Chaddock
Every Child Deserves a Chance

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Program Committee Meeting
Tuesday, July 17, 2018
Chaddock Education Center-Conference Room
11:30 A.M. – 1:00 P.M.

AGENDA

1. Opening Prayer

2. Approval of Minutes from 4/24/18 Meeting

3. Q4FY18 Continuous Quality Improvement Summary Dashboard
   I move to recommend to the Board of Trustees approval of the Q4FY18 Continuous Quality Improvement Summary Dashboard.

4. Program Discussion Items/Updates
   i. Foster Care Update
   ii. Family Solutions Outpatient Services
   iii. In-Home Intensive Update

5. Case Review

6. Tour of On-Campus Client Clinic

7. Other

8. Adjournment

Next Meeting October 16, 2018, Chaddock Education Center

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Program Committee Meeting
Tuesday, April 24, 2018
Chaddock Education Center
11:30 A.M.

Members Present:	Marcia Moulden, Chair, Rev. Leo Enlow, Carlos Fernandez, Chaka Jordan, Donna Niekamp, Natalie Oswald, Syndi Peck, and Steve Wavering
Members Absent:	Julia Melgreen
Chaddock Staff Present:	Debbie Reed, President/CEO, Matt Obert, and Judy Miller

I. Opening Prayer

Marcia Moulden welcomed everyone to the meeting. With a quorum in attendance, Marcia opened the meeting with prayer at 11:32 A.M.

II. Approval of Minutes

MOTION: Natalie Oswald moved to approve Program Committee meeting minutes from the January 16, 2018 meeting. The motion was seconded by Carlos Fernandez and it passed unanimously.

III. Q3FY18 Continuous Quality Improvement Summary Dashboard

Highlights were given and reviewed with the committee. Foster care numbers continue to grow with the challenge of being able to grow our staff quickly enough. Finding applicants for the open positions is sometimes a challenge. Number of applicants received this year is up from last year. Number of new hires corresponds with the growth in Foster Care and organizational wide growth. There are several new employees coming on board. Questions were answered by staff.

MOTION: Syndi Peck moved to recommend to the Board of Trustees approval of the Q3FY18 Continuous Quality Improvement Summary. The motion was seconded by Rev. Leo Enlow and it passed unanimously.

IV. Program Discussion Items/Updates

i. Foster Care Updates

Given the dramatic increase in foster care numbers, and our concerns with being able to adequately meet the needs of these children and families as we work to get additional staff trained, Chaddock has placed a voluntary freeze on foster care placements until July 1, 2018. There is a collective sigh of relief at our foster care office. This will not cause a big revenue hit or impact. We will continue to move forward. Staff answered questions from the committee.

ii. Managed Care Conversations

The State of Illinois is moving toward a managed care environment. Chaddock has been working with managed care companies to show children are still in need of specialized levels of care. Staff distributed data information to the committee and Debbie Reed highlighted the one page documents. This great source of measurable data will show the real impact we are able to have with families. Matt Obert reported on the meeting he and the Director of Finance attended last week in Chicago Illinois with Executives of Blue Cross Blue Shield. They acknowledged they do not understand our work and we want to partner with them to help them understand the treatment we offer children and families. They were intrigued at the programs and services we offer. It was important they recognized our specialty area. The next step is to find further data they are requesting. We will keep the Board apprised.

iii. The Knowledge Center at Chaddock

We continue to receive lots of referrals and interest. Chaddock has been called by Ventura County California requesting Chaddock to provide training in their county. Chaddock continues to receive interests from the schools.

This week volunteers will be here on campus to tear down drywall and ceiling tile in the old school. Chaddock has received newly revised design plans from Klingner and is moving forward. The United Methodist Church group NOMADS, which consists of retired skilled crafted people, will travel to Chaddock and be here for 3 weeks. They will help complete the maintenance shed project and also doing some initial work in The Knowledge Center. We are well on our way to raising money for the renovation.

iv. Organizational Structure Changes

Staff met with the attorney and auditor in regard to the future organization structure changes with separate corporations and holding company. The property will remain in Chaddock. There will be a Board for each corporation. Employees of Chaddock will be a part of the holding company. All of the separate corporations will be not for profit. The Board will be kept apprised.

