



Independent Living Mentoring Program (ILMP)



**Annual Quality Review
July 1, 2022 – June 30, 2023**

Contents

Service Description	3
Overview	3
Demographics	4
Number of Enrolled Youth	4
Admissions & Discharges	4
Discharge Reasons	5
Age	5
Race	6
Gender	6
Current Housing Status	7
Service Data	7
Number of Services	7-8
Location of Services	8
Length of Stay	9
NYTD Topic Areas	9-10
Goal Setting	11
Program Adherence	11
Audits	11
Methodology	12
Internal Audit Results	12
Supervision	13
Staff Trainings	13
Satisfaction Survey Results	14-16

Service Description

The Independent Living Mentoring Program (ILMP) is delivered in collaboration with the McKean County Department of Human Services and is designed to support self-sufficiency among system involved youth ages 14-23. Services are tailored to the individual youth's preferences based on an assessment of needs in the areas of life skills, education, employment, support, permanency, prevention, and housing.

The ILMP Mentor serves as a coach while also delivering prevention programming and case management services to support youth in the development of life skills and pursuit of their goals.

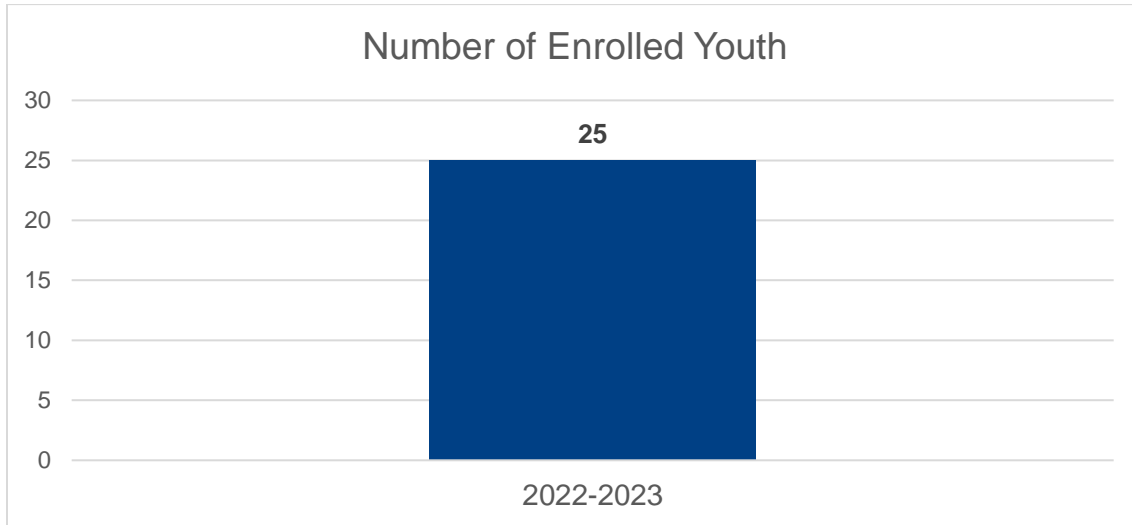
Overview

- The Guidance Center operates under the mission of developing and providing comprehensive, quality mental health and substance use treatment, intellectual disability services, education, prevention, and community outreach services, guided by principles of least restricted care, cost effectiveness, accessibility, and responsiveness to individuals, families and communities served.
- Quality Improvement plans are made based upon internal compliance audit results and client feedback surveys to improve quality outcomes. Internal compliance audits occur yearly in the spring season. HIPAA compliant client satisfaction surveys are offered to all enrolled youth in the program yearly, typically in the summer season. Client feedback survey results provide necessary data to ensure The Guidance Center is delivering optimal care within the program. Data was extracted and analyzed based on quality performance. Survey results are shared with the Program Director, Senior Management, Executive Director, the Agency Board of Directors, and McKean County Administration. Results from the most recent surveys are documented within this report.
- Data for this Quality Report is from July 1, 2022, through June 30, 2023.

