

Annual Report 2018



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Vision

To educate and empower our consumers to improve their quality of life based upon their individual strengths, needs, abilities, and preferences.



Mission

Academy for Family Empowerment, Inc. is committed to improving the quality of life for children and at risk families. Our mission is to build healthy, loving and functioning families through supportive services that empower families to become nurturing and self-sufficient.



Values

In pursuit of our mission, we believe the following values are essential to our agency:

- We uphold high professional standards;
- We practice continuous quality improvement;
- We advocate for access to care for all people and support public efforts to fund services for vulnerable people who cannot pay;
- We believe all people should have opportunities for development at all stages of life, and support learning which promotes healthy growth and well being;
- We create a work place which supports and nurtures employees;
- We help people in ways which uphold dignity and choice;
- We believe the use of community-based family and family-like supports is the best way of helping people with problems caused by mental illness, mental retardation, alcohol and other drug abuse;
- We believe in the value of public service as a means of enhancing the quality of life for all citizens in our communities.

Purpose

The purpose of this report is to provide information to stakeholders, staff, and other interested parties regarding the quality and effectiveness of services provided to consumers and their families by our programs from January 2018-December 2018.

The information included in this report will be used to facilitate quality and performance improvement activities, as well as to identify areas of strength and areas of growth.

Program Overview

Academy for Family Empowerment, Inc.
provides the following mental health services:

- Individual Therapy
- Family Therapy
- Community Support Individual (CSI)
- Physician Services
- Psychological Services
- Nursing Services
- Group Services:
 - Anger Management Group
 - Life Skills Group
 - Substance Abuse Education
- School Based Mental Health Services (Rockdale County Public School)
- DFCS Services (Parent Aide, Homestead, Early Intervention, Wrap Around Services)

CORE Program Overview (2017)

Referrals received in 2017: 185

Referrals authorized in 2017: 159

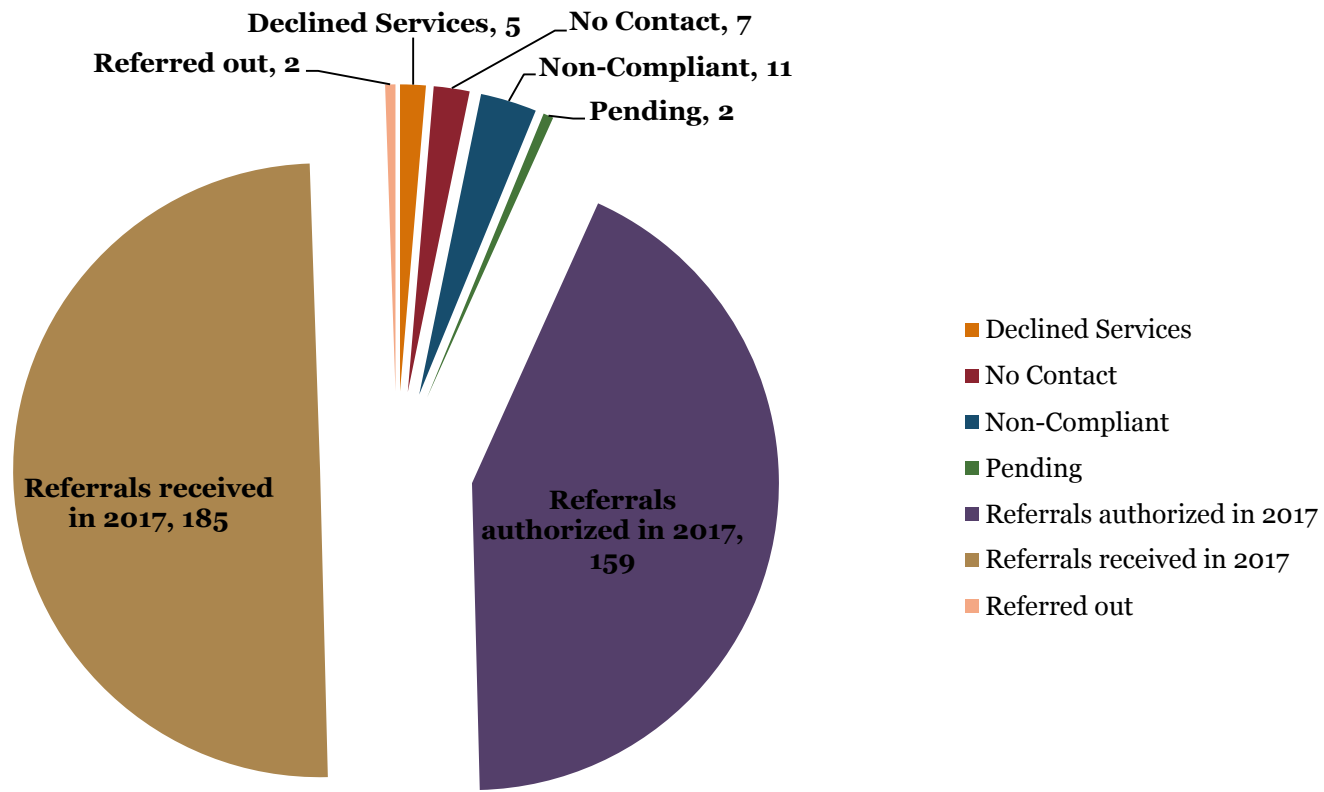
Referred out: 2

Declined Services: 5

Non-Compliant: 11

Pending: 2

No Contact: 7



AFFE Program Overview (2017)

From January-December 2017, Academy for Family Empowerment, Inc. provided services to:

- 159 consumers in our CORE program
- 144 in our School Based Mental Health Program(SBMH)
- 6,551 in our DFCS program



2018 CORE Programmatic Overview

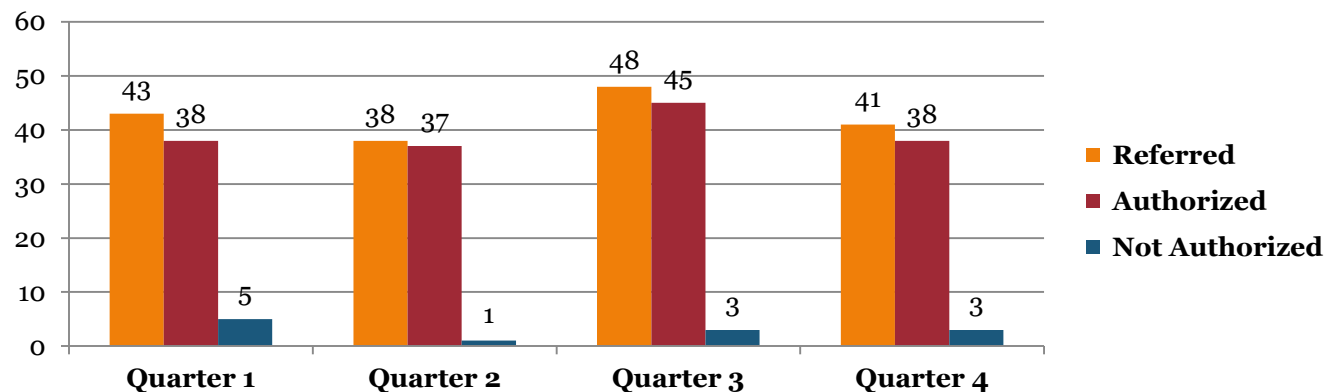
AFFE CORE Program Overview

In 2018, AFE served a total of **266** consumers. AFE received **170** referrals into our CORE Mental Health Program.

Of the 170 referrals received:

- **158** were authorized and serviced
- **12** were not served /authorized (see next page)
- (Note: 96 consumers not included in this report were reauthorizations: 12 consumers 1st quarter, 42 2nd quarter, 25 3rd quarter, and 17 4th quarter).

Crs's Auth'd/Not Auth'd Per Quarter



CORE Referral Status

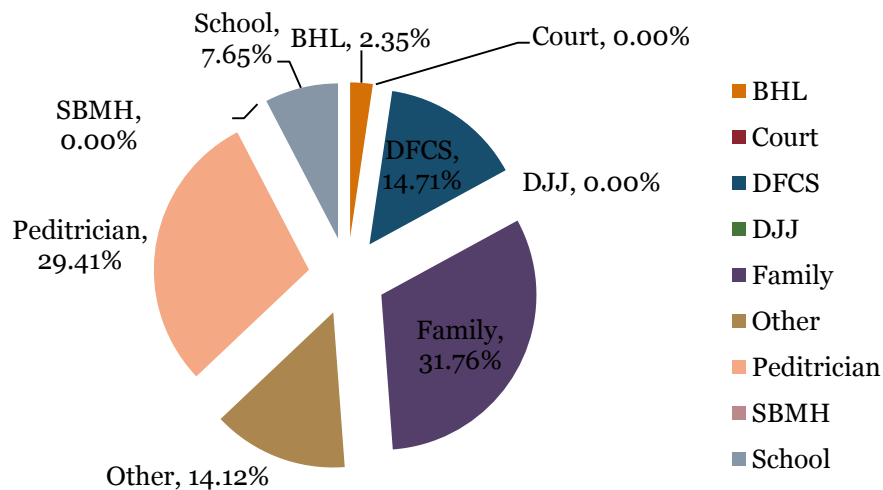
Of the 12 referrals not served by AFE, a breakdown detailing explanations is below:

*** Not Authorized ***		
Admissions Criteria	0	0.00%
Already Receiving Services	0	0.00%
Amerigroup	0	0.00%
Guardian Declined	9	5.29%
Inactive	0	0.00%
Incarcerated	0	0.00%
No Contact	0	0.00%
Non-compliant with Initial appointment	1	0.59%
Out of Area	0	0.00%
Pending	2	1.18%
Private Insurance	0	0.00%
Referral Retracted	0	0.00%
Totals	12	100.00%

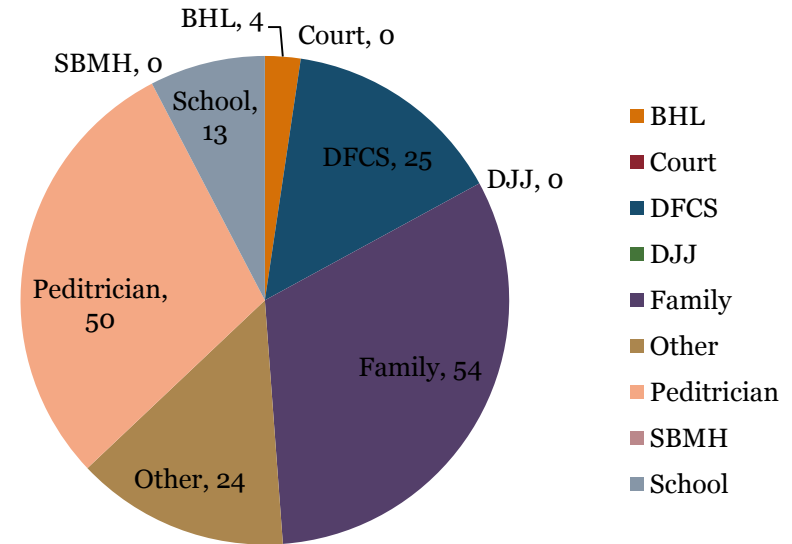
AFFE/CORE Program Overview

Of the referrals received, the following referral sources were represented:

