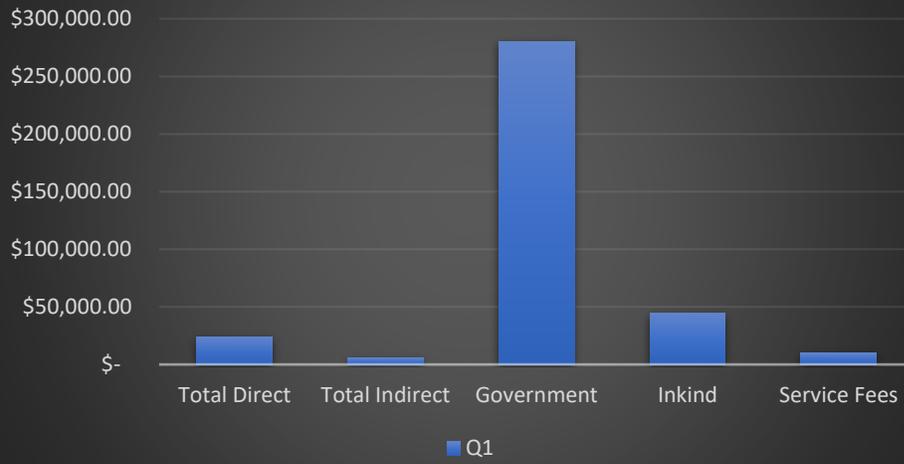
The Board of Directors and staff met to have conversations facilitated by Dr. Alicia Shatteman from Northern Illinois University to revise FSA's Strategic Plan. Upon Board of Directors approval of the submitted draft Strategic Plan, this section will be updated.

# Agency-wide Client and Financial Statistics

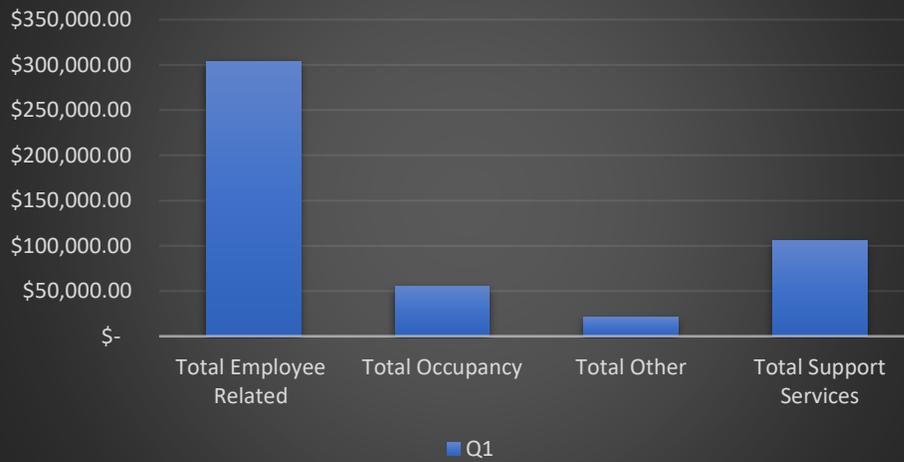
This section includes financial and client information reflective of 7/1/2021 – 9/30/2021. Charts depict the total number of clients served in each program for Q1 only. This data comes from an unduplicated count of clients from each programs' metrics. Also included are graphs of income and expenses for the quarter, broken down by source.



## Agency Income Comparison



## Agency Expense Comparison



# Youth Mentoring

*We believe every child deserves someone that believes in them.*

## PROGRAM OUTPUTS

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<b>Unduplicated Community Based Matches</b>	9			
<b>Unduplicated Lunch Buddy Matches</b>	8			
<b>Unduplicated Badge Buddies</b>	2			
<b># of Matches Closed</b>	4			
<b># of Matches Over 1 Year</b>	19			
<b>Boys on Waitlist</b>	16			
<b>Girls on Waitlist</b>	9			

## PROGRAM OUTCOMES

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<b>1<sup>st</sup>-8<sup>th</sup> Grade youth with improved approaches</b>	100%			
<b>9<sup>th</sup>-12<sup>th</sup> Grade youth with improved approaches</b>	20%			

Staff is in the process of planning for CY22 with a full assessment of the program and investigating the integration of CAMP Hope with YM.