Demographics

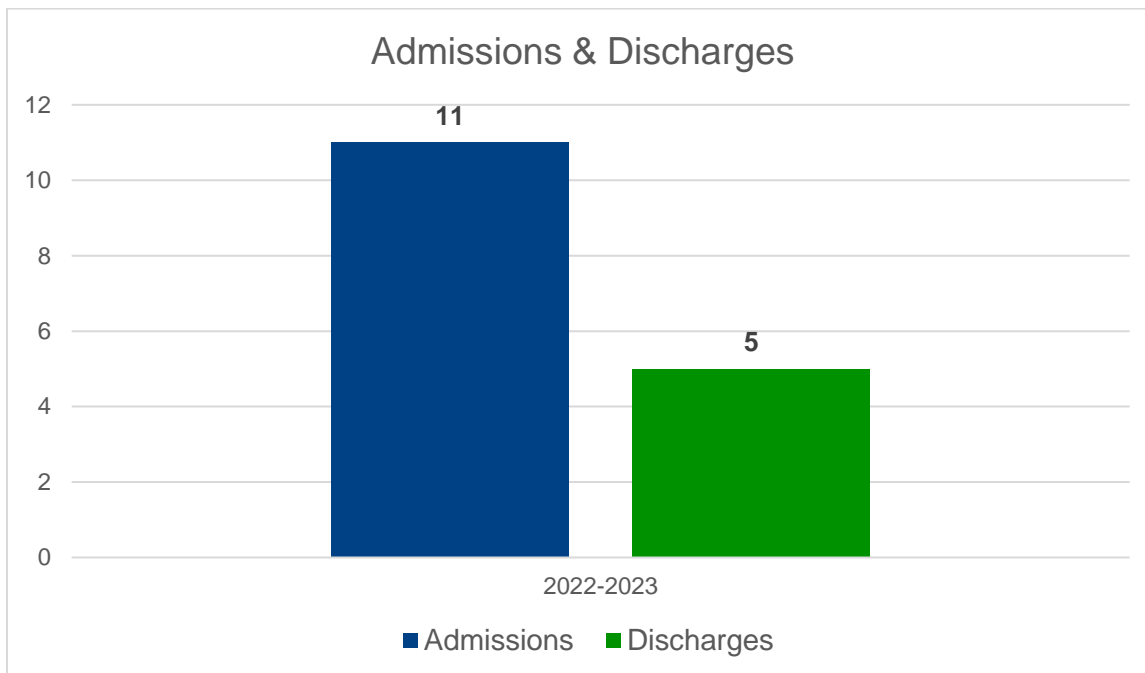
Number of Enrolled Clients

There were 25 youth enrolled in the program during this fiscal year.

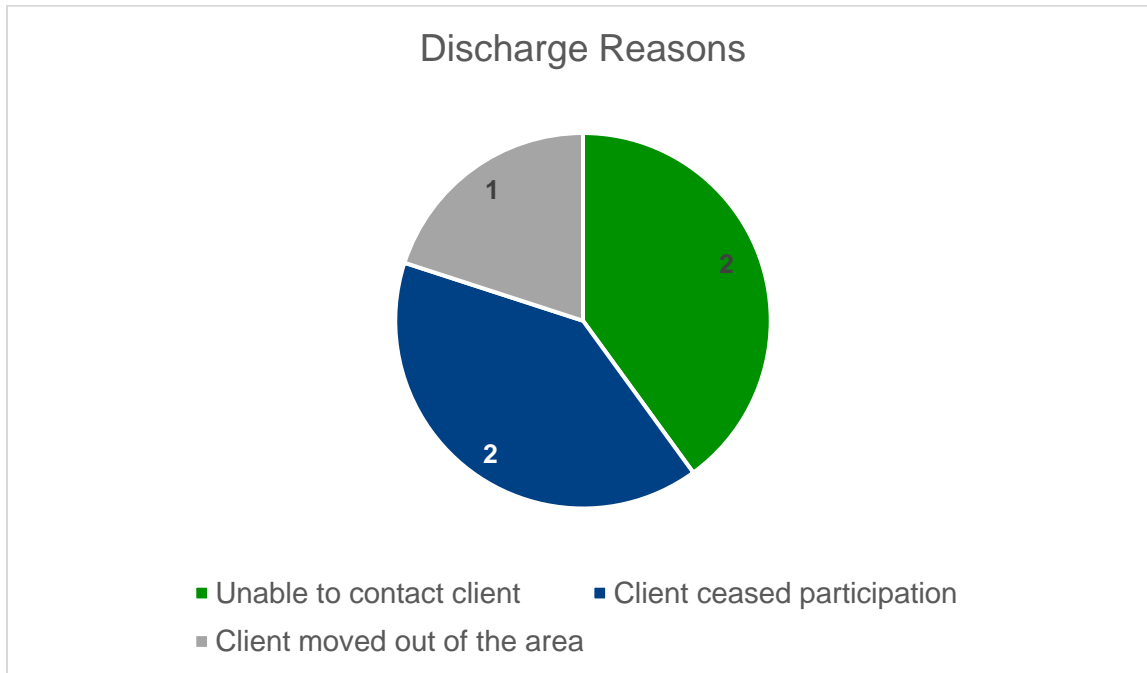


Admissions and Discharges

There were 11 admissions and 5 discharges in the program during this fiscal year.