Referral Source Percentage



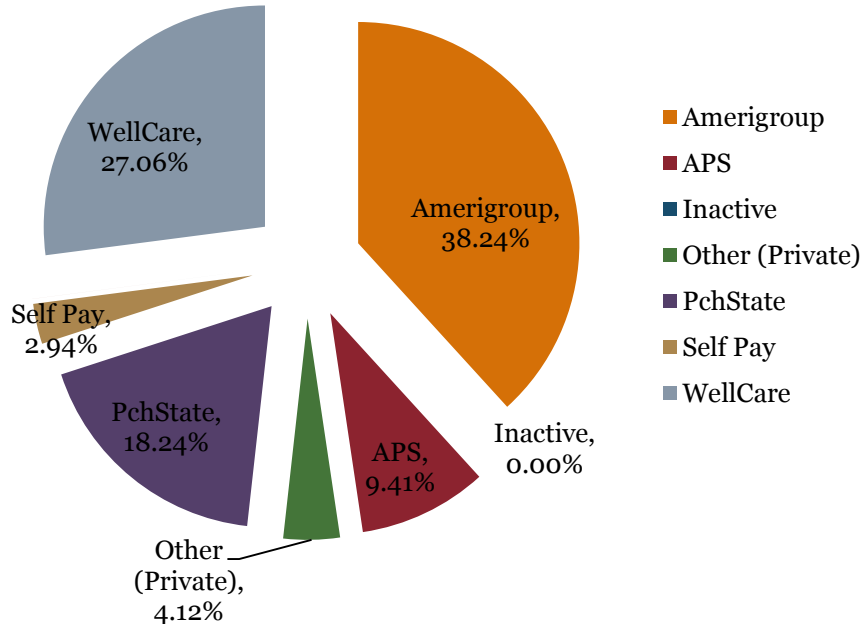
Total Referral Source



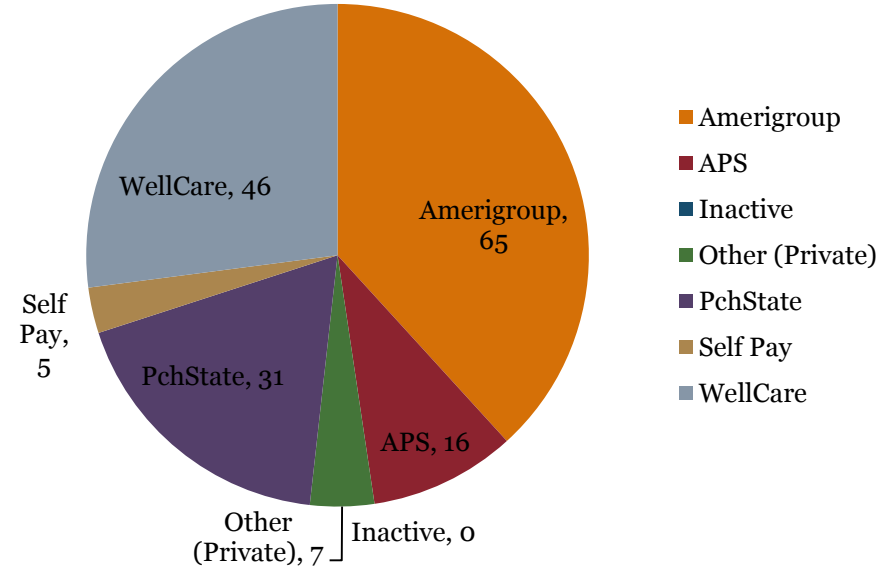
AFFE/CORE Program Overview


Of the referrals received, the following Insurance companies were represented:

Insurance Plan Percentage



Total Insurance Plan Source

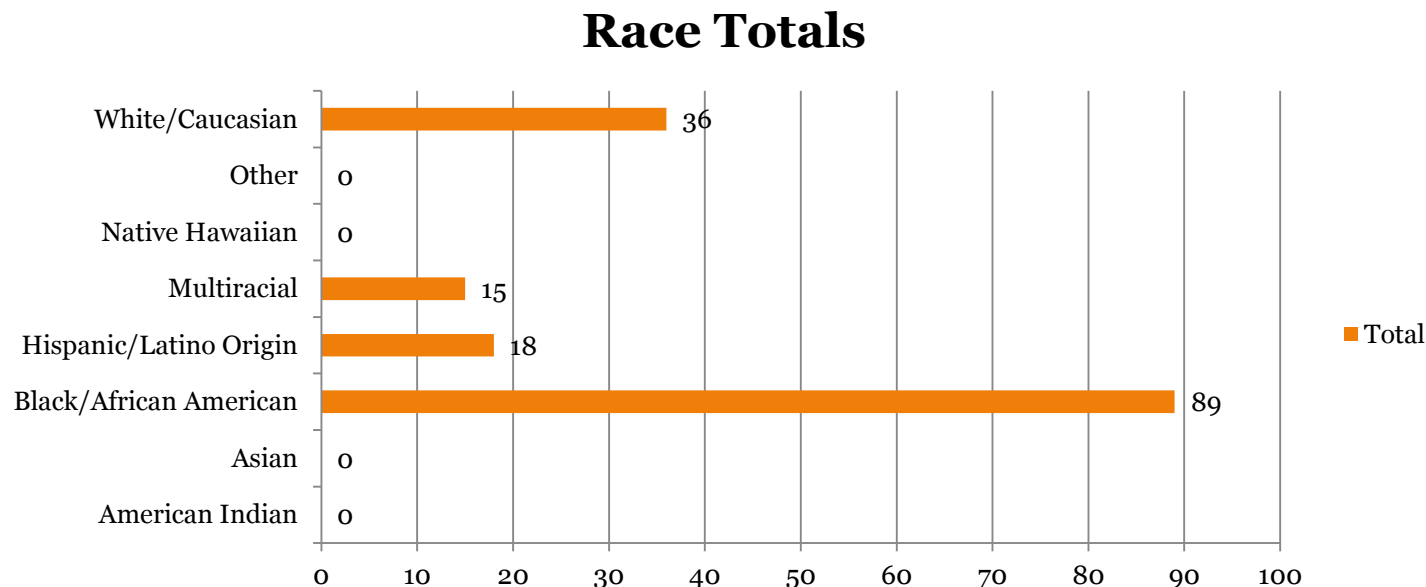




CORE CONSUMER DEMOGRAPHICS

Ethnic Comparison

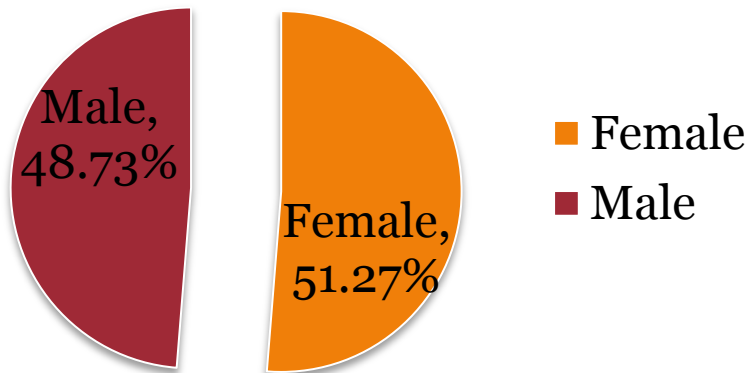
**In 2018, we served the following race demographics
(of the 158 new consumers):**



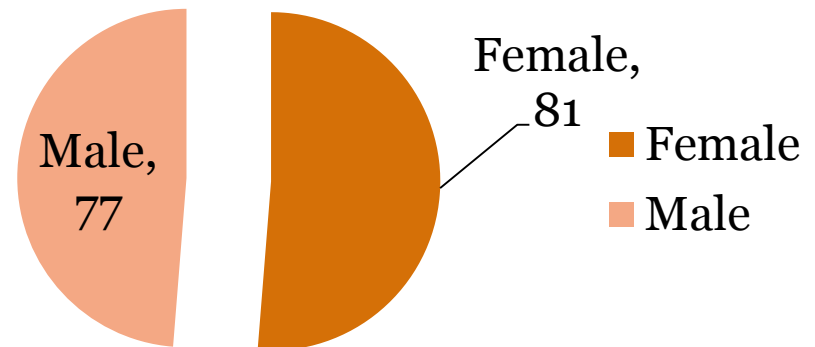
Gender Comparison

In 2018, we served the following gender demographics (of the 158 new consumers):

Gender Percentages



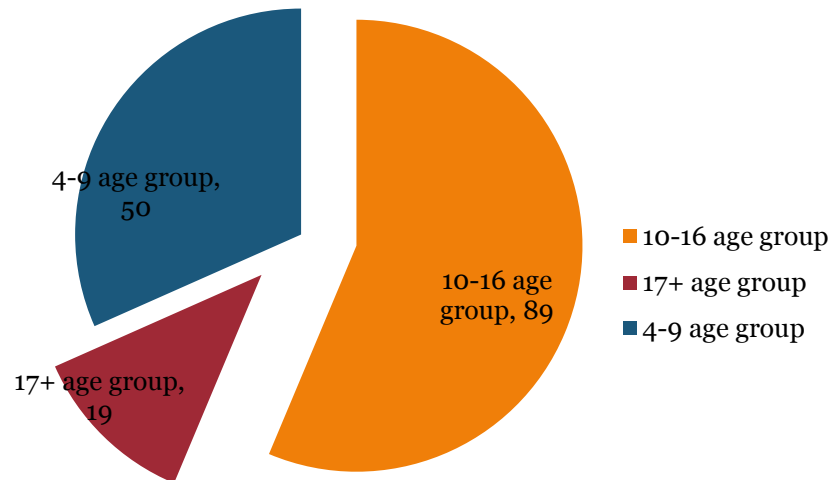
Gender Totals



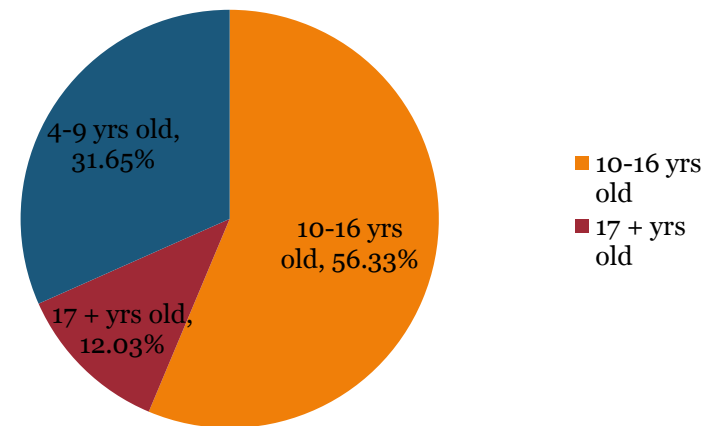
Age Comparison

In 2018, we served the following age demographics:

CORE Age Demographic Totals



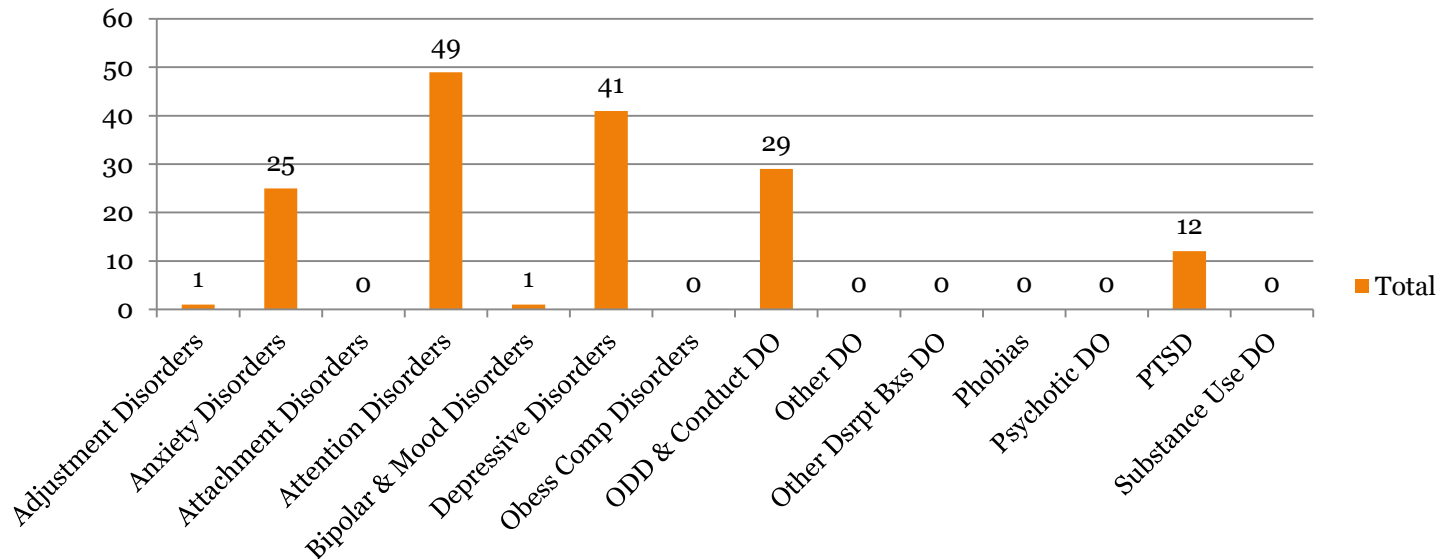
CORE Age Demographic Percentage Totals



Diagnostic Categories

Of the 158 new consumers served, the following Axis Diagnosis were represented:

Diagnostic Categories Totals





2018 DFCS Programmatic Overview

AFFE/DFCS Program Overview

Academy for Family Empowerment, Inc. Family Preservation Program provides supportive and therapeutic services to families involved with the Department of Family and Children Services (DFCS).

