
Family Wellness Program

Quality Improvement

Report

July 1, 2022 – June 30, 2023



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Subject

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Introduction

Glade Run Lutheran Services Family Wellness Program (FWP) is a short-term supportive housing program for families referred by Butler County Children Youth Services (CYS). Services provided to families by FWP vary based on family needs and abilities. We know that for many people, seeking help for life's problems and challenges is not an easy thing to do. The Family Wellness Program helps families identify and address their barriers to safe and affordable housing.

Glade Run Lutheran Services Family Wellness Program provides temporary, safe and secure shelter for families experiencing housing adversities and are at risk of being separated. Those in the program are assigned a Program Coordinator that works with their family to identify goals and needs to achieve self-sufficiency. Services provided to families include; case-management, childcare, transportation, support coordination, housing education, budgeting and finances, and life-skills coaching. The primary goal of FWP is autonomy and independence for parents and their family.

At Glade Run Lutheran Services, it is our policy and practice to welcome individuals and families without regard to their race, gender, sexual orientation, religion, national origin, ancestry, age, physical or intellectual disability. Furthermore, it is the policy and practice of Glade Run Lutheran Services to foster an environment which respects and accommodates diversity for individuals, families, and our employees. We welcome anyone in need of the services provided by this agency and will do our best to forge a working partnership with you to support and assist you in achieving your life goals.

FWP Service Description

There may be times in a family's life that they find themselves facing significant barriers to caring for their loved ones. These barriers could be related to homelessness, living in an unsafe situation, significant financial stressors or other barriers that impede a parent's ability to successfully care for their family. Through collaboration and guidance, the Family Wellness Program will provide safe, sound housing and support to help families work through difficult situations to achieve a better life.

When an individual reaches the optimum level of wellness and functional capability, everyone benefits: the individuals being served and their families, their support systems, and the communities they live in.

Days and Hours Services are Available:

These services are available Monday-Sunday 7am-9 pm with a 24/7 on call component for housing emergencies.

Discharge Criteria:

Families will be discharged from the Family Wellness Program when they have successfully completed their Family Service and Transition plan goals and have obtained housing and appropriate supports outside of the Family Wellness Program. Discharge may also occur if families are unable to adhere to Participant expectations and guidelines within the program.

Service Modalities

Services offered are as follows:

- Supportive housing
- Service coordination and referral to:
 - Mental health treatment
 - Substance abuse treatment
 - Financial literacy
 - Career development
 - Transportation
 - Childcare
 - Skill building
 - Computer training

Locations where services are offered:

The Family Wellness Program suites are housed in the Community Wellness Center on Glade Run Lutheran Services main campus located at 70 West Beaver Street, Zelienople, PA 16063. Services will be delivered both at the suites on Glade Run's campus and in the community as dictated by the Family Service and Transition plan.

Demographics

Program	Total # of families Served		Admissions		Discharges		Average length of Stay	
	22-23	21-22	22-23	21-22	22-23	21-22	22-23	21-22
FWP	10	7	7	7	6	4	130	301

Referrals

Referrals for FWP come from Butler County Children and Youth Services (CYS). Families referred to the program are considered homeless or at risk of homelessness. These families are at risk of having their children in substantive care or already have their children in out of home placements due to homelessness. All referrals therefore have an open case with CYC at the time of referral and remain open throughout the duration of the program.

Admissions

Families are admitted into the program based upon the recommendation and referral from CYC. Families meet with the FWP team to review the program guidelines and expectations and agree to cooperate.

Discharge

Four out of the six discharges were categorized as “Unplanned/consumer not attending or engaged in services.” One of the discharges was reported as “Planned/successful completion of goals.” One discharge was considered “Planned/partial completion of goals.”

Average Length of Stay

This past year the program has served more families than the first year as the program added a fourth apartment allowing us to serve more families. The program had a few families with a shorter stay due to a variety of reasons including program noncompliance, the child was detained while enrolled in the program, received housing voucher and found appropriate housing soon after enrolling in the program.