V. Case Review

This case review was taken from Foster Care-Clinical. Highlights were given. The client received services for over a 20 month period. She was able to make great strides in her interpersonal relationships and improved her ability to communicate with others. She was able to achieve reunification and return to the home of her mother, stepfather and brother. Since her discharge, the family has had no further involvement with DCFS.

VI. Trauma and Attachment 101

Debbie Reed gave this presentation at the McDonough County Conference recently and wanted to also share it with the Program Committee. This is how we look at trauma and attachment. After the presentation Debbie answered questions from the committee.

VII. Adjournment

With nothing further to discuss, group consensus to adjourn the meeting at 1:10 P.M. Next meeting will be July 17, 2018.

Marcia Moulden

Marcia Moulden, Chair

HANDOUTS:
Agenda
Minutes January 16, 2018 Program Committee Meeting
Q3FY18 Continuous Quality Improvement Summary
Case Review
One Page Data Documents

Meeting adjourned jm

SERVICES DASHBOARD

4th QUARTER FY 2018
04/01/18 – 06/30/18

Comparative Data

RESIDENTIAL TREATMENT SERVICES

	4th Qtr. FY'18	YTD FY '18	4th Qtr. FY'17	YTD FY '17
Referrals as of 06/30/18	50	190	54	207
# of inquires in addition to referrals	255	857	224	794
*% of referrals received that were accepted as of 06/30/18	21%	28%	28%	25%
% of referrals received that were denied as of 06/30/18	35%	26%	34%	32%

*So far this Fiscal Year there has been no official disposition made on 46% of referrals due to various reasons including no openings, referrals being withdrawn, various funding issues, etc.

Total Admissions 5 *internal move YTD*	10	40	6	37
Total Discharges *(YTD scheduled- 28 & unscheduled- 15)*	15	43	11	34
Total transfers to less restrictive environment	11	33	7	23
Total transfers to similar/more restrictive environment (2 additional client YTD discharged while on run)	3	8	4	11

Because there may be few discharges each quarter, the Average Length of Stay information is provided for YTD only. The comparative data is for the same time period. The average includes *scheduled discharges only. (actual # of discharges)

Average Length of Stay Residential	-	18.41 mths (1)	-	25.29 mths (5)
Average Length of Stay DTAP	-	20.75 mths (18)	-	22.51 mths (16)
Average Length of Stay DTAP Accelerated	-	6.02 mths (1)	-	6.13 (2)
Average Length of Stay Group Home	-	25.66 mths (5)	-	14.75 mths (2)
Average Length of Stay TLP/ILO	-	13.27 mths (3)	-	6.59 mths (3)
Average # of clients (budgeted)	44.92 (46.75)	44.10 (46.75)	47.98 (48.75)	46.18 (48.75)
Actual bed days provided- All residential programs	4,088	16,096	4,366	16,856
% of budgeted occupancy- Residential	105.71%	120.16%	112.97%	115.73%
% of budgeted occupancy- DTAP	88.61%	82.68%	98.30%	94.54%
% of budgeted occupancy- Group Home	99.26%	100.4%	98.55%	93.57%
% of budgeted occupancy- TLP/ILO	270%	302%	75.08%	64.84%
% of budgeted occupancy- TOTAL	**96.09%**	**94.33%**	**98.42%**	**94.73%**
# of Restraints per client bed day	.047	.030	.029	.023
# of Seclusions per client bed day	.060	.035	.029	.023

MEDICAL SERVICES- reflects internal errors

	4th Qtr. FY'18	YTD FY '18	4th Qtr. FY'17	YTD FY '17
# of medications passed (includes 337 PRN med passes for the qtr.)	20,134	80,512	23,962	95,491
Total percent of accuracy for medication passes	97.80%	98.11%	98.39%	98.97%
% of total errors reaching client	5%	8%	-	-
% of total errors due to documentation	95%	92%	-	-

INTENSIVES/DTAP ACCELERATED

	4th Qtr. FY'18	YTD FY '18	4th Qtr. FY'17	YTD FY '17
# In Home Intensives completed	2	6	-	-
Cumulative Residential Deflection Rate for In Home Intensives	-	76%	-	-
DTAP Residential Accelerated Total served	2	3	-	-

FAMILY SOLUTIONS

	4th Qtr. FY'18	YTD FY '18	4th Qtr. FY'17	YTD FY '17
New referrals	37	166	29	252
Total new services initiated	23	96	35	193
Clients completing services	21	110	62	145
Number of Schools served through Family Solutions	-	12	-	-

* Scheduled Discharges- are discharges that involved the treatment team making the decision that the client has completed treatment to the extent to which Chaddock can provide.