In 2018, we provided services in numerous counties within the state of Georgia:

Banks, Barrow, Bartow, Bibb, Butts, Carroll, Catoosa, Cherokee, Clarke, Clayton Cobb, Coffee, Coweta, Dawson, DeKalb, Douglas, Elbert, Fayette, Floyd, Forsyth Fulton, Gordon, Greene, Gwinnett, Hall, Haralson, Henry, Houston Jackson Jasper, Lamar, Laurens, Lowndes, Madison, Morgan, Muscogee, Newton, Oconee Oglethorpe, Paulding, Pike, Rockdale, Spalding, Tift, Troup, Twiggs, Upson, Walker, Walton and Whitfield

AFFE/DFCS Program Overview

The overall goals of AFFE's Family Preservation Program are:

- To ensure the protection and safety of a child at risk for maltreatment;
- To reduce child abuse/neglect;
- To reunify children in foster care with their families.

AFFE/DFCS Program Overview

AFE Family Preservation Program provides the following services:

- Individual/Family Counseling
- Psychological Evaluations
- Drug Screening
- Transportation Services
- Early Intervention Services
- Wrap Around Services
- PUP Services
- Parental Fitness Assessments
- Comprehensive Child & Family Assessments
- Domestic Violence Counseling & Assessments
- Substance Abuse Counseling & Assessments
- ▶ Parenting Aide & Education
- ▶ Home Evaluations
- ▶ Supervised Visitation Services
- ▶ Family Team Meetings
- ▶ Parent Aide Services
- ▶ Homestead Services

AFFE/DFCS Program Overview

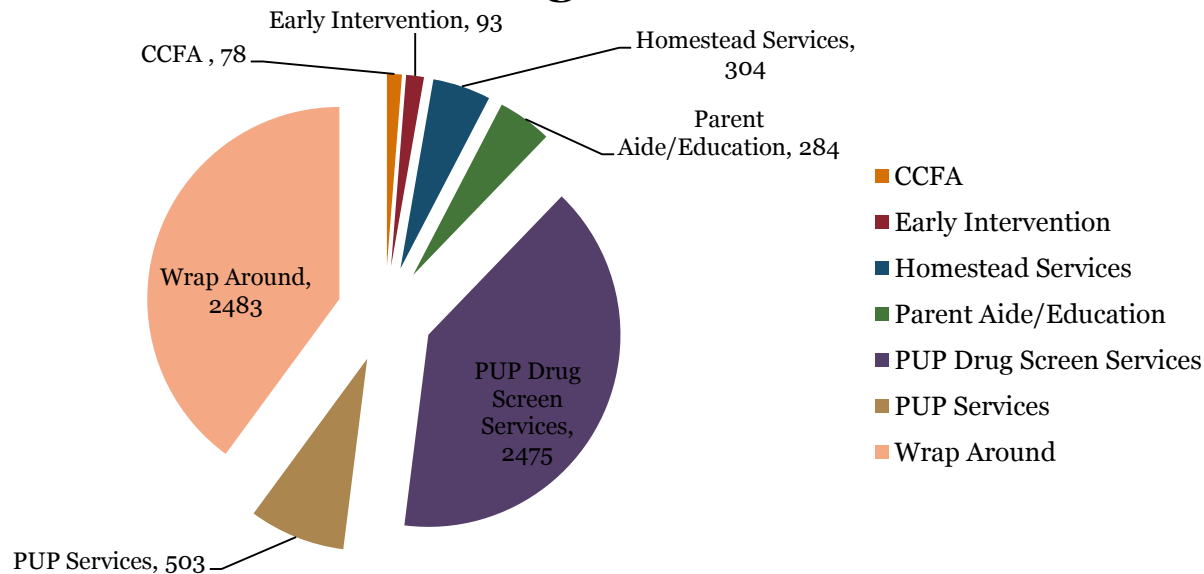
In 2018, AFE received 6454 referrals. Of the referrals received, we served the following number of consumers:

- Total Number of Referrals Served = 6220
- Total Number of Referrals Declined = 234
 - Decline referrals consisted of:
 - 112 due to incorrect service authorization
 - 122 due to staff shortage and availability

AFFE/DFCS Program Overview

In 2018, our DFCS Program served the following program areas:

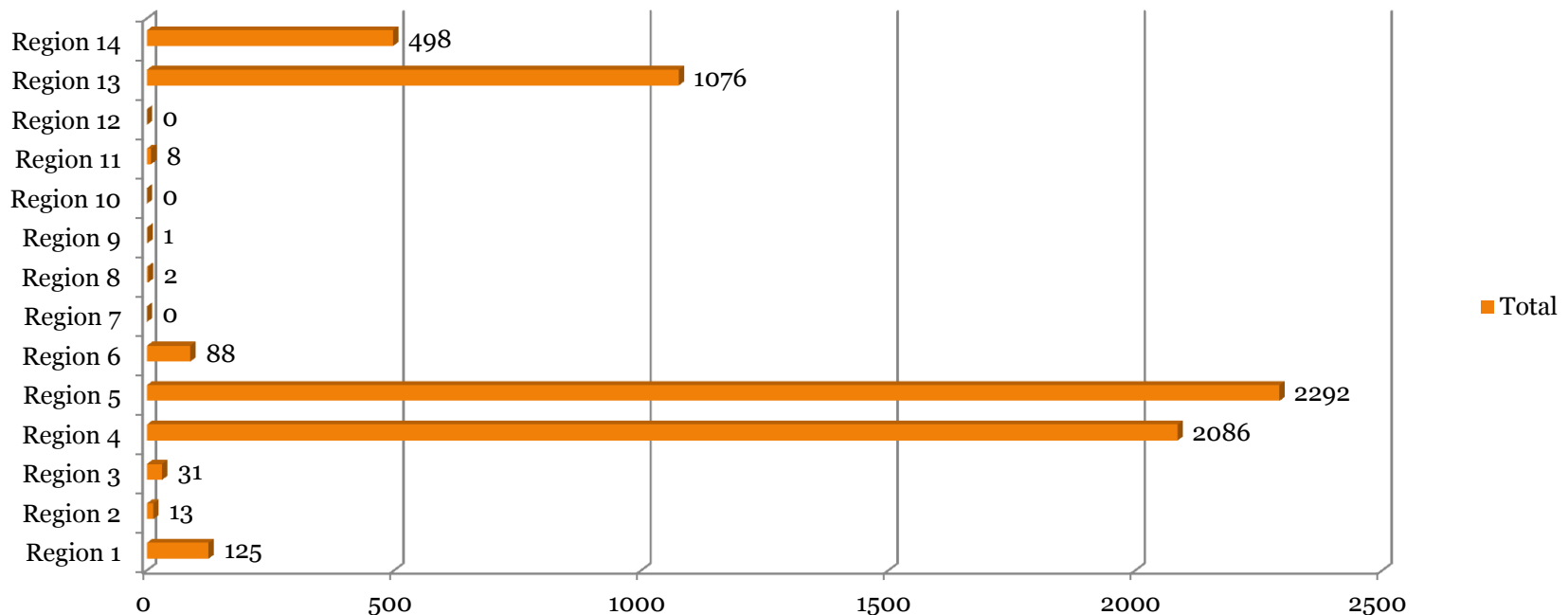
DFCS Program Provision of Service Categories



AFFE/DFCS Program Overview

In 2018, we served the following DFCS regions:

2018 AFFE Provided DFCS Program Services per Region





2018 SBMH Programmatic Overview

AFFE/SBMH Program Overview

- Academy for Family Empowerment, Inc.'s school-based mental health program was created in collaboration with the Rockdale County Public Schools STARS project in 2010.
- The goal is to provide students with access to school-based mental health services (individual therapy, family therapy, and group therapy); as well as community resources. Our program utilizes five licensed school-based mental health therapists to provide therapeutic services within all Rockdale County Public Schools.

AFFE/SBMH Program Overview

Program Goals:

- To offer quality therapeutic services in a safe, familiar and accessible environment;
- To contribute to improved academic performance;
- To enhance the academic, behavioral, emotional and social wellbeing of all Rockdale County Public School students;
- To provide guidance for appropriate behavior, social, and emotional well-being;
- To expand access to health care;
- To expand referrals to community resources.

AFFE/SBMH Program Overview

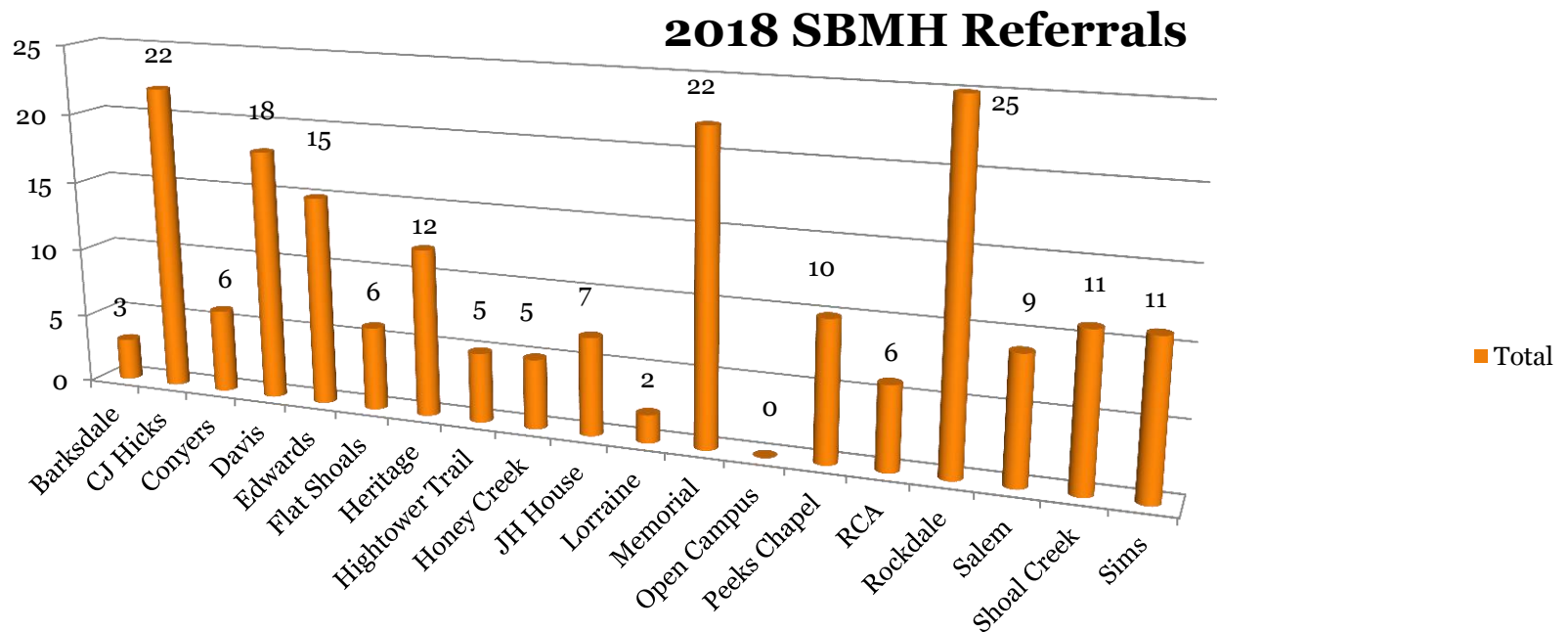
During 2018, we served 274 consumers. We received **318** referrals, of these referrals, **195** students were enrolled into services.