Satisfaction Surveys

The program is currently in the process of developing surveys and measures for client and stakeholder feedback for the 23-24 year. We are also developing check-ins at the 3rd month, 6th month and one year after discharge from the program.

Staff and Client Safety

Employee Work Related Injuries July 1, 2022 - June 30, 2023

Location	# of Reported Injuries	# of Injuries Resulting in Lost Work Days	# of Total Lost Days	# of Injuries Resulting in Transitional Duty	# of Transitional Duty Days
FWP	0	0	0	0	0

Client Critical Incidents July 1, 2022-June 30, 2023

Program	Total # of near sentinel Incidents	Total # of sentinel incidents	Total # of Consumers
FWP	0	0	0

The program is currently working on a Critical Incident Policy. This Policy will define reportable critical incidents as well as identify who the program notifies and the process to do so. This policy will follow other agency program's critical incident policies.

STAFF ARE OUR GREATEST RESOURCE

Program Coordinator

The Program Coordinator (PC) will be the primary contact for the resident and their family. The PC will work to create a Family Service and Transition Plan with the family to assess areas of skill need and/or support and will connect the family with the appropriate programs and agencies to fulfill these needs. The PC will provide needed transportation and childcare to assist the family in procuring their needs and services. Qualifications for this position include the following: Bachelor's Degree or Master's Degree with major coursework in sociology, social welfare, psychology, gerontology, anthropology, criminal justice, criminology, theology, nursing, counseling, education or other related social science or human services field. They will also possess one to three years working with families in a mental health setting and one to three years case management experience.

Director

The Director of the Family Wellness Program will provide oversight of the program and provide direct supervision of the Program Coordinator. This staff is directly supervised by the CEO of Glade Run Lutheran Services. Qualifications are one of the following: (1) a graduate degree in psychiatry, psychology, social work, counseling, nursing, rehabilitation, education or a graduate degree in the field of human services plus at least 3 years direct care experience with children or adolescents in the following Child and Adolescent Service System Program (CASSP) systems: Mental Health, Education, Special Education, Children and Youth, Drug and Alcohol, Juvenile Justice, Health Care and Vocational Rehabilitation, including 2 years of supervisory experience in any program of the CASSP system OR (2) a supervisory certification from the American Association of Marriage and Family Therapists.

Staff Turnover Rate

CLINICAL/ PROGRAM STAFF	Employees at start of fiscal year date	New Hires	Resignations/ Terminations	Employees at end date	Turnover Rate
21-22	2	1	1	2	50%
22-23	3	1	1	3	33%

PROGRAM EXCELLENCE/POSITIVE IMPACT

Family Spotlights

Family 1: Admission August 2022, still enrolled in the program

Family one consists of a single father with a teenage daughter. They were involved in CYF due to the daughters "behavioral issues". Dad had gotten behind on paying bills and rent and received an eviction notice. Since moving into the FWP, dad has maintained consistent employment. He has also greatly increased his financial responsibility with making better choices and paying down debt. All of his legal fines have been paid off while in the program. He has also committed to a debt consolidation program to make payments on credit card bills. He now has a better understanding of his credit score and how that impacts his family. Recently, dad was able to sign up for his own health insurance. He has applied for housing assistance and is waiting to be able to move into stable and safe housing of their own.

During the time in our program, the family has also been able to work on their relationships with one another. The daughter has increased her school attendance and cooperation. She has also utilized mental health support.

Dad and daughter have participated in counseling together as well. Overall, the FWP has been a great “fresh start” for the family financially and for their relationship.

Family 2: Admission June 2022, discharged April 2023

This family consists of a mother and son. The family was leaving an abusive situation and needed stable housing. During the time in the program, mom was able to purchase a vehicle. She was also able to obtain employment. The son was able to enroll in school, have school support and even participate in community sports. The family utilized mental health services while in the program. Mom was able to cooperate with house arrest, pay fines, and complete required community service. While in the program mom experienced a significant loss and other challenging situations. Staff and her other support services worked to help her process the loss and manage the challenging situations. These supports were successful to some extent. However, mom relapsed in her drug and alcohol recovery and the child was temporarily removed from the home. The FWP program in partnership with CYS worked to continue to support mom through this process but mom was unable to remain compliant with program rules and eventually was hospitalized. This resulted in a discharge from the program. Mom however did show progress in her recovery and regained custody shortly after. Mom has stated that even though her time with the program ended abruptly, she learned and grew a lot. She was appreciative of the support and help she had received.