Unscheduled Discharges- include discharges that occur prior to the treatment team recommendation. (Ex. clients entering detention, runs, placement ending due to funding, etc).

SERVICES DASHBOARD

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4th QUARTER FY 2018
04/01/18 – 06/30/18

CHADDOCK SCHOOL

Residential & Community Students full & part time

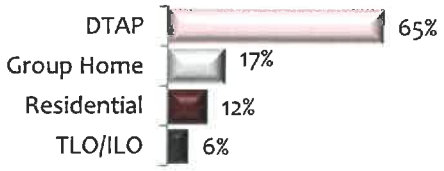
	4th Qtr. FY'18	YTD FY '18	Comparative Data 4th Qtr. FY'17	YTD FY '17
New Students during QTR (Residential- 7, Community-6)	13	137	8	124
Discharged Students (Residential- 15 , Community- 57) End of Regular School Year, includes graduates/Community students.	72	106	54	80
Average # students(budgeted)	76.24 (100)	77.48 (100)	80.79 (96)	79.18 (96)
Actual school days provided	4,193	16,968	4,686	17339.5
% of budgeted occupancy- Residential Students	83.80%	81.05%	95.56%	92.44%
% of budgeted occupancy- Community Students	96.32%	88.75%	104.83%	88.66%
% of budgeted occupancy- TOTAL	**89.69%**	**84.95%**	**99.68%**	**90.61%**
# of Restraints per school day	.017	.013	.010	.009
# of Seclusions per school day	.010	.008	.008	.009

FOSTER & ADOPTION SERVICES- Foster Care & Reunification

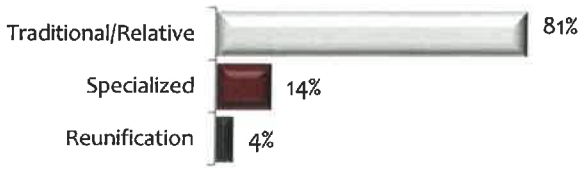
	4th Qtr. FY'18	YTD FY '18	4th Qtr. FY'17	YTD FY '17
Total Admissions (YTD: *76 internal moves/ 84 NEW*)	22	160	50	144
Total Discharges	28	122	34	111
Total discharged to less/lateral restrictive environment	25	108	32	93
Total discharged to a more restrictive environment	3	14	2	18
Discharge where Permanency was Achieved (child no longer in care)	13	45	17	46
Average # of clients (budgeted)	219.29 (192)	205.10 (192)	171.27 (146)	154.33 (146)
Actual bed days provided- All Foster Care Programs	19,955	74,860	15,586	56,332
% of budgeted occupancy- SFC (YTD: 10 clients - RFC w/ spec. services)	94.31%	91.61%	86.18%	86.72%
% of budgeted occupancy- RFC-TFC	134.27%	123.01%	146.41%	125.44%
% of budgeted occupancy- Reunification	36.86%	43.31%	20.82%	36.39%
% of budgeted occupancy- TOTAL	**114.21%**	**106.82%**	**117.31%**	**105.71%**

CHARTS- **BREAK DOWN OF OCCUPANCY based on average number of clients served during the quarter**

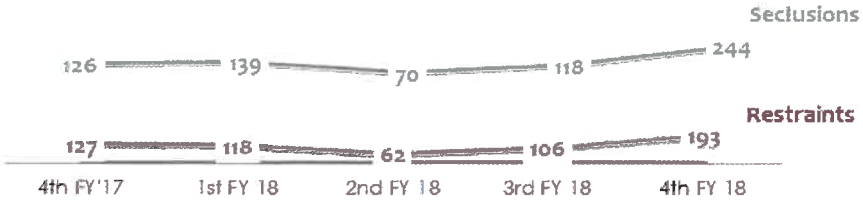
RESIDENTIAL



FOSTER CARE



CHADDOCK SCHOOL



OPERATIONAL DASHBOARD

Chaddock
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4th QUARTER FY 2018
04/01/18 – 06/30/18