# Senior Services

*We believe every Senior deserves to be independent, safe, and live with dignity.*

## PROGRAM OUTPUTS

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<b>Average Weekly Census</b>	632			
<b>New Patrons</b>	39			
<b># of Visitors</b>	57			
<b>Special Program Attendance</b>	n/a			
<b>Presentations/Special Programs</b>	n/a			
<b>Unduplicated Monthly Food Pantry Attendance</b>	263			
<b>Average Unduplicated Monthly Census</b>	2528			

Senior Services is excited because we have been back in-person at the Club 55 sites at full open hours. It has been wonderful see everyone's faces again. In addition, we are still providing services via Zoom (or the like) in order to accommodate everyone's different needs and requests to the best of our ability. We have seen an increase of new folks joining us at the sites.

We have resumed day trips, partnering with VAC on transportation. Folks have been excited to get out and about. This is also a great opportunity for socialization encouraging a positive mental attitude. Examples of trips taken are to Paramount Theatre, Sandwich Fair, 3<sup>rd</sup> Street in Geneva, etc. DeKalb Club 55 hosted all participants to a cook-out. It was a great afternoon with over 75 attendees. We partnered with VAC for transportation from the other sites like Genoa.

We continue to partner with the IL DMV to provide Rules of the Road courses, the NIU Nursing Students are providing blood pressure checks and health Q&A, the DeKalb & Sycamore Libraries, and Northern IL Food Bank for the Monthly Senior Food Pantry.

With the Holidays coming up, we are preparing for Adopt-A-Senior with multiple Giving Trees located throughout the northern portion of the County. Please consider "adopting" a senior for the holidays. Also, we are working on a community project of creating and donating woven plastic grocery bags (plarn) into sleeping mats for homeless.

# Community Action Program

*People helping people.*

## PROGRAM OUTPUTS

<i>COVID &amp; non-COVID related</i>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Individuals Served	58			
Families in Case Management	5			
Referrals	115			
Households Served	21			
Rent/Mortgage Payments	3			
Utility Payments	n/a			
# of clients in job search services	3			

## PROGRAM OUTCOMES

<i>Outcome (Non-COVID)</i>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
	<b>% Achieving Outcome</b>			
Improved physical health individual	36%			
Enhanced ability to engage	47%			
Homeless & obtained temporary shelter	1032%			
Obtained safe and affordable housing	120%			
Avoided eviction	n/a			
Families who achieved one or more outcomes	321%			
Unemployed adult obtained employment	800%			
<b><i>Outcome (COVID related)</i></b>				
Meets basic needs for 90 days	n/a			
Avoided eviction	80%			
Enhanced ability to engage	1%			

During Q1, CAP continues to receive calls from residents seeking financial assistance for rent and/or utilities. The number of clients Family Support Specialist are working with due to the pandemic has overall decreased in comparison to this time last year, but the need/request is consistent.

Family Support Specialist are also involved with outreach activities and off-site case management at University Village. As the UV Collaboration leader, we are partnering with the other social service agencies regarding resources and activities in the neighborhood.

Staff attended virtually the National Community Partnership Conference in August/September. Two staff members have received training and co-facilitated a Racial Healing Circle prior to the annual convention. In addition, staff have received Mental Health First Aid training and Trauma Informed training.

# Children's Advocacy Center

*We believe every child that has been abused deserves a safe place to be heard.*

## PROGRAM OUTPUTS

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
# of Forensic Interviews	37			
# of Children Previously seen				
# of Children unable to be seen				
# of Children not interviewed				
# of Sexual Abuse Referrals	28			
# of Physical Abuse Referrals	15			
# of Referrals	43			
# of Trauma Assessments				
# of Crisis Intervention	34			
# of clients referred to MH	32			
# of Medical referrals				
# of new cases charged				
# of Convictions/Pleas				
# of Community Presentations				