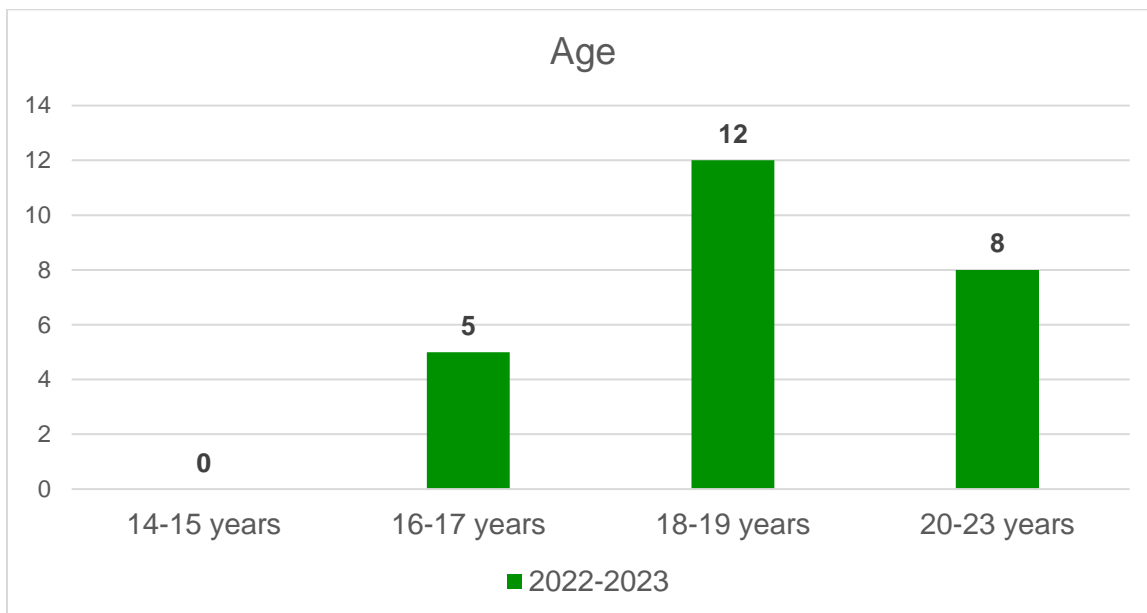


Discharge Reasons



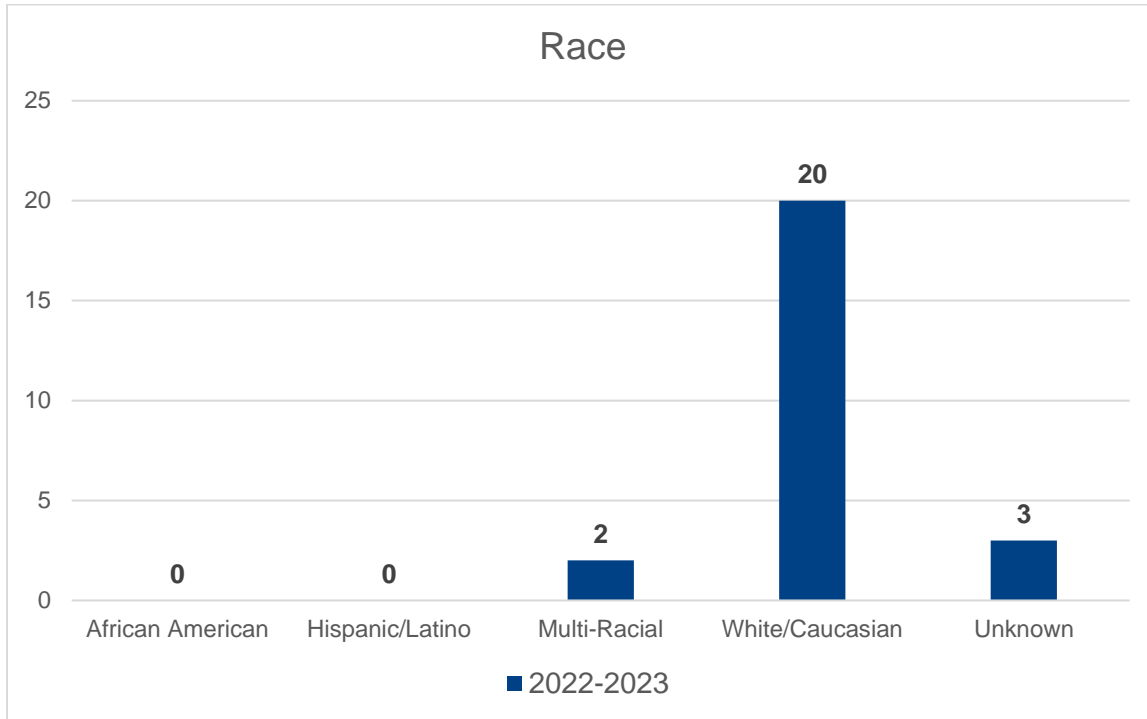
Age

The ages of youth served in the program ranged from 16 to 23 years. Majority of the youth are between the ages of 18 and 19.



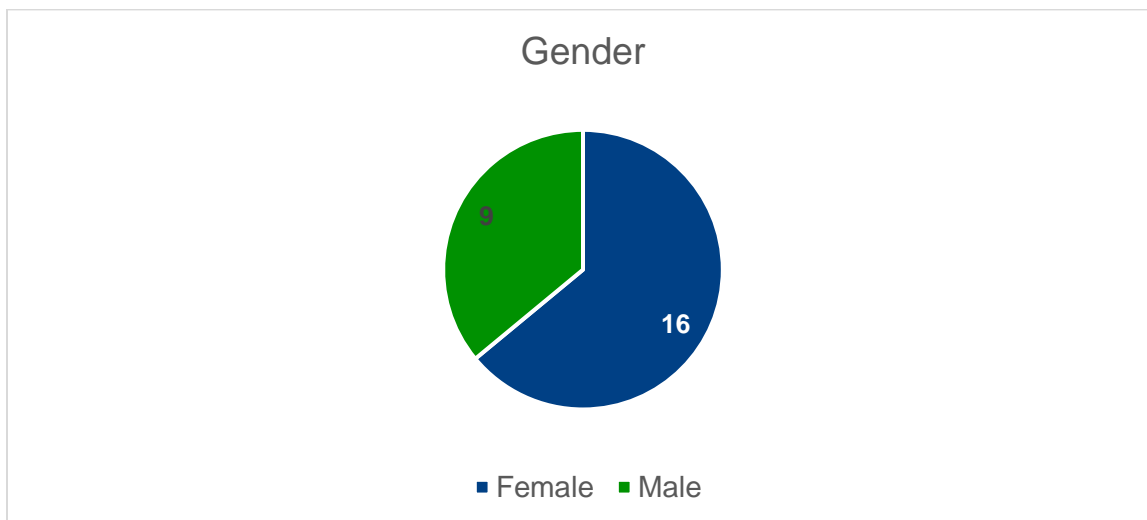
Race

Majority of individuals served in the program are White/Caucasian.