HUMAN RESOURCES

	4th Qtr. FY'18	YTD FY '18	Comparative Data 4th Qtr. FY'17	Comparative Data YTD FY '17
# of Applications received	149	700	183	569
# of new hires	24	83	22	63
# of staff who have left the agency	22	71	22	64
# of transfers/promotions within the agency	11	29	11	26
Staff injury reports completed (Osha Logs)	22	65	15	62
% Staff injury requiring medical follow-up (actual #)	55% (12)	45% (29)	33% (5)	42% (26)
# of grievance filed - employee	1	2	0	0
# of unemployment claims filed	0	4	2	10
# of active unemployment claims	0	2	4	6

Staff Trainings Provided: Mandatory trainings include NEO, annual refreshers, etc. Elective trainings include all trainings offered outside of mandatory trainings (including Basics).

# of elective trainings offered	0	22	17	37
# of staff paid training hours (includes mandatory & elective trainings)	654.5	6,569.10	2,188.75	7,622.25
Internship Program				
# of Interns (2 new during the QTR)	7	17	12	27
# of Participating Colleges/Universities	6	8	6	10

*YTD Update on unemployment claims filed: 2– approved 2- Denied 0- Pending

THE KNOWLEDGE CENTER

	4th Qtr. FY'18	YTD FY '18	4th Qtr. FY'17	YTD FY '17
# of Webinars/Trainings Offered	18	65	-	-
# Registered for Webinars/Training	569	1,564	-	-
# Attended Webinars/Training	731	1,684	-	-

PUBLIC RELATIONS/MARKETING

	4th Qtr. FY'18	YTD FY '18	Comparative Data 4th Qtr. FY'17	Comparative Data YTD FY '17
# of news articles/press coverage of Chaddock	8	32	16	63
# of Facebook Page Likes as of 06/30/18	-	2,433	-	-
# of visits to Chaddock Website	7,558	30,112	7,901	29,937
% of new visitors to Chaddock Website	79%	81%	62.76%	60.15%
# of Conference Exhibits	4	12	0	8

DEVELOPMENT

	4th Qtr. FY'18	YTD FY '18	Comparative Data 4th Qtr. FY'17	Comparative Data YTD FY '17
# of gifts	749	3571	682	3,658
# of new donors to Chaddock	72	309	35	251
# of Church or Community contacts / outreach (on & off campus)	34	101	31	105
# of dollars from General Donations (excluding bequests & scholarships)	$235,118	$1,221,889	$125,909	$695,362
**Total Donations	$273,395	$1,680,446	$204,507	$1,131,784

**Total Donations include: General Donations, Bequests, Scholarships and Building Fund contributions.

TOTAL CLIENTS SERVED

Chaddock
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FY 2018
07/01/17 – 06/30/18

PROGRAM	PRIMARY CLIENTS	*SECONDARY CLIENTS	TOTAL SERVED
RESIDENTIAL			
DTAP	56	106	162
Residential Treatment	9	11	20
Group Home	13	18	31
Independent Living TLP & ILO	5	1	6
Total	83	136	219
INTENSTIVE			
DTAP Accelerated	3	9	12
In Home Intensive	6	20	26
Total	9	29	38
FOSTER & ADOPTION SERVICES			
Specialized Foster Care	44	48	92
Traditional Foster Care	71	54	125
Relative/Fictive Foster Care	193	232	425
Reunification	25	34	59
Case Management only	27	9	36
Home Studies Completed	13	-	13
Comprehensive Community Based Youth Services (CCBYS)	21	34	55
Total	394	411	805
CHADDOCK SCHOOL			
Residential School Students (includes 5 students who attended Summer School 2017 only)	74	83	157
Community School Students (includes 1 student who attended Summer School 2017 only)	69	105	174
Total	143	188	331
FAMILY SOLUTIONS			
Individual Counseling Provided	210	171	381
Total	210	171	381
CHADDOCK EXTERNAL TRAININGS PROVIDED (identifies participants & unique direct served)			
THE KNOWLEDGE CENTER	1,827	-	1,827
CAREGIVERS CONNECTION ECMHC	4,641	-	4,641
Total	6,468	0	6,468
OVERALL TOTAL	**7,307**	**935**	**8,242**

* Secondary clients include any parent or family member who is receiving services or are involved in the child's treatment/education.