Assessment Data

The Consumer Strengths Assessment (CSA) assesses strengths of each family across 8 domains. 1. Living/Housing, 2. Education/Vocation, 3. Income/Benefits. 4. Mental Health Treatment, 5. Drug and Alcohol Treatment, 6. Social Support, 7. Basic Activity of Daily Life, and 8. Medical treatment. Each domain is scored 1, 3, or 5 based on the family's strength in that area. 1= can function independently, 3= Some ability or willingness to perform activities but needs assistance, and 5= Inability or unwillingness to perform activities as needed without assistance. The assessment is designed to be given at intake, midway, and discharge. For the purposes of this program the CSAS was administered monthly for most of the year. Part way through the year the program shifted to a every other month assessment in hopes of collecting more accurate data on the family's progressions towards their goals.

Data shows that on average families saw their scores increase by the time of discharge. The average score at intake was 25 which is considered an average need level. The average score at discharge was 29 indicating a moderate need level. The goal would be to see the score decrease to a low or very low need level when they discharge. This could be a result of the inability to administer the test appropriately or an indication that this is not the best assessment tool for the program.

Due to the nature of the program we are not always able to complete the assessment enough times to show progress. It is also difficult at times to get a discharge assessment when discharges are sudden and unplanned. Also, the data reflects families that are still in the program, so there is no discharge assessment at this time.

Assessment	# of clients with assessments at admission	Average Score	# of clients with assessments at discharge	Average Score	# of consumers that competed both	Average Difference
CSAS	6	25	4	29	4	-3.25

Curriculum

Case management is the main service component of the Family Wellness Program. It serves as a means for achieving client wellness and autonomy through advocacy, communication, education, identification of service resources and service facilitation. The family case manager will help to identify appropriate providers and facilities throughout the continuum of services and will link the family for needed education and skills. The family case manager will support the parent to identify strengths and needs by completing a thorough assessment with reference to the resident's Permanency Plan through Children and Youth Services. From the assessment and permanency plan, the parent, with assistance from the family case manager, will identify and create goals in a family service and transition plan. These goals are aimed at enhancing the strengths of the parent and fostering new skills to be able to create a more stable and safer environment for their children. Throughout the program, the parent will continue to work on their identified goals with the ultimate goal of moving out of supportive housing into a permanent living space of their own.

The Family Wellness Program will work to assist the resident in obtaining the needed skills and resources to be able to function independently and safely for the entire family.

During this reporting period the tool used to develop and monitor goal progression is the CSAS. Given the nature of the program families sometimes discharge unplanned, making it difficult at times to get a discharge score. Families that have a planned discharge see an improvement in their discharge score from intake. Over the next reporting period 2023-2024, the program is adding additional assessments and tools to better identify, develop, and monitor goals and goal progression. New assessments include a Strengths Based Assessment and Social Determinants of Health Assessment. We will also explore the use of the Recovery Star Ladder of change and SMART GOAL tools.

Individualized Service Planning and Delivery

The Family Wellness Program maintains individualized service planning and interventions for each family member. The resident's Permanency Plan from Children and Youth Services will also guide and inform the goals and service focus of this plan. The family case manager will orient each family to the program and provide an individualized housing search and supportive services to promote the families' self-sufficiency, integration into the community, and permanency in housing.

In order to facilitate quality services, Glade Run Lutheran Services maintains values which include:

- A. Supportive and enhanced family involvement.
- B. Competency based interventions built upon individual strengths and unique characteristics.
- C. Attention to individual needs.
- D. Opportunities for personal development of one's physical, emotional, behavioral, interpersonal, spiritual and intellectual self.
- E. Each Client and his or her family having access, voice and ownership in the service planning process.
- F. Every person is sacred and the subject of human dignity.