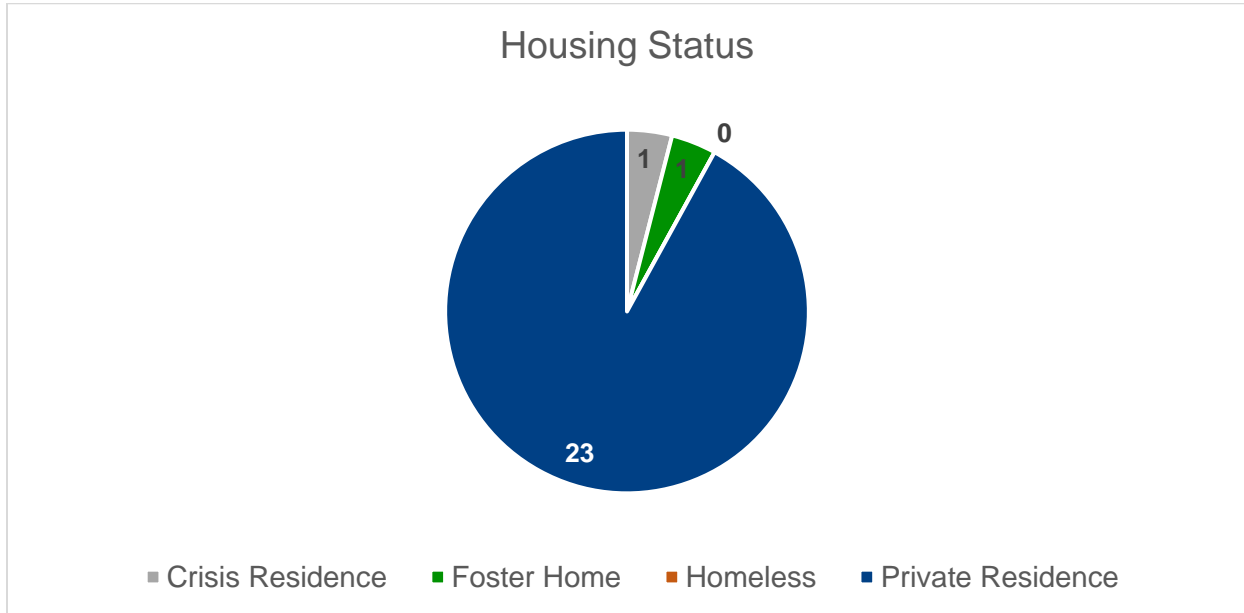
Gender

Majority of the youth served in the program are female.



Current Housing Status

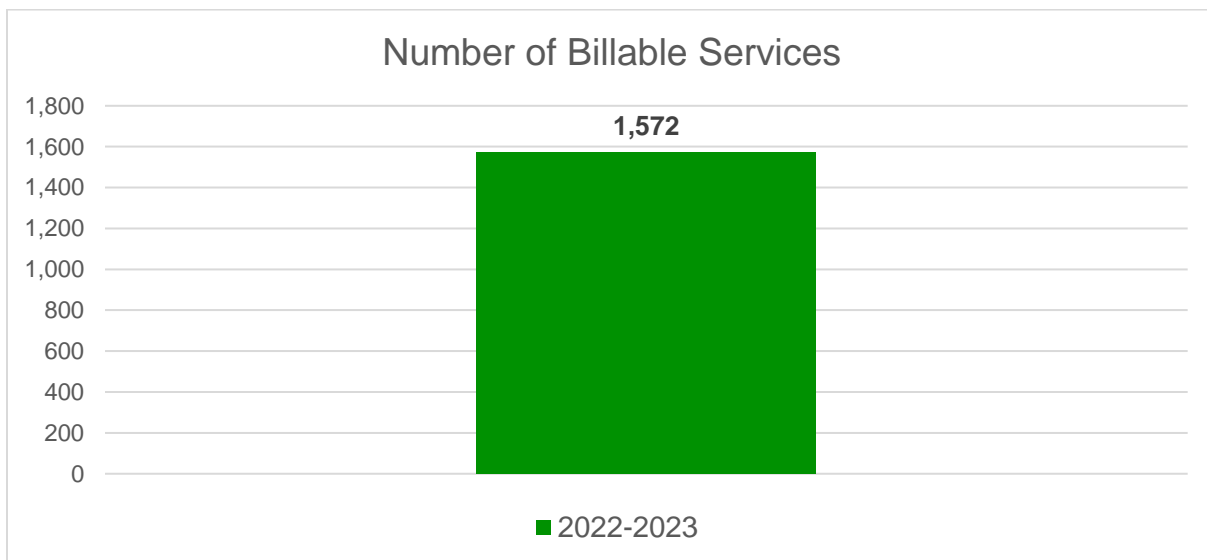
Majority of the youth served in the program live in a private residence. None of the youth served in the program were homeless during this review. The graph below depicts the number of youth and their housing status.