Clients who have moved internally or received more than one service are counted in each program/service. The following shows the number of clients that have been counted in more than one area:

- 5 clients who moved internally in Residential Services.
- 84 clients who have moved internally or received more than one service in Foster & Adoption Services.
- 74 residential students who have attended Chaddock School.

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CASE REVIEW

Client: Jane Doe
Program: DTAP
Referral Source: Private-Insurance
Permanency Goal: Independence

This case review highlights the educational piece of treatment at Chaddock.

PRESENTING HISTORY:

Jane was removed from her biological family due to drug addiction and abuse and was placed in treatment foster care. She had multiple foster care placements before she was adopted at age 10. Jane had several hospitalizations where she attempted to overdose with medications. She would also cut on her body superficially. Treatment prior to Chaddock included several psychiatric hospitalizations, a Day Treatment Program and Residential Treatment. Jane entered Chaddock's Developmental Trauma and Attachment Program at the age of 15. She was referred to by her therapist during a hospitalization to address mental health issues that prevented her from being successful in her home setting. Jane was both verbally and physically aggressive to her family and who reported that they were afraid of her. Jane reported feeling depressed.

Jane had difficulty in the school setting. She had a history of being home schooled due to these difficulties. Jane was about a year behind in her classwork and credits due to the amount of time she was out of school. At school, Jane had a hard time making and connecting with friends. She would isolate away from others and would wear long pants and long sleeves to cover up the cuts on her body, no matter what the temperature was outside.

At placement, Jane's permanency goal was to return home. However, as treatment progressed it was determined that Jane's goal would be changed to independence.

SCHOOL SERVICES PROVIDED:

When placed at Chaddock, Jane was in her freshman year. She began school programmed in the Emotional Therapeutic Alternative Classroom (E-TAC). The supportive environment helped Jane familiarize herself with the program, establish relationships with adults, allow staff to get to know her and integrate into the school program. Jane was superficially compliant with her relationships and kept herself guarded. She demonstrated that she valued her education.

School staff worked with Jane to help her grow and trust as a person. She was more comfortable with her peers and cautious with the adults. Jane slowly began to open up to the adults. Jane liked to write and staff was able to learn about what Jane was feeling and thinking through her writing.

Jane was smart and was typically on the honor roll for grades. She was elected to student council and even served as the president one semester. She enjoyed participating in various different school activities that were held throughout the year. Her confidence and self-esteem grew as a result. Jane attended summer school and was able to catch up on her credits that she was behind, allowing her academic career to get back on track.

Funding was a challenge during Jane's placement. On different occasions Chaddock was informed that her funding would end when she turned 18 years old which would end placement prior to her graduation. Jane struggled during this period, wanting to give up as she felt like she would not be able to graduate. However, Jane's treatment team and her family were able to convince her funding source to continue to fund her placement until after she graduated high school. This allowed Jane to successfully complete her treatment program and education goals.

Jane graduated from Chaddock School. During her graduating speech she talked to the audience about how she had given up at times, and believed that she would not be standing there with the other students in the class. She also recognized her family for being her heros by never giving up on her and giving her the boost of confidence when she was ready to give up on herself.

UPDATE:

Chaddock was able to assist Jane in preparing for independence. She was able to obtain employment, and secure an apartment. She moved out into the community the day after graduation. Chaddock's Aftercare Coordinator recently completed a 12 month post discharge survey with Jane. Since discharge Jane has maintained her employment and was promoted to a shift manager at her job. She was able to purchase a car and resides in the same apartment. Jane reported that she would rate the quality of her relationship with her family as good and her functioning in social relationships as fair, primarily due to the fact that she has a few close friends and does not meet new people. However, she thinks this is not always bad. Jane stated that Chaddock staff really helped her and she is thankful for what she learned while she was here.