A breakdown of 2018 referrals:

- 195 new SBMH referrals were served
- 79 students from 2018 were carried over and served in 2017
- 123 referrals were not served:
 - 105 No contact from parents/declined services
 - 5 Referred to other community agencies
 - 13 were pending as of 12/31/18

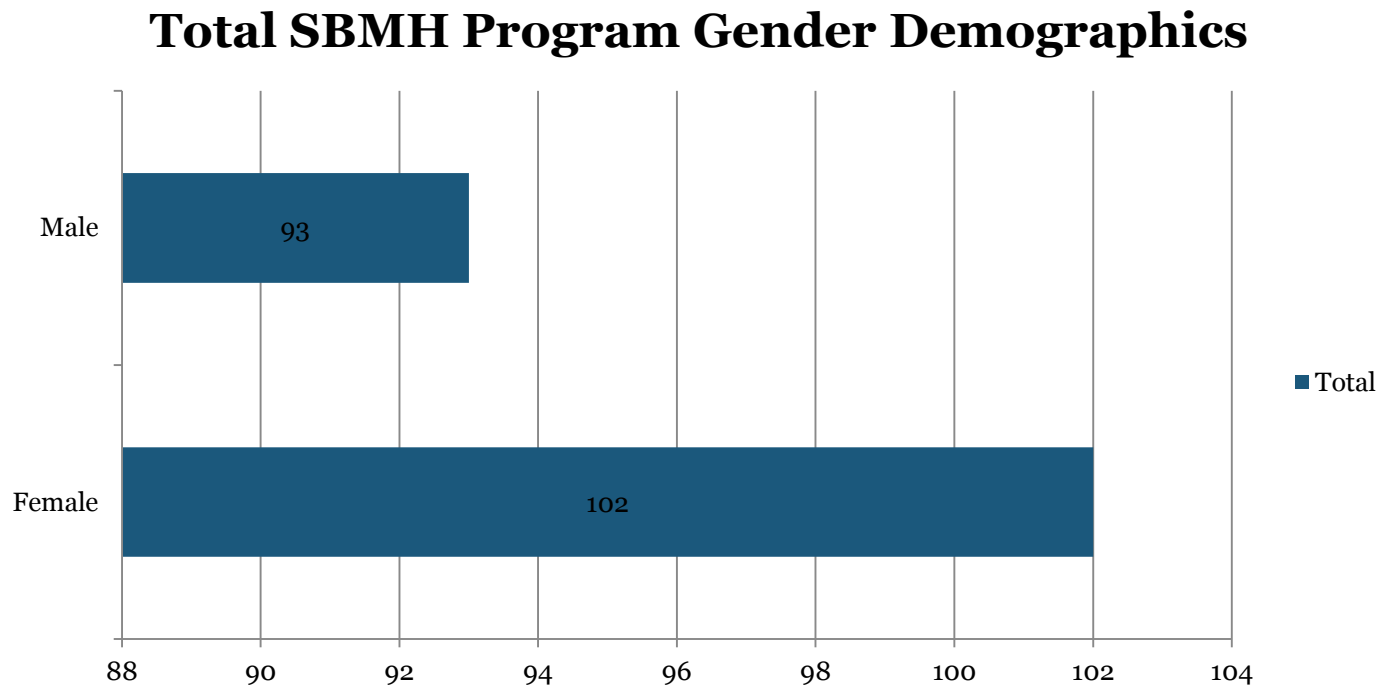
AFFE/SBMH Program Overview

Of the 195 new referrals received in 2018, we served the following Rockdale County Public Schools:



AFFE/SBMH Program Overview

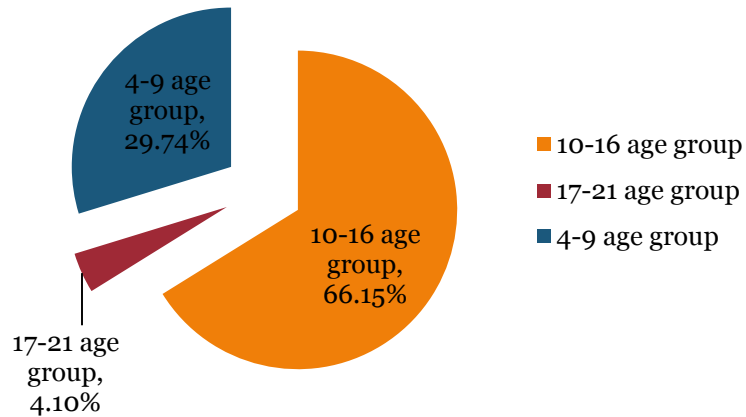
Of the students referred in 2018, we served the following gender demographics:



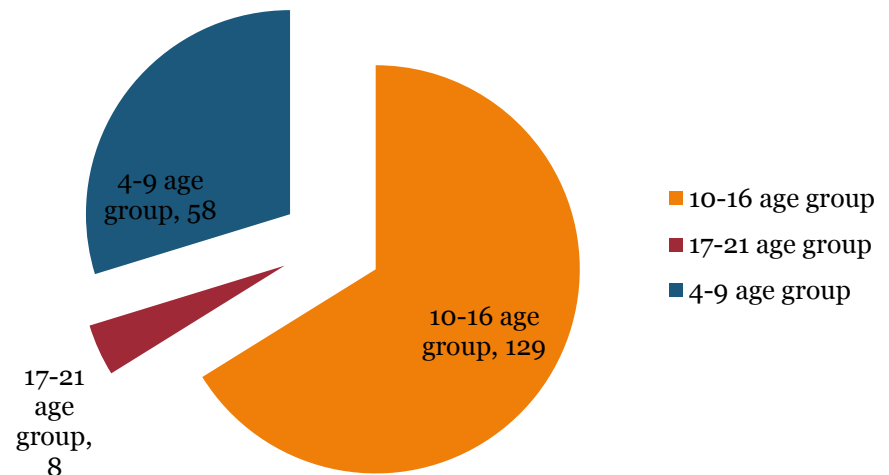
AFFE/SBMH Program Overview

Of the students referred in 2018, we served the following age demographics:

Total SBMH Age Demographics



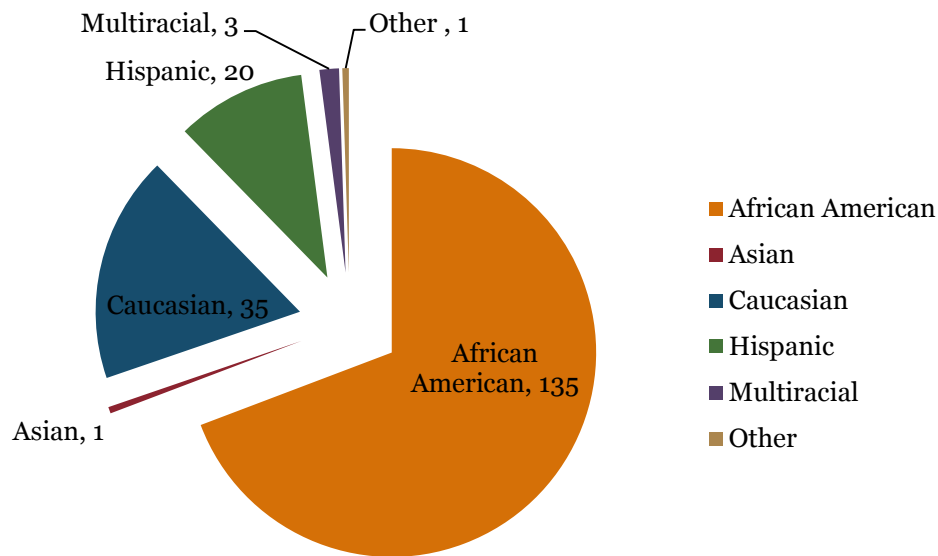
Total SBMH Age Demographics



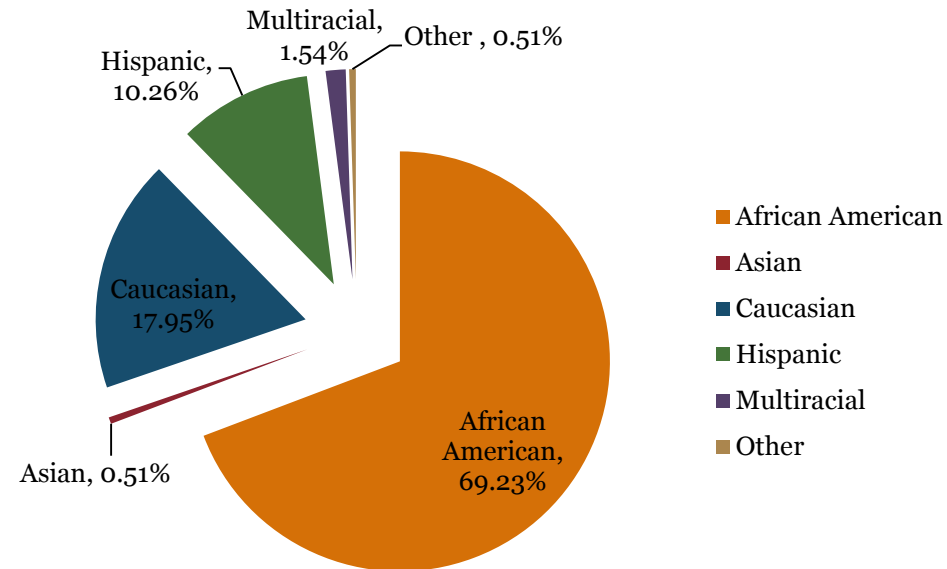
AFFE/SBMH Program Overview

Of the students referred in 2018, we served the following race demographics:

Totals of SBMH Program Race Demographics



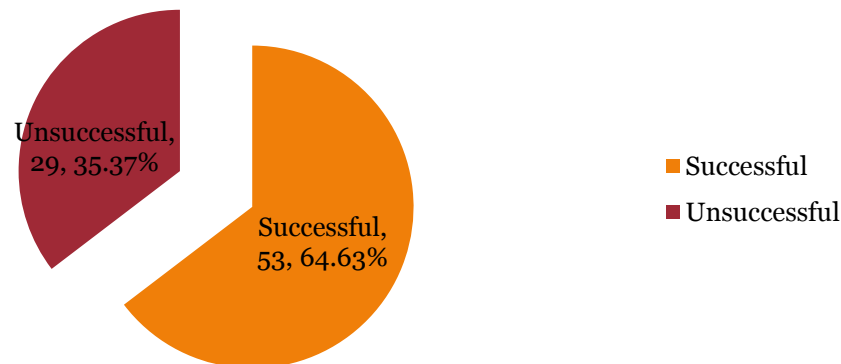
Total of SBMH Program Race Demographics



AFFE/SBMH Program Overview

In 2018, 82 students were discharged from our SBMH program:

- 53 of these students successfully completed
- 29 of these students were unsuccessfully discharged



AFFE/SBMH Program Overview

Of the **29** students that did not successfully complete the SBMH Program, their discharge reason(s) are listed below:

Voluntary Withdrawal from Program	3
Noncompliant	4
Withdrawn from RCPS/Moved out of County	20
Transitioned to high level of care (i.e. AFE CORE services, FFT Court services)	2