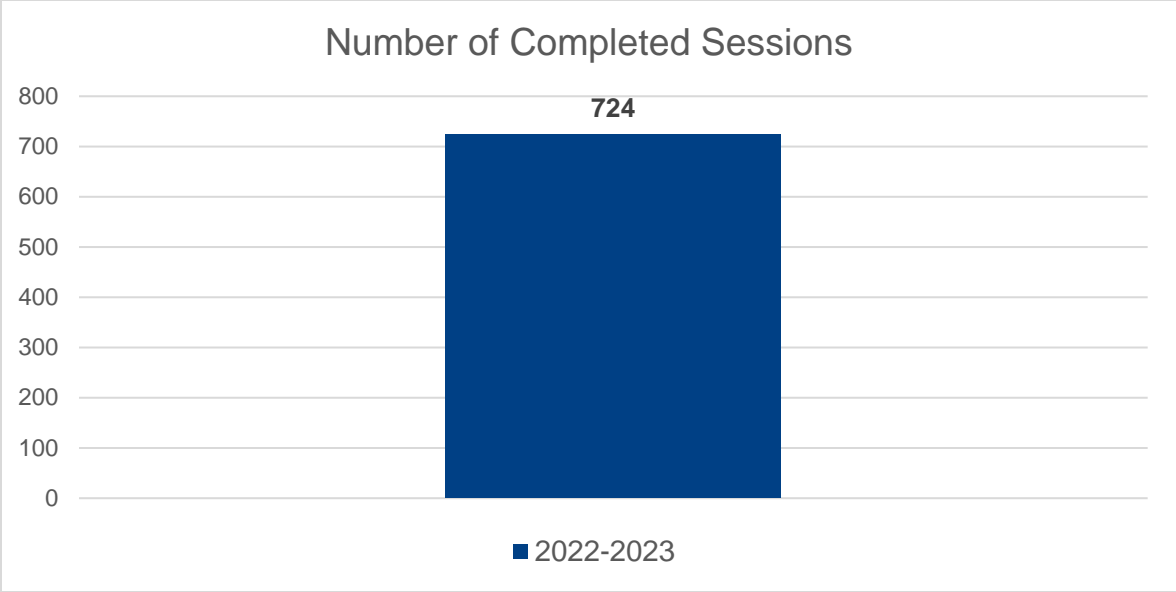


Service Data

Number of Services

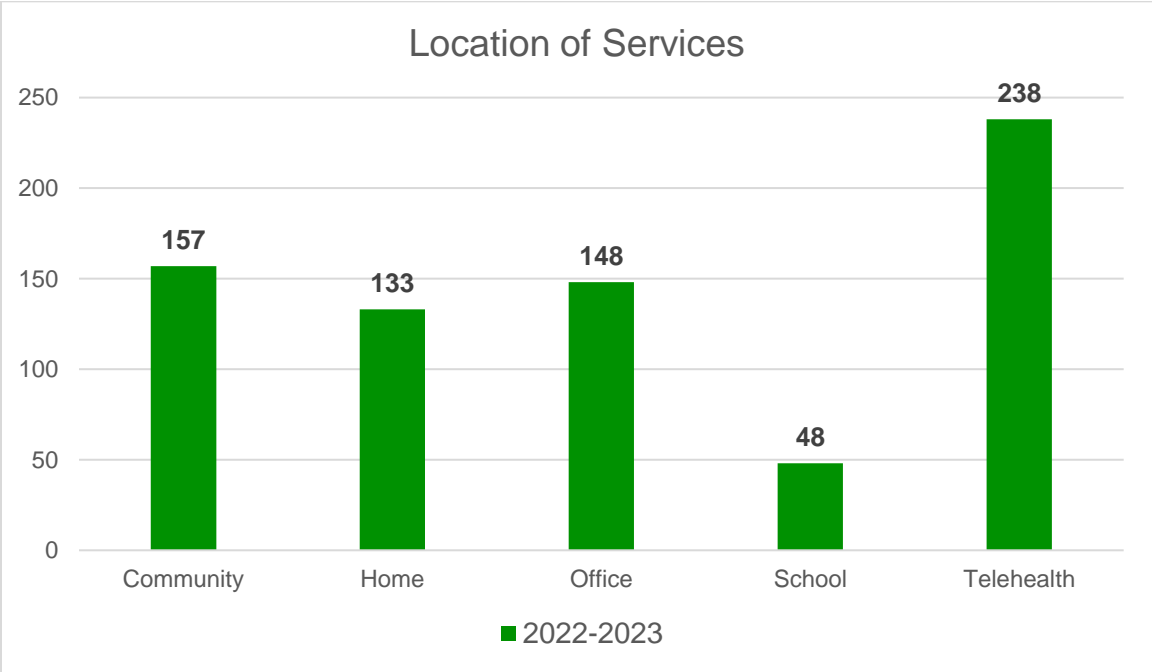
There were 1,572 billable services during this fiscal year. Of those 1,572 billable services, 724 mentoring sessions occurred.





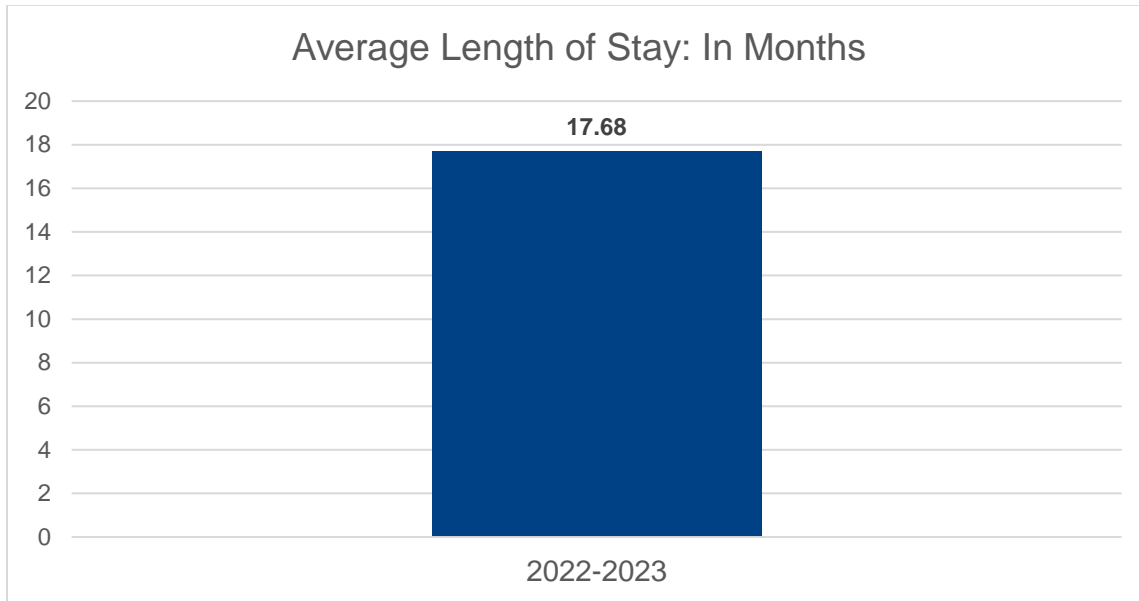
Location of Sessions

The majority of sessions were held in-person in the community, home, office, or school, while, some services were delivered via telehealth.



