Agency Outcomes

2016-2017
## FY17 Total Clients Served

### 4,350  (3.9% increase)

<table>
<thead>
<tr>
<th>Service</th>
<th>Clients Served</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapel Hill Academy</td>
<td>569</td>
<td>(9% increase)</td>
</tr>
<tr>
<td>Early Learning Center</td>
<td>137</td>
<td>(1.4% decrease)</td>
</tr>
<tr>
<td>Counseling and Substance Abuse Treatment</td>
<td>2,228</td>
<td>(16.7% increase)</td>
</tr>
<tr>
<td>School and Community Based Services</td>
<td>954</td>
<td>(10% decrease)</td>
</tr>
<tr>
<td>Marty Leonard Community Chapel</td>
<td>462</td>
<td>(2.9% increase)</td>
</tr>
</tbody>
</table>

Note: Clients served indicates “direct” clients only. Estimate an average of 2.5 “indirect” clients (parents, siblings, etc.) that are served for each “direct” client. Bringing total impact to over 10,000 clients.
FY17 Agency Outcomes:
Clients served by gender

FY16

- Male: 47%
- Female: 53%

FY17

- Male: 47%
- Female: 53%
FY17 Agency Outcomes:
Clients served by ethnicity

FY16
- 48% Caucasian
- 26% Hispanic
- 24% African-American
- 1% Other
- 1% Asian

FY17
- 44% Caucasian
- 27% Hispanic
- 26% African-American
- 1% Other
- 2% Asian
FY17 Agency Outcomes: Clients served by age

FY16
- 0-5: 3%
- 6-12: 5%
- 13-19: 22%
- 20-29: 10%
- 30-49: 25%
- 50-64: 35%

FY17
- 0-5: 2%
- 6-12: 5%
- 13-19: 26%
- 20-29: 21%
- 30-49: 8%
- 50-64: 38%
FY17 Agency Outcomes: Clients served by income

FY16

- <$20,750: 16%
- $20,750-$34,599: 8%
- $34,600-$55,349: 10%
- $55,350+: 10%

FY17

- <$20,750: 22%
- $20,750-$34,599: 10%
- $34,600-$55,349: 10%
- $55,350+: 22%
FY17 Agency Outcomes: Why clients come to Lena Pope

FY16
- 22% School/Education
- 21% Anxiety/Depression/Mental Health
- 21% Family Parenting & Conflict
- 18% Behavior/Delinquency
- 18% Substance Abuse

FY17
- 28% School/Education
- 21% Anxiety/Depression/Mental Health
- 18% Family Parenting & Conflict
- 17% Behavior/Delinquency
- 16% Substance Abuse
Hope...
Hope....

<table>
<thead>
<tr>
<th>Service</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct clients served</td>
<td>4,185</td>
<td>4,350</td>
</tr>
<tr>
<td>Counseling clients meeting treatment goals</td>
<td>86%</td>
<td>85%</td>
</tr>
<tr>
<td>Community Based Services clients meeting treatment goals</td>
<td>70%</td>
<td>75%</td>
</tr>
<tr>
<td>Juvenile Drug Court clients meeting treatment goals</td>
<td>83%</td>
<td>88%</td>
</tr>
<tr>
<td>Family Drug Court clients meeting treatment goals</td>
<td>100%</td>
<td>69%</td>
</tr>
</tbody>
</table>

Based on client and therapist reports.
Hope...successful and drug-free discharges

<table>
<thead>
<tr>
<th>Service Type</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Substance Abuse Treatment clients</td>
<td>53%</td>
<td>66%</td>
</tr>
<tr>
<td>Counseling clients</td>
<td>88%</td>
<td>91%</td>
</tr>
<tr>
<td>School and Community Based Services clients</td>
<td>93%</td>
<td>91%</td>
</tr>
</tbody>
</table>

Based on client and therapist reports.
Hope...reducing recidivism

- No additional criminal charges while enrolled in services.