School Attendance

Children of the families in the program that are school aged are required to attend school daily. Program Coordinators work with the family to make sure the family has all of the resources needed to excel in education-including school supplies, support to set up transportation, internet access in their homes, meetings with the school to collaborate, etc. Referrals are made to support school barriers as needed. Families have the choice to enroll their children in the local school/district, Seneca Valley, or maintain enrollment in their current school/school district. Glade Run works with the school districts to enroll and set up appropriate transportation. During this reporting period one student was enrolled in Glade Run's Partial program and then transitioned to St. Stephen's. While they struggled some with these transitions ultimately their attendance, participation, compliance, and academic achievement show improvement.

Individual Records review

Weekly sessions and encounters with the family, as well as assessment reviews and updates are recorded in the EMR. Documentation is reviewed regularly and signed off by the supervisor to assure fidelity. Individual family records are available to both CYS and the County to review at any time upon request.

Support Coordinator Productivity

The following productivity report shows how the program coordinator spends their time with the families. A lot of time is spent transporting clients to and from various appointments. There is also time spent with resource support: accessing and linking families to services to support their goals and needs. Monitor had the highest use of time because this is a broad category and captures the weekly sessions with families. The program is looking into this category and seeing if we can capture what happens in these sessions for a more accurate accounting of activities.

Activity	Totals
Accessing Services (and linking)	37
Assessment (CSAS, safety, rules, pre/post, client satisfaction surveys)	3

Community Resources	2
Crisis Contact	9*
Linking	5
Monitoring	105
Network Building (Marketing/PR/Community Events)	1
Post Discharge Follow up (30 days, 6 m, 1 Year)	8
Pre-admission (tour, handbook)	3
Problem Resolution	20
Transportation	81
Unknown	2

* 4 families included (1 family had 3 services, 1 family had 4 services, 2 families each had 1 service)

SUMMARY

The Family Wellness Program continues to be a “safe haven” for families in need of housing and support. Families have the opportunity to have safe housing while working on goals of employment, education, budgeting, decision making, parenting, and overall family wellness. The program continues to grow and learn best practices in how to support families on their goals during their stay. Increased collaboration with CYS and other stakeholders has been vital to making sure everyone is on the same page and working towards the same goals with the family. Although not all of the discharges were planned during this reporting period, all of those families were given the opportunity to have a safe place to provide for their family with support during their time in the program. Even when the discharge was unplanned, the Family Wellness Program was able to keep families together for as long as possible and keep children out of out-of-home placement, saving roughly \$65/day (average foster care rate) per child for a total approximate savings of \$212,225.

SUMMARY

In 2023-2024, the Family Wellness Program plans to continue to grow and expand into Lawrence County. The program growth has led to a change in staffing by adding a program coordinator to oversee both program locations, Butler and Lawrence and eventually a Program Coordinator to support the Lawrence County Family as program growth supports. New assessment tools are being implemented around strengths and needs as well as Social Determinants of Health in order to better understand the families and identify appropriate needs and support. It is hoped that these changes will also capture a more accurate picture of the program's success and areas of improvement.

Next Steps and Strategic Plan:

Quality Initiative	Task	Responsible Party
Expansion into Lawrence county	Continue to create documents and policies for the program, begin the referral screening process	Pastor Chris, Bethany
Formalizing program handbook, policies and procedures, etc. to model for more counties	Take current and new documents and create a manual for operating the FWP	Pastor Chris, Bethany
Increase collaboration with stakeholders	Set up meetings with local schools, first responders, food banks, and other social service agencies our families may utilize	Pastor Chris, Bethany
Create measuring tools to track progress and improvement	Work to adapt the outcomes matrix, implement monthly reports and strengths and needs assessment	Pastor Chris, Bethany
Assess for SDOH	Identify and implement assessment tool	Tammy, Bethany
Develop monitoring system for school age children grades and attendance	Utilize releases and consents to establish communication with home districts and receive updates on grades and attendance	Tammy, Bethany