Length of Stay

The average length of stay for youth being enrolled in the program is 537.96 days which is approximately 17 ½ months.



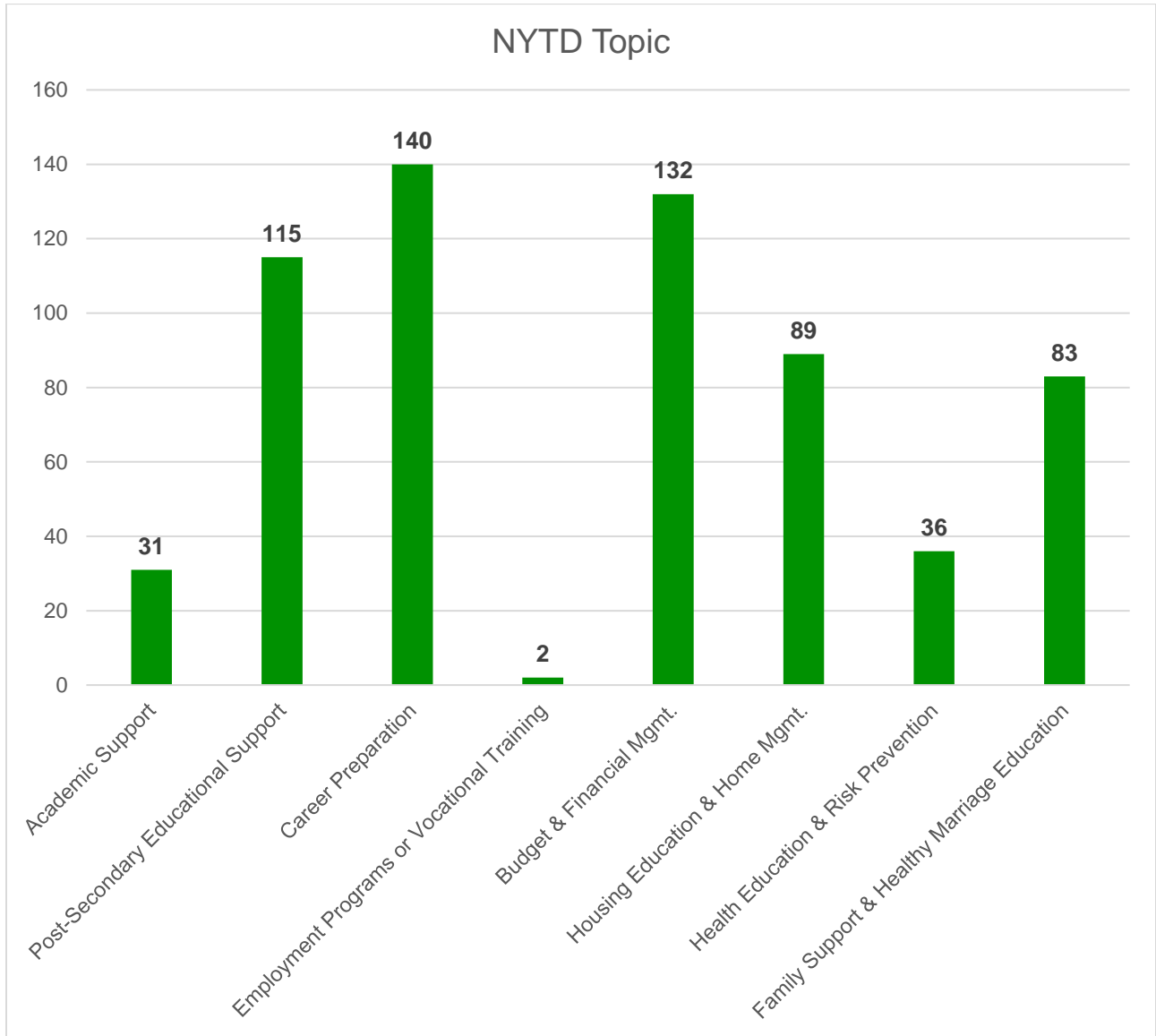
NYTD Topic Areas

Each session is geared towards covering a NYTD topic. The NYTD (National Youth in Transition Database) Project is a federal initiative that assists the Independent Living Mentoring program with adequately preparing and supporting youth transitioning into independent adulthood.