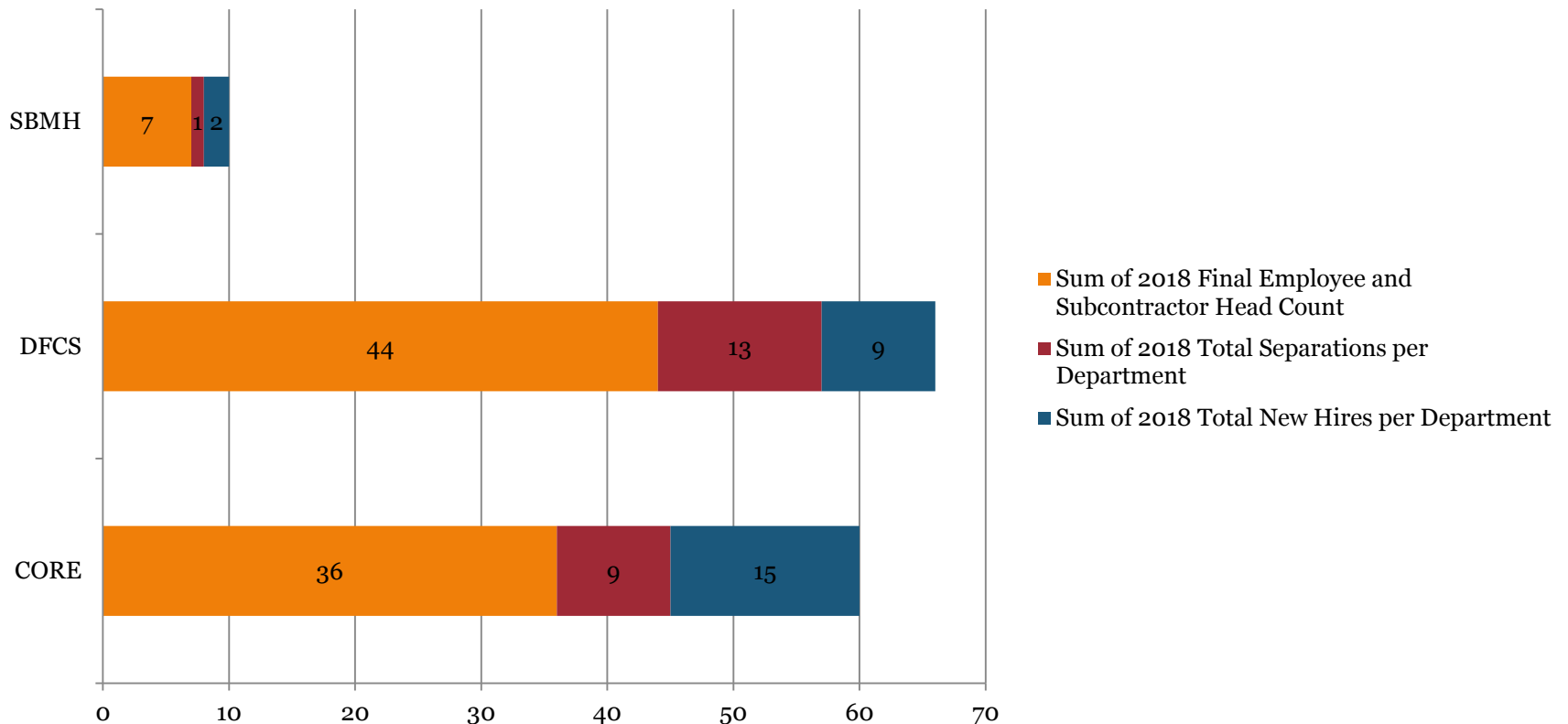


2018

**HR Department
Reporting &
Dashboard**

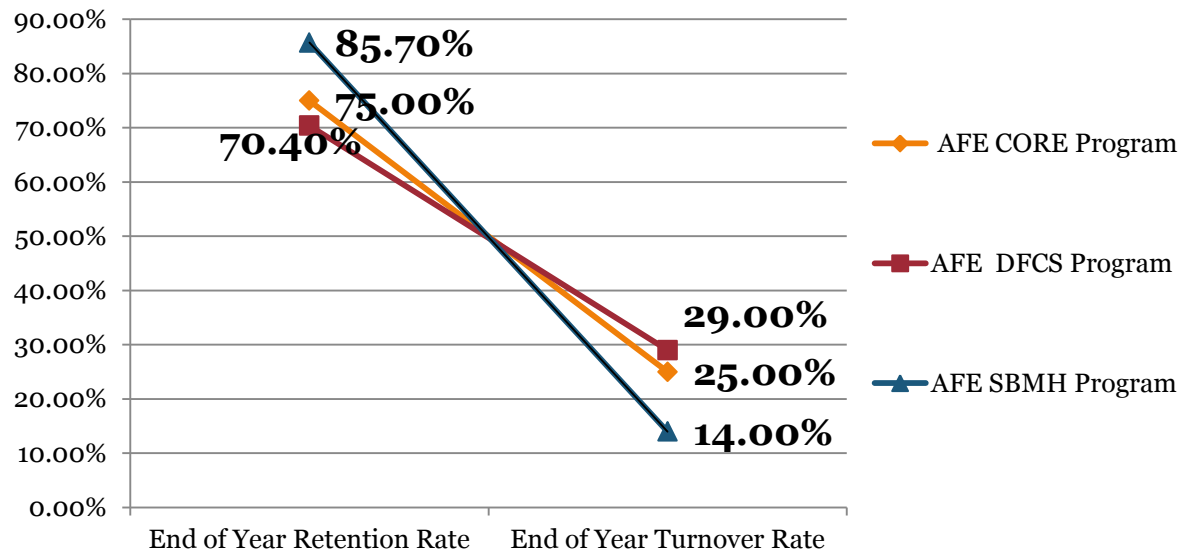
AFFE/Human Resources Overview

2018 AFFE Head Counts, Separations, and New Hires

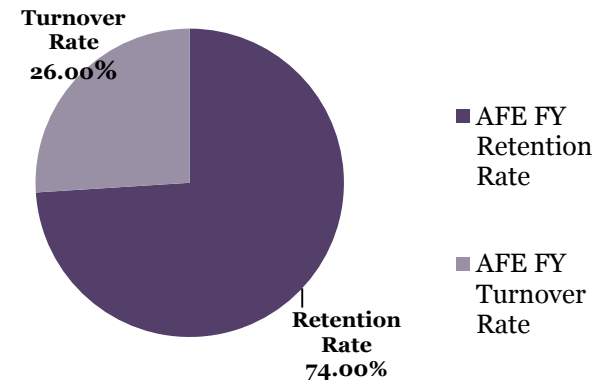


AFFE/Human Resources Overview

AFFE End-Of-Year Department Turnover & Retention Rates

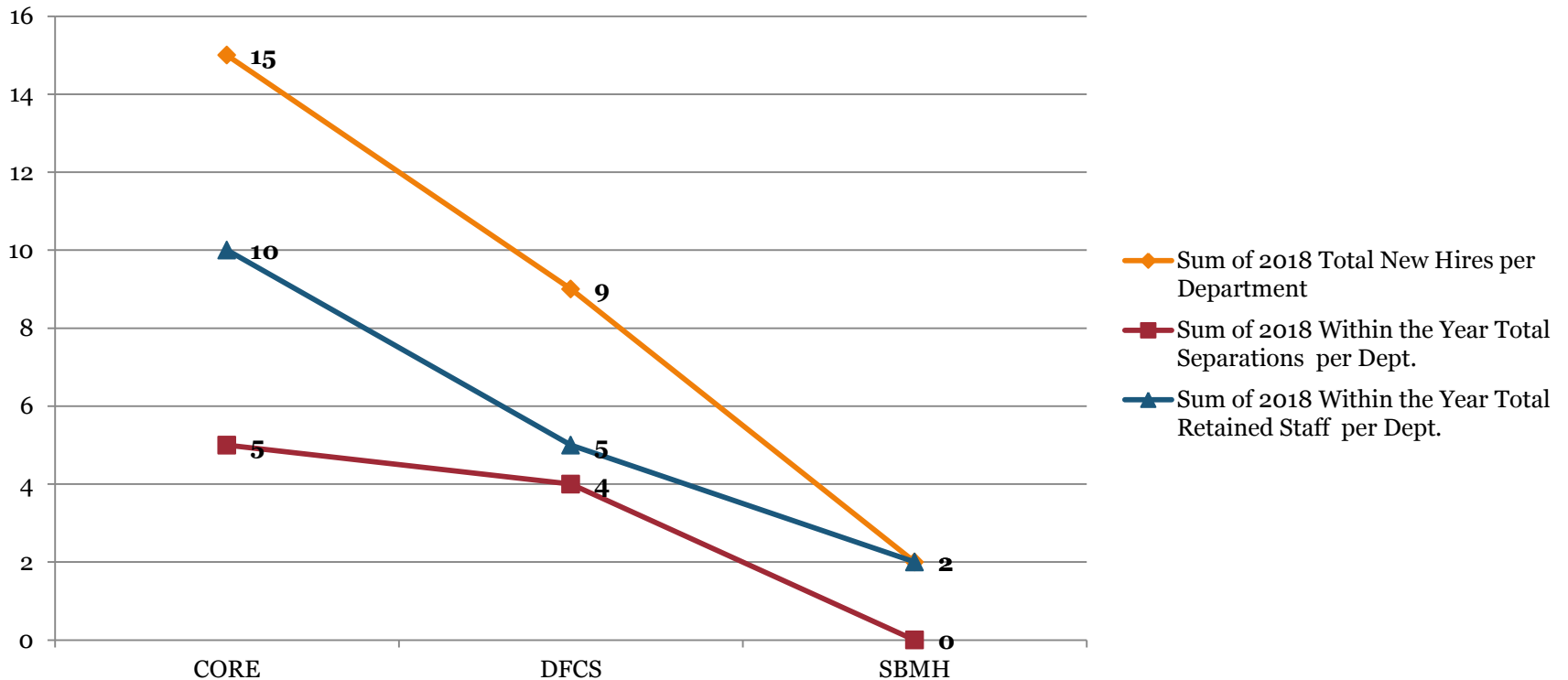


2018 AFE FY Turnover & Retention Rates



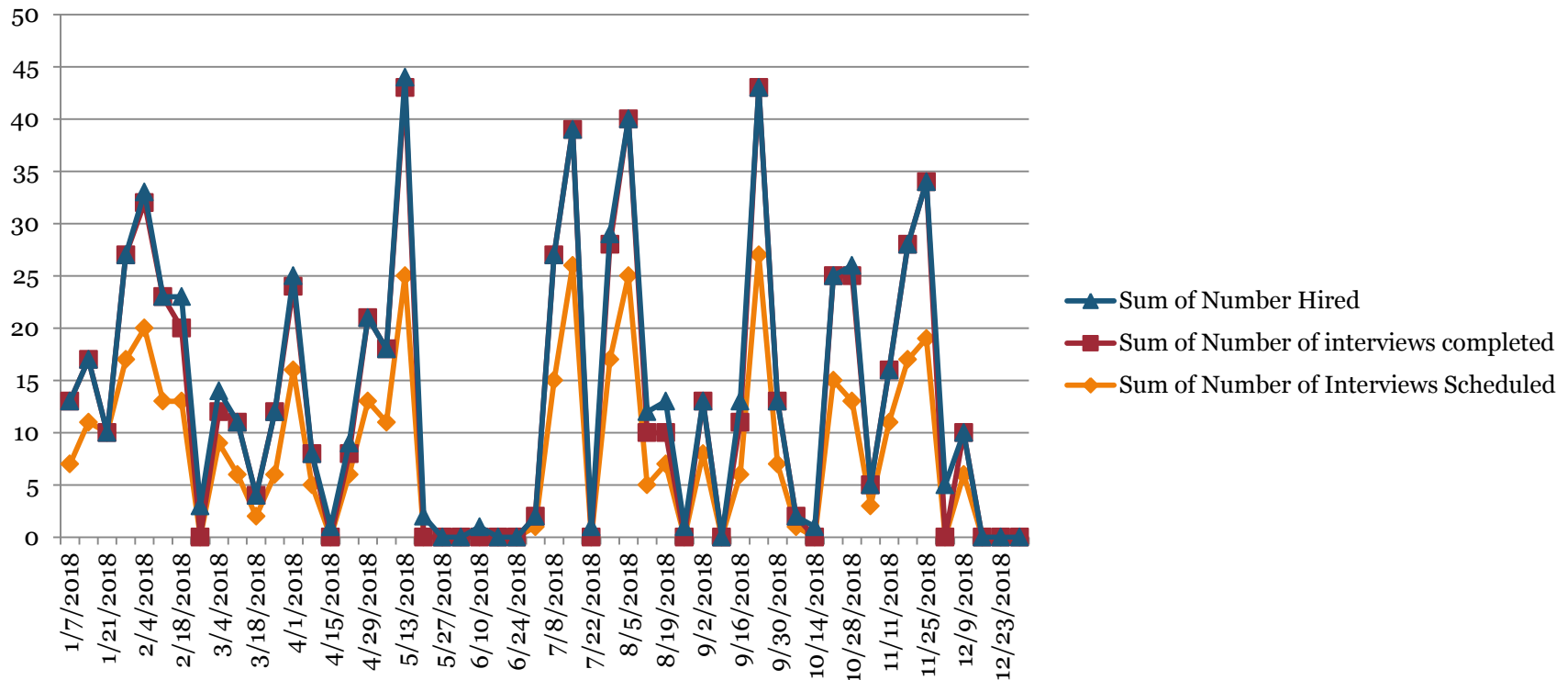
AFFE/Human Resources Overview

Side-By-Side Analysis Within the 2018 Year of All New Hires Leaving and Staying in their Roles