## PROGRAM OUTCOMES

Outcome	Results
90% of non-offending caregivers indicate the child(ren) were provided a safe environment in the interview.	100%
80% of forensic interviews will be done within 48 hours of CAC receiving report.	85% - These are scheduled immediately, with the exception of scheduling difficulties with family.
95% of referred children receive a coordinated investigation involving DCFS, law enforcement, and the State's attorney.	93%
90% of referred children receive a recorded forensic interview at the CAC	86%
90% of charged/closed cases lead to convictions/plea	At least 90%, we have had very few acquittals.
60-day surveys indicate decreased trauma/stress	At least 90%, we have had very few acquittals.
90% of referred children will receive advocacy services	86%

75% of referred children will receive court education, preparation, and advocacy when the case is indicated and charged by the State's Attorney.	Family Advocate contacts all families on a monthly basis unless they have specifically requested a "no contact". That % changes often. She is about 80% currently.
--	--

Quarter one has proved to be busy for the CAC. The staff has done a great job of coordinating interviews and getting children in right away. There is a lot to do when a family is with us during the interview, and the team has been great about completing the trauma assessments, along with child and parent surveys. The CHANCES program is making positive growth. To combat a consistent issue of clients not showing up, we are providing the sessions via telehealth. By offering sessions via various mediums, we hope to lower the no-show rate.

During Q1, we completed several courtesy interviews for Ogle County as they were without an Executive Director. However, a new Executive Director has just been hired, so we may or may not continue to see a number of these referrals.

Our on-site medical room has been used every month. The clients & MDT members are appreciative the convenience of the facilities.

Recently, we applied for and received \$24,000 from VOCA to be utilized for equipment. Half of the funds were used to purchase portable recording equipment giving us the ability to conduct forensic interviews outside of the building. We foresee this being advantageous in serving the far ends of the County and will be useful locally as well. We have already conducted one at Northwestern Kishwaukee Hospital. Other items purchased include security equipment for the front of the building and trauma therapy tools.

I have been trained in Darkness to Light (evidence-based prevention for adults) and am now an authorized facilitator. The new Outreach & Prevention Coordinator will receive her training in November. Also in November, six FSA staff members will be getting trained to be authorized facilitators in Monique Burr Foundation (evidence-based prevention for students and athletes). In October, the CAC provided a recording training on abuse prevention to a local school district. In addition, the CAC has been providing tours of FSA to school staff with discussion regarding House Bill 3461 and how we can help provide services in relation with the Bill's new mandates. Those that have toured have all been impressed with the facilities and love that we have EMDR. They are also appreciative of the CAC taking the initiative with all the new changes and providing assistance.

# Center for Counseling

*We believe everyone deserves to be supported in making positive changes in their lives*

## PROGRAM OUTPUTS

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<b>New Clients</b>	56			
<b>In-Person Sessions</b>	724			
<b>Telehealth Sessions</b>	<u>585</u>			
<b>Total Sessions Held</b>	1309			
<b># of Group Participants</b>	13			
<b># of Group Sessions</b>	28			
<b># of Kids' First Participants</b>	37			
<b># of No Shows</b>	117			
<b># of Court Diversion &amp; Restore Participants (unduplicated)</b>	49			
<b># of Cash/Insurance Clients</b>	262			
<b>Medicaid/MCO Clients</b>	274			
<b>Total Clients Closed</b>	63			

- CFC program overall has continued to increase in client #s has almost doubled. In FY21 CFC new clients we at 35 and total sessions held was at 764.
- We continue to grow clinician certification with three new TF-CBT trained clinicians and one TF-CBT Advanced trained clinician. One additional trained EMDR clinician, which is now a total of three trained and one certified in EMDR.
- We have hired a Clinical Lead to assist with the oversight of the internships, data collection and basic overall program needs.
- We are working towards increasing the number and variety of group offerings. We hold groups both virtually and in-person to aid in accommodating individuals. Depending on the group, activity packages are available to participants.
- We now offer on-site counseling services at Club 55 Dekalb.
- We are in the process of developing new or revised counseling, internship, and group surveys. This will aid in our quality improvement and compliance processes.