These topic areas are designed to assess the following areas:

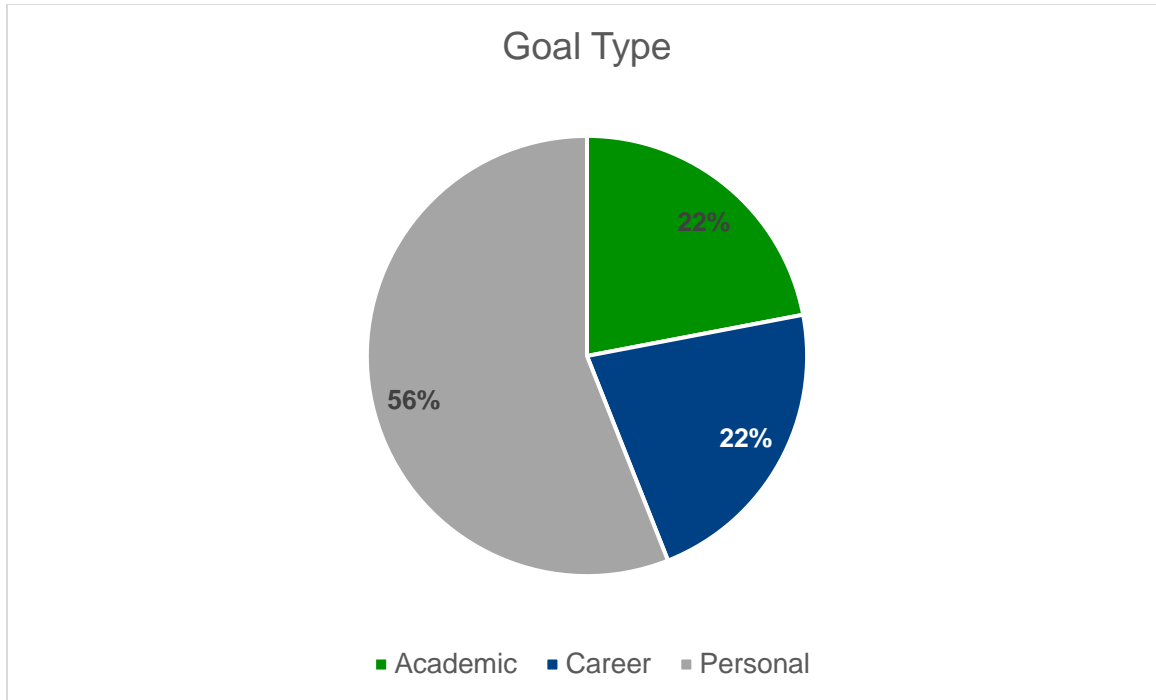
1. Academic support
2. Post-secondary educational support
3. Career preparation
4. Employment programs or vocational training
5. Budget and financial management
6. Housing education and home management
7. Health education and risk prevention
8. Family support and health marriage education
9. Mentoring

In addition to mentoring, which occurs at every session, the following table represents the number of sessions that included NYTD topics that were also covered.



Goal Setting

To achieve independence and promote self-discovery, the mentor/coach focuses on goal setting as a core piece in the Independent Living Mentoring Program. Goals are reviewed with each youth enrolled in the program. During this review, the majority of goal types were geared toward their career. The graph below depicts the percentage of types of goals that were set by the enrolled youth.



Program Adherence

To ensure that the Independent Living Mentoring Program is adhering to the program guidelines, multiple routine record audits as well as reflective supervision is utilized.

Program Director and Program Coordinator routinely review client charts to determine program effectiveness and quality of services.

Additionally, a comprehensive annual quality review is conducted by the Quality Director to evaluate compliance with the service description. Program goals are determined when quality improvement areas are identified during a quality review.

Audits

In addition to record reviews by Program Director and Program Coordinator, chart audits are conducted annually by the agency's Compliance Coordinator. Audit results are reviewed by the quality team and shared with ILMP staff. If an area for quality improvement is identified, a Plan Do Check Act (PDCA) is developed and reviewed until the indicator meets or exceeds the goal.

Methodology

Methodology for selected ILMP charts to be internally audited by the Compliance Coordinator on an annual basis is by random selection.

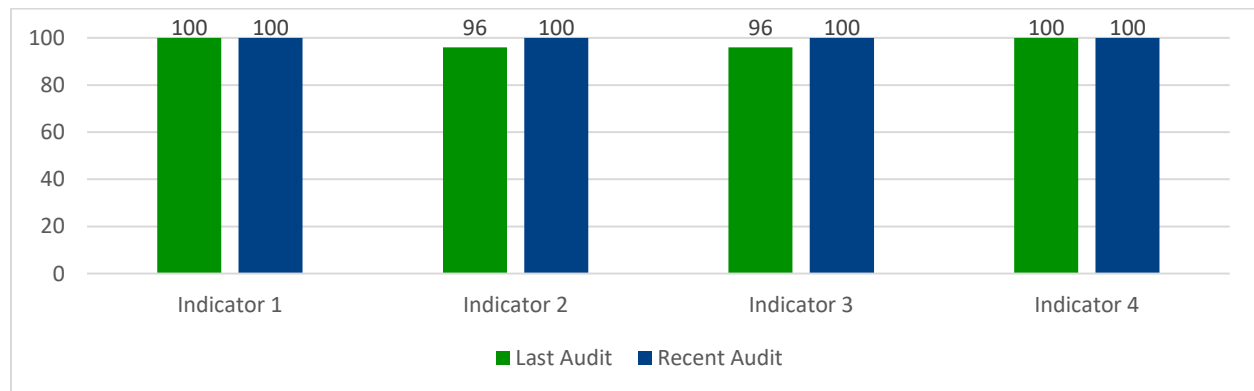
Results from the most recent internal audit completed by the Compliance Coordinator during this time of review are below.

ILMP Internal Compliance Audit Results

Date of audit: May 10, 2023

Number of charts audited: 12

Indicator	Score	Goal
1. ILMP Participation Agreement at Initiation of services	100%	80%
2. Acknowledgement of receipt of Privacy Practices	100%	80%
3. Release of Information from McKean County Independent Living	100%	80%
4. NYTD Topic Listed on Progress Note for completed visits	100%	80%



No indicators fell below 80% and all indicators stayed the same or increased from the last internal audit.