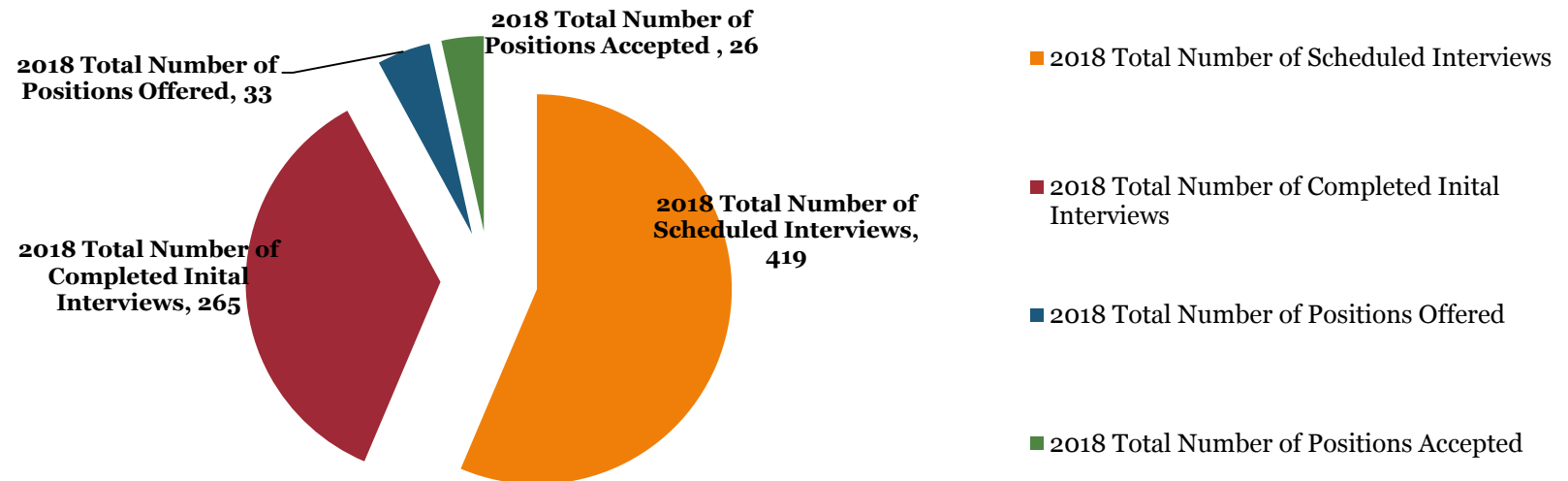
AFFE/Human Resources Overview

2018 Month-to Month Analysis of Interviews and New Hires



AFFE/Human Resources Overview

2018 AFFE Recruitment Analysis





2018 Outcome Measurements

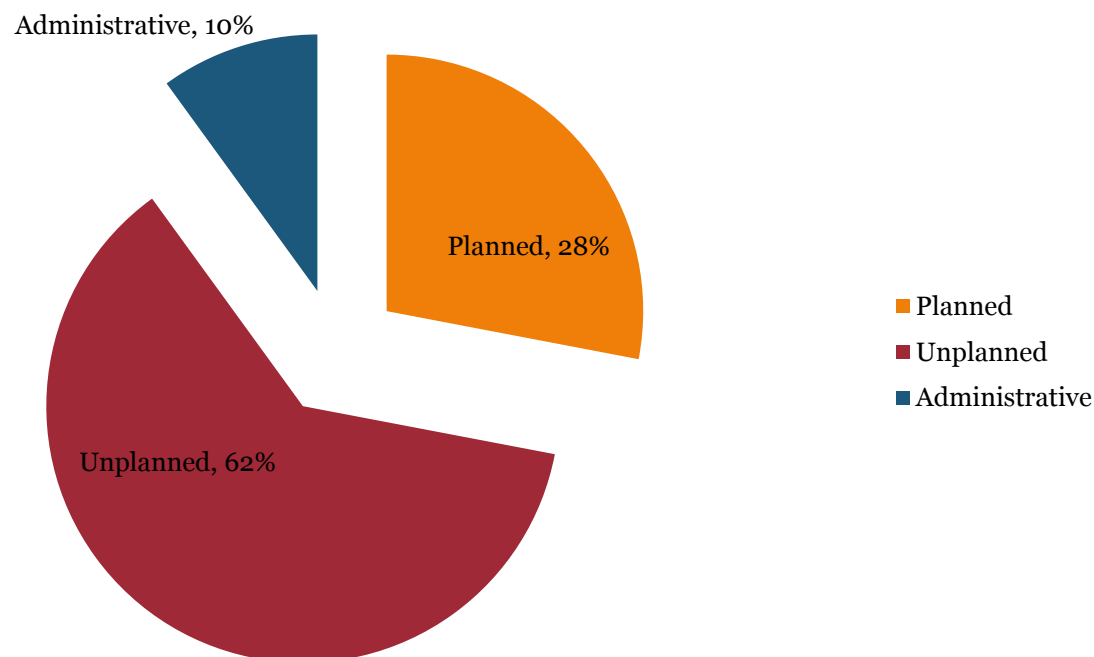
Outcome Measurements

Academy for Family Empowerment, Inc. is committed to incorporating the principles of quality service and continuous quality improvement into the services that we provide.



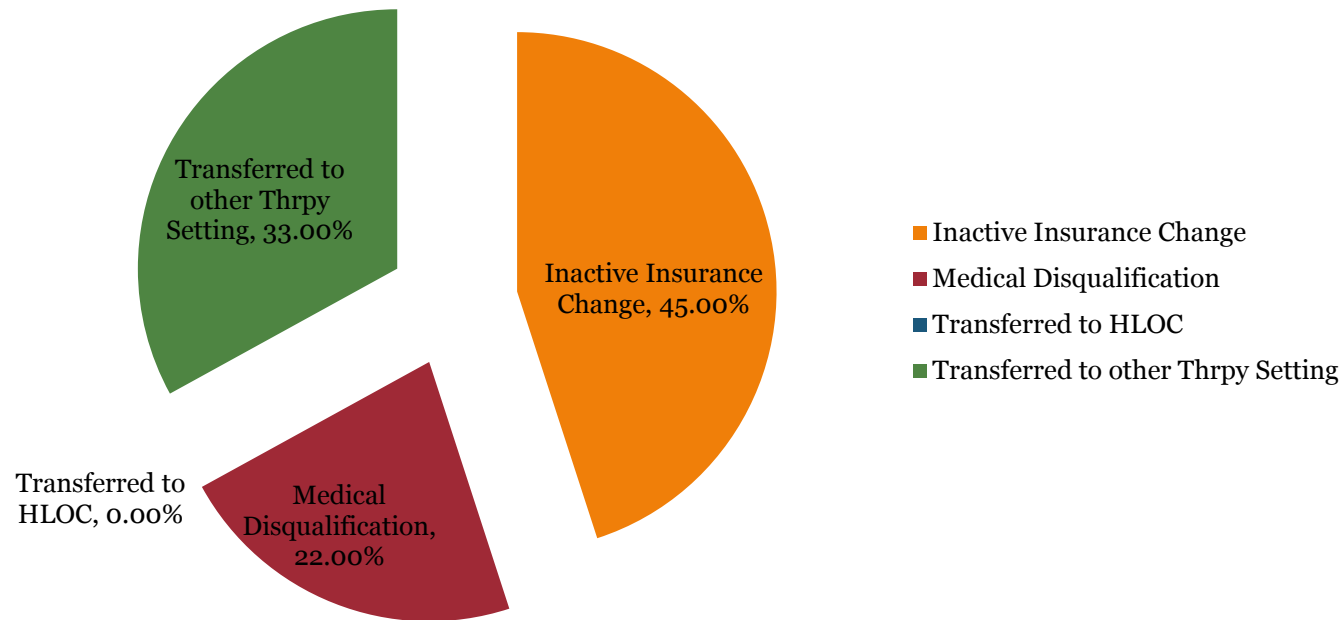
AFFE/CORE Outcome Measurements

The chart below, breaks down our discharges for 2018:



AFFE/CORE Outcome Measurements

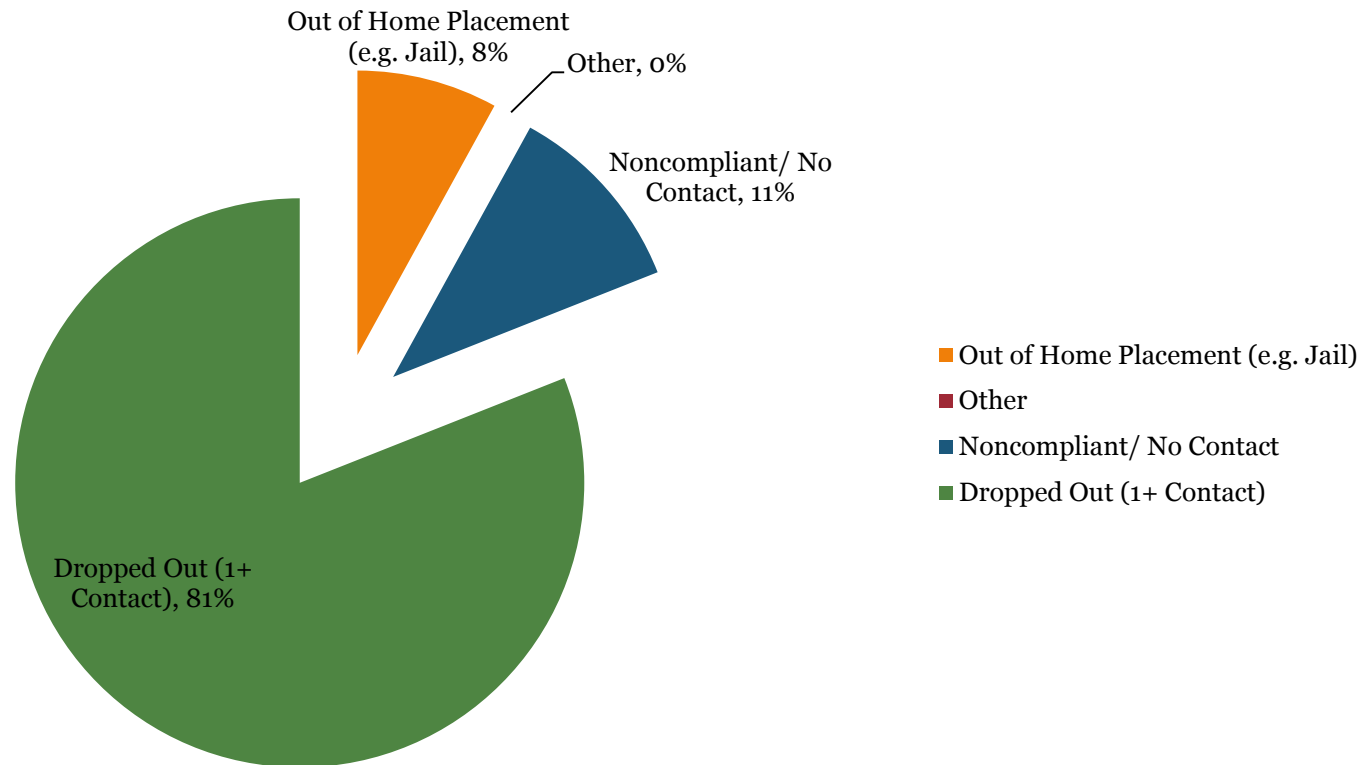
The chart below, breaks down our **administrative discharges** for 2018:



*Note: 'Other' category is composed of csrs who skipped their mandatory verified diagnostic assessment.

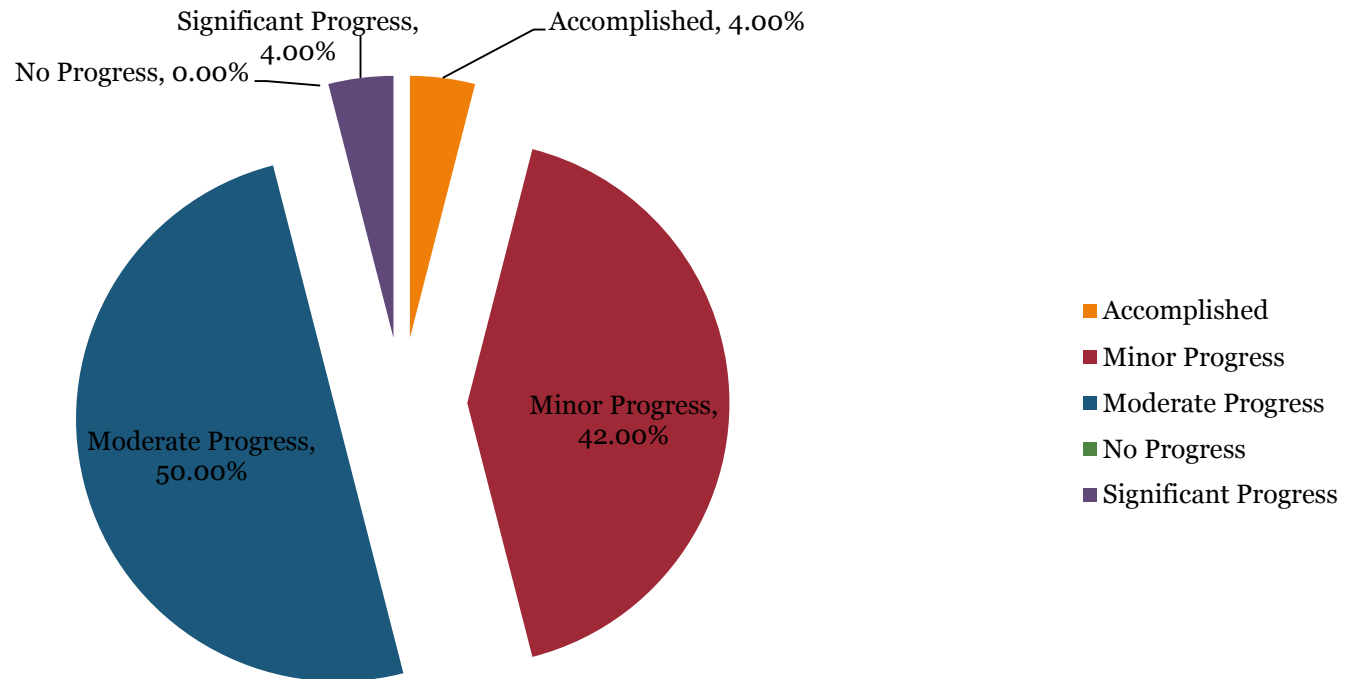
AFFE/CORE Outcome Measurements

The chart below, breaks down our **unplanned discharges** for 2018:



AFFE/CORE Outcome Measurements

The chart below, breaks down our **planned discharges** for 2018:



AFFE/ Outcome Measurement

Effective Measurement

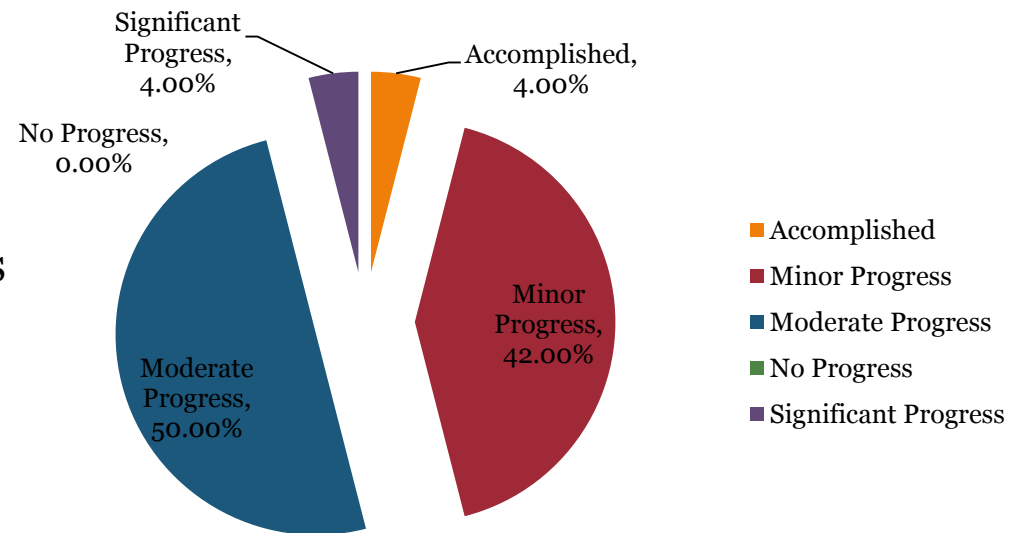
Goal 1:

65% of consumers that successfully completed services will report a reduction in symptoms that resulted in them seeking services.

Results:

100% of consumers reported some improvement in symptoms

This Goal was met.



AFFE/ Outcome Measurement

Efficiency Measurement

Goal 1:

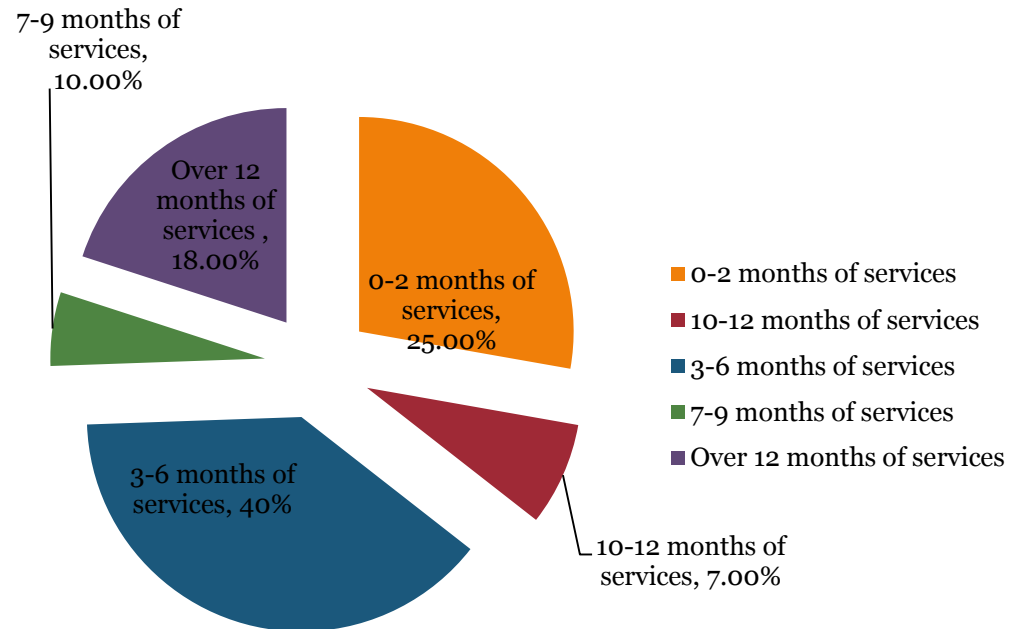
75% of consumers will successfully complete a minimum of 90 days of treatment.

Results:

From Jan.– Dec. 2018:

- 18% completed over 12 months of services
- 7% completed 10-12 months of services
- 10% completed 7-9 months of services
- 40% completed 3-6 months of services
- 25% completed 0-2 months of services

This Goal was met.



AFFE/ Outcome Measurement Efficiency Measurement

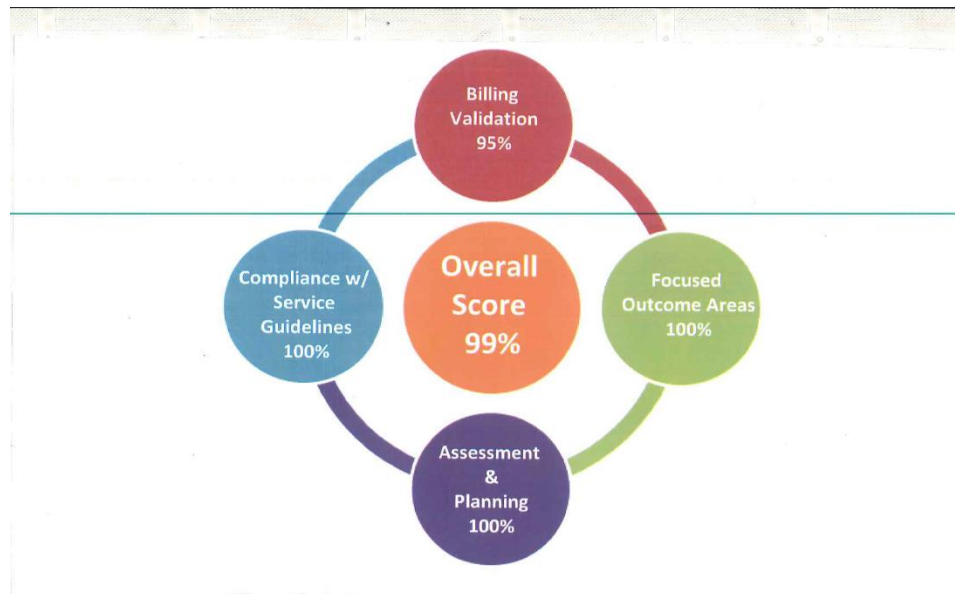
Goal 2:

Academy for Family Empowerment, Inc. will maintain an audit score of 90% on all external audits.

Results:

In 2018, we met this goal. We maintained an average of 99% on external audit scores by DBHDD. **Therefore, this goal was met.**

AFFE Collaborative ASO Audit (2018):



AFFE/ Outcome Measurement

Access to Services

Goal 1:

Consumers referred to Academy for Family Empowerment, Inc. for CORE services will be seen within 5 days for an initial intake appointment (3 days for emergency care & 5 days for routine care).

Results:

In 2018, **we met this goal**. Our agency has open access services 4 days a week; therefore, referrals could be seen within 3 to 5 days for both an emergency and routine appointment.

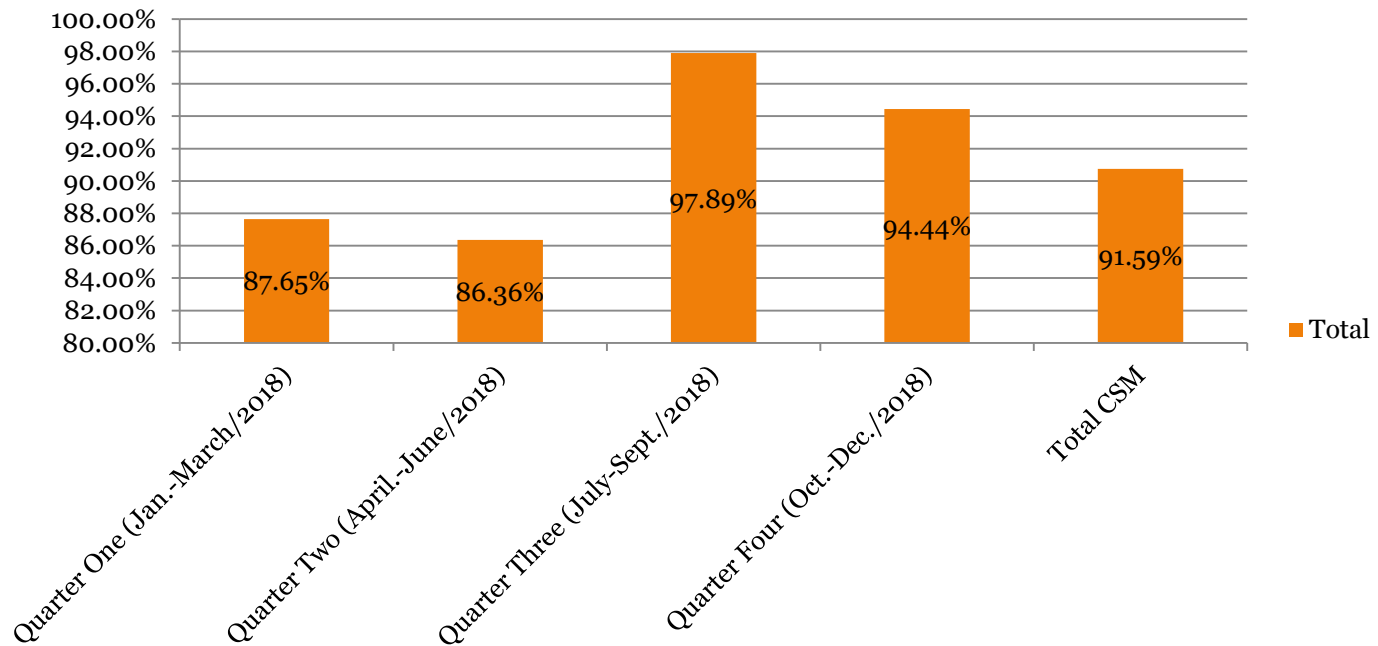
AFFE/ Outcome Measurement

Satisfaction with Services

Goal One:

85% of consumers and family members served will rate being satisfied with the services they received from AFE.