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<th>FY17</th>
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<tbody>
<tr>
<td>School and Community Based Services</td>
<td>84%</td>
<td>92%</td>
</tr>
<tr>
<td>Juvenile Justice Alternative Education</td>
<td>83%</td>
<td>100%</td>
</tr>
<tr>
<td>Community Corrections Functional Family Therapy</td>
<td>75%</td>
<td>81%</td>
</tr>
<tr>
<td>Breaking the Cycle of Family Violence</td>
<td>86%</td>
<td>93%</td>
</tr>
<tr>
<td>Second Opportunity for Success</td>
<td>91%</td>
<td>95%</td>
</tr>
<tr>
<td>Family Support</td>
<td>50%</td>
<td>100%</td>
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</table>
Happiness...
**Happiness…**

**Client Satisfaction Survey** *(659 of 2480, 27%)*

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<tbody>
<tr>
<td>Easy to begin services</td>
<td>98%</td>
<td>89%</td>
</tr>
<tr>
<td>Caring and compassionate staff</td>
<td>98%</td>
<td>98%</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>99%</td>
<td>98%</td>
</tr>
</tbody>
</table>

**Services Received:**

- Child/ren’s behavior: 25% (FY16) vs. 24% (FY17)
- Child/ren’s School Success: 12% (FY16) vs. 19% (FY17)
- Family Relationships: 26% (FY16) vs. 26% (FY17)
- Parenting: 18% (FY16) vs. 20% (FY17)
- Other: 18% (FY16) vs. 12% (FY17)

**Have these services improved the behavior/relationship?**

- 94% (FY16) vs. 93% (FY17)

**Overall satisfied with services**

- 97% (FY16) vs. 98% (FY17)
Happiness...

- **Employment and Education**
  - 81% (SCBS) to 85% (CSATS) report being employed, in an education program, or having no issues in this area.

- **Family Preservation**
  - 98% of CSATS families were intact at end of treatment.
  - 81% of SCBS families report improved family relationships.
Success...
For all clients who attend 3 or more sessions and close treatment within the fiscal year, a Goal Attainment Score (GAS) is submitted to Dr. Charles Mindel, Ph.D. for independent evaluation of treatment outcomes.

- Overall GAS scores are a composite score for each client’s collection of treatment issues.
- GAS scores range from 0 to around 80, depending on the number of treatment goals.
- A GAS score of 50 or higher represents a “successful” outcome.
Client Outcomes of Individual Treatment Goals

3 or more Sessions (688 Clients and 1471 Treatment Goals)

87% of clients who attended 3 or more sessions met their treatment goals.

- Much better than expected: 10%
- Better than expected: 35%
- Expected level of success: 42%
- Worse than expected: 12%
- Much worse than expected: 2%
Client Outcomes of Individual Treatment
Goals 6 or more Sessions (510 Clients and 1099 Treatment Goals)

- Much better than expected: 12%
- Better than expected: 42%
- Expected level of success: 37%
- Worse than expected: 8%
- Much worse than expected: 1%

91% of clients who attended 6 or more sessions met their treatment goals.
School Success: Attendance

**Code of Conduct**
- Goal: 97% of students will comply with the Code of Conduct and are able to remain in class each day.

**Attendance**
- Goal: 96% of students will attend school daily.

- 98%
- 97%
School Success: Academics

**Reading**

- Goal: 85% of students will earn 80% or higher in reading.

**Math**

- Goal: 85% of students will earn 80% or higher in math.
School Success: Academics

Performance Index Report

TEA distinction earned:

Academic Achievement in ELA Reading
School Success: Academics

Early Learning Center “Kindergarten Readiness”:

- Overall development, social-emotional development and academic development
  - Emergent reading (82% met K-ready benchmark)
  - Emergent writing (86% met K-ready benchmark)
  - Math concepts (100% met K-ready benchmark)
- 91% met K-ready benchmark in all areas,
- 100% developmentally appropriate social-emotional skills
100% of students identified as needing counseling, crisis intervention, uniforms or Christmas assistance will receive it.

- 16 referred to Lena Pope Counseling Services
- 162 received other behavior related services at CHA
- 29 parents and 21 students received crisis intervention
- 8 received complete new uniforms
- 27 families/45 children received Christmas gifts
100% of students were given the opportunity to enter a drawing to attend a cultural/sporting event.

20% of families were able to attend due to limited tickets available. (59% of these families qualified for free/reduced lunch.)

50% of students not in after-school care will participate in after-school enrichment. (58% of these families qualified for free/reduced lunch)
School Success: Parental Involvement

**Early Learning Center**
- 100% of parents attending Conscious Discipline training report improved relationships
- 100% of ELC families referred for services received services

**Chapel Hill Academy**
- 1263 volunteer hours were contributed by parents and community members (Goal=1000)
- 85% of students and their families attended an activity (Goal=50%)