Results: In 2018, this goal was met: 91.59%



Post Discharge Statistics

Post Discharge Outcome Measures

In 2018, AFE completed post discharge outcome measures on our CORE consumers, after 3 months of discharge. **We attempted 88 phone calls and 25 were successful.**

We obtained data on the following outcome measures:

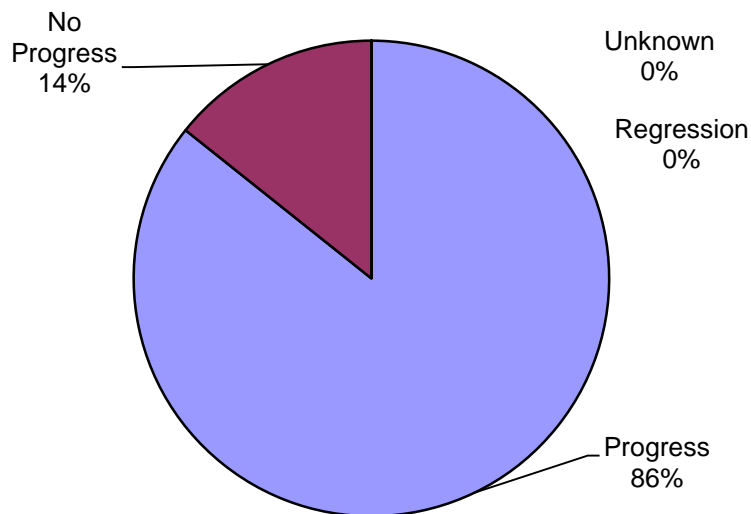
- ▶ Overall Progress
- ▶ Followed Aftercare Plan Developed at Discharge
- ▶ Substance Abuse
- ▶ Maintenance/Hospitalization
- ▶ School Performance
 - Post Discharge Grades
 - Post Discharge Suspensions
 - Post Discharge Truancy
- ▶ Juvenile Justices
 - Post Discharge Arrest
 - Post Discharge Probation
 - Post Discharge New Legal Charges

Post Discharge Outcome Measures

Overall Progress:

Of the consumers/parents surveyed:

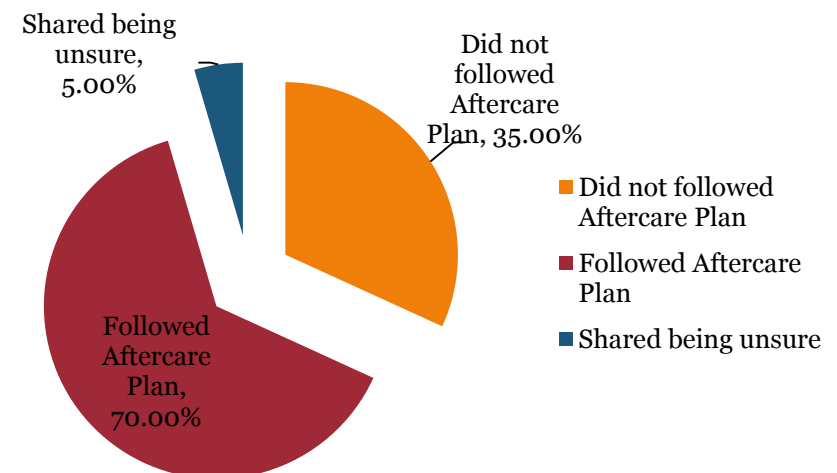
- ▶ 86% shared making positive progress
- ▶ 14% shared making no progress
- ▶ 0% shared they have regressed since being discharged from AFE



Post Discharge Plan:

Of the consumers/parents surveyed:

- ▶ 70% followed aftercare plan
- ▶ 35% did not follow aftercare plan
- ▶ 5% shared being unsure

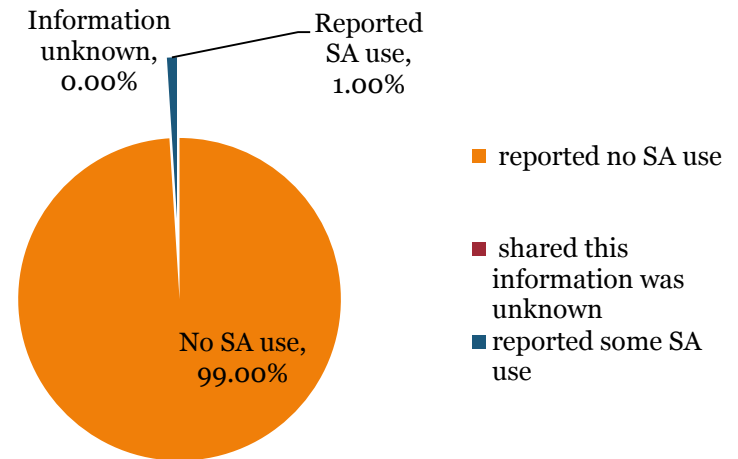


Post Discharge Outcome Measures

Substance Abuse:

Of the consumers/parents surveyed:

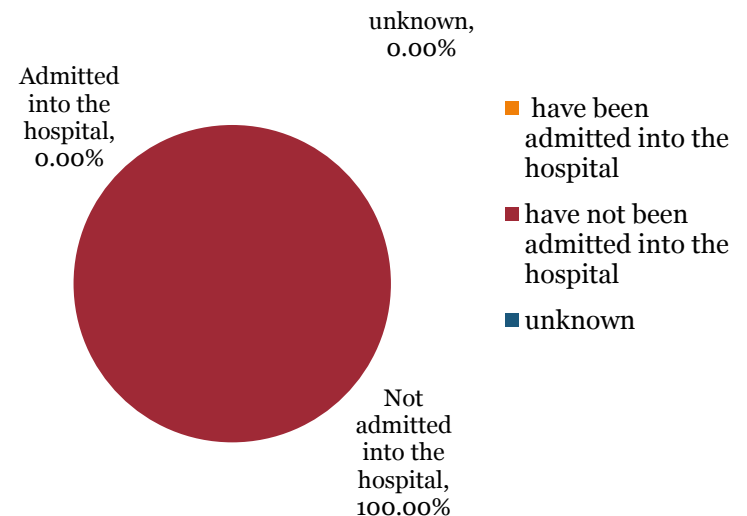
- 99% reported no SA use
- 1% reported some SA use
- 0% shared information was unknown



Hospital Admissions:

Of the consumers/parents surveyed:

- 100% have not been admitted into the hospital
- 0% have been admitted into the hospital
- 0% unknown



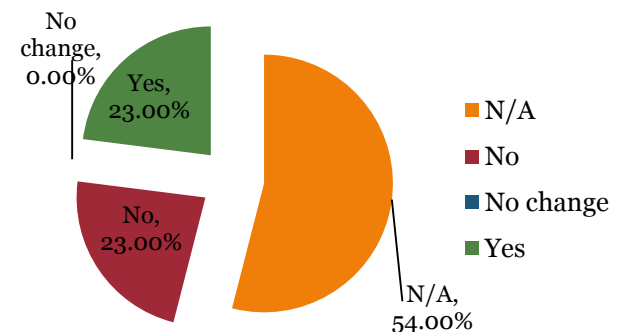
Post Discharge Outcome Measures

School Performance:

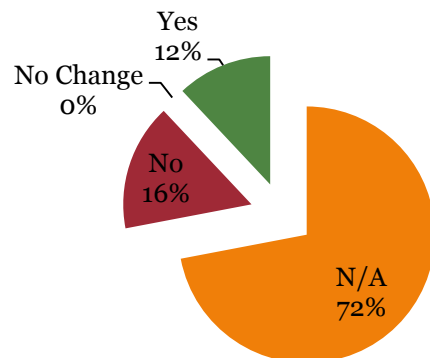
Of the consumers/parents surveyed:

- ▶ 23% have improved grades, 23% reported no improvement in grades; 54% reported no change
- ▶ 12% reported a reduction in suspension, 16% reported no reduction; 72% reported as no change
- ▶ 12% reported a reduction in truancy, 0% reported an increase in truancy, 85% reported this as non-applicable/no change

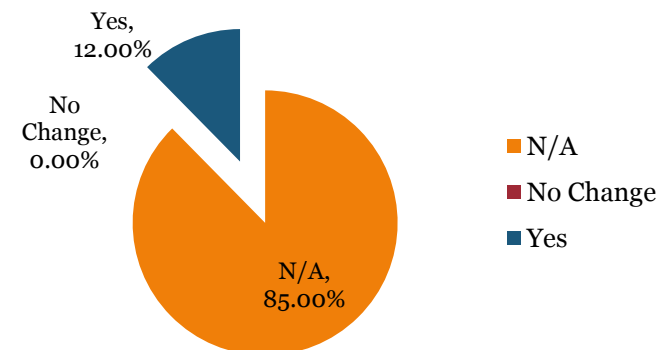
Improved School Performance



Reduction in Suspension



Reduction in Truancy

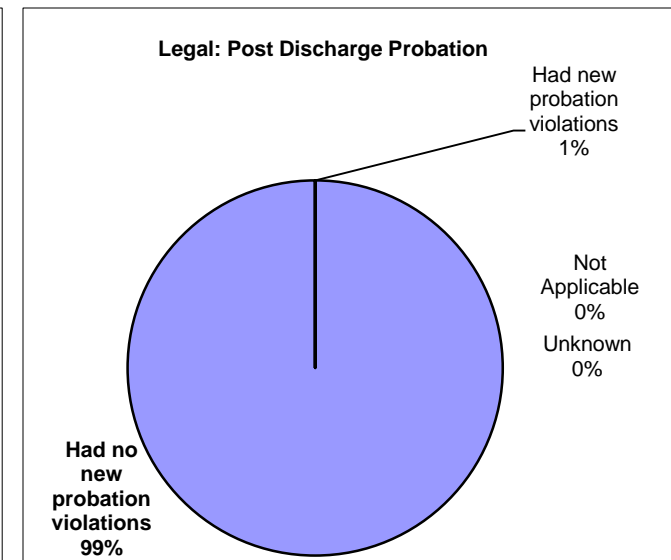
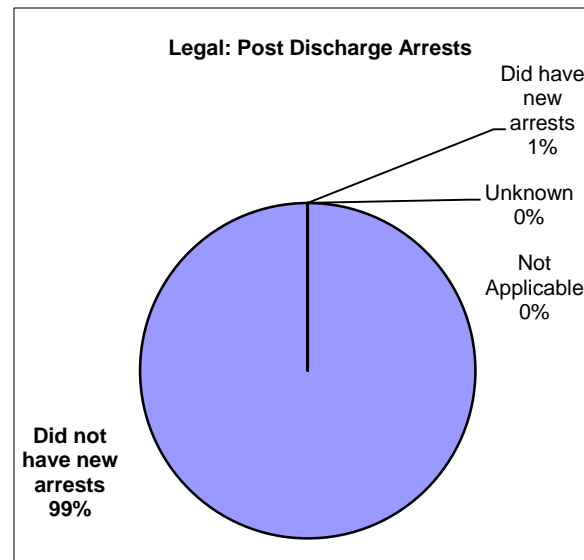
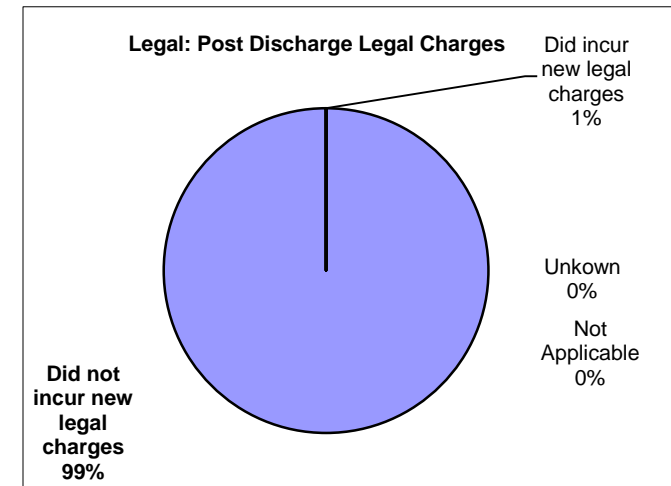


Post Discharge Outcome Measures

Legal Measures:

Of the consumers/parents surveyed:

- ▶ 99% had not incurred new legal charges
- ▶ 99 % had no new probation violations
- ▶ 99 % had not been arrested





Areas of Growth

Areas of Growth

Our approach is founded in a deep commitment to continually improving our services. In an effort to continue to improve the services we provide, AFE will implement the following:

Programmatic:

- Improve outcome measurements- increase planned discharges to 50%. AFE will ensure that all families are aware of their discharge plan. AFE will train staff on discharge planning and ensure that AFE staff begin the discharge process prior to the end of services. AFE will ensure that each plan is written, presented to the family and the recommendations are implemented.
- Implement focus groups/follow-up calls to consumers that discharge prematurely.
- Regular feedback from referral sources and consumers served will continue to be used to improve services. Feedback opportunities will be increased to include: agency web-site, reauthorization process, in agency lobby, and during monthly CSM calls. This will improve opportunities to gather feedback from consumers served.
- Monitor staff changes/terminations and the impact it has on discharge rates.
- Encourage Post Discharge surveys to pick yes or no rather than non-applicable. This will ensure more accurate post discharge statistics.

Areas of Growth

Human Resources:

- Maintain a staff retention rate of 80%. Continue to evaluate salaries and benefits and make improvements.
- Expand staffing events and continue to promote events that make staff feel valued and appreciated.
- Implement wellness employee programs to help educate and improve daily living skills.
- Continue to strengthen areas of training and development for all positions.
- Continue to promote a diverse work force population that are able to meet the needs of the consumers served.

Questions/Comments

We welcome your comments and feedback on our Annual Report. To contact us, please call our office at (770) 918-8003 or by email adenise@affeinc.org.