Supervision

Ensuring that staff receive appropriate and timely supervision is a critical focus of the program.

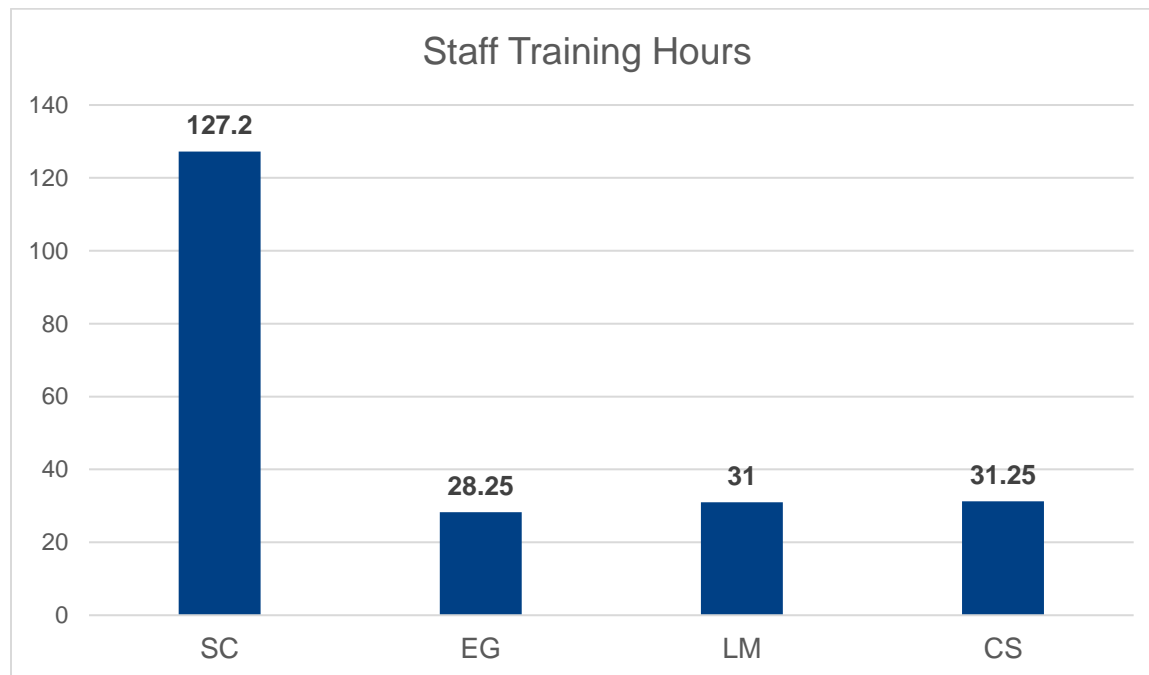
Program Coordinator completes supervision in the field to ensure quality services are being delivered, to gain insight on delivery of services, and to be able to collaborate on ideas and steps moving forward in the future with any program changes.

Reflective supervision is individualized and situational that occurs monthly to review all ILMP cases. The Program Coordinator is available daily for any consultation needs. Additionally, biweekly team meetings occur.

The records of supervision are maintained by the Program Coordinator.

Staff Trainings

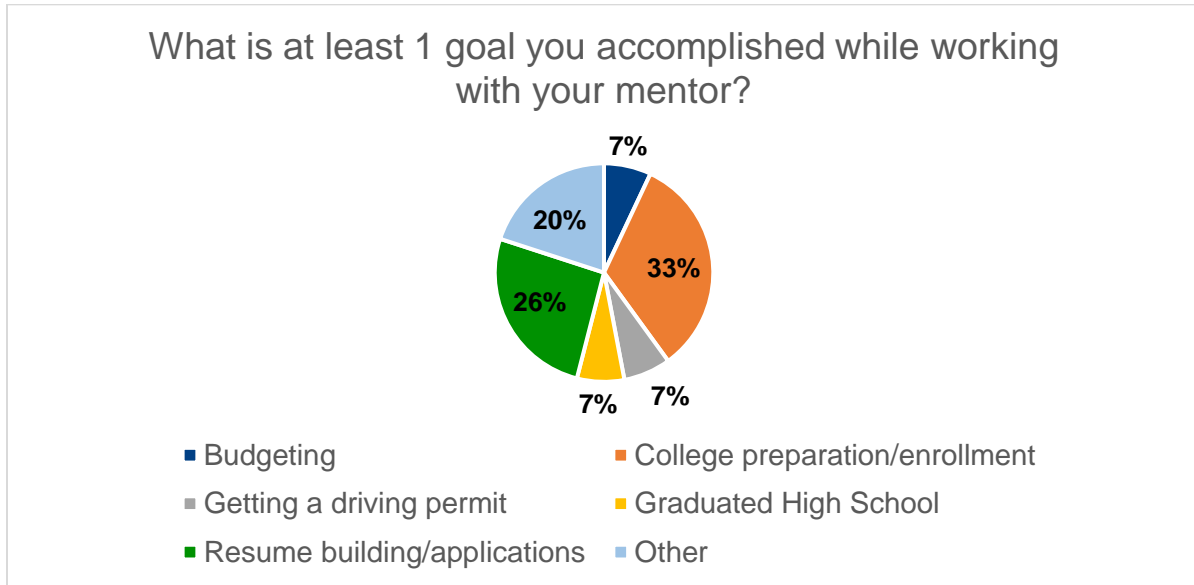
Staff trainings are a key component in ILMP. ILMP Home Visitor and Management Staff have completed various trainings during this review. A complete list of training records are represented in the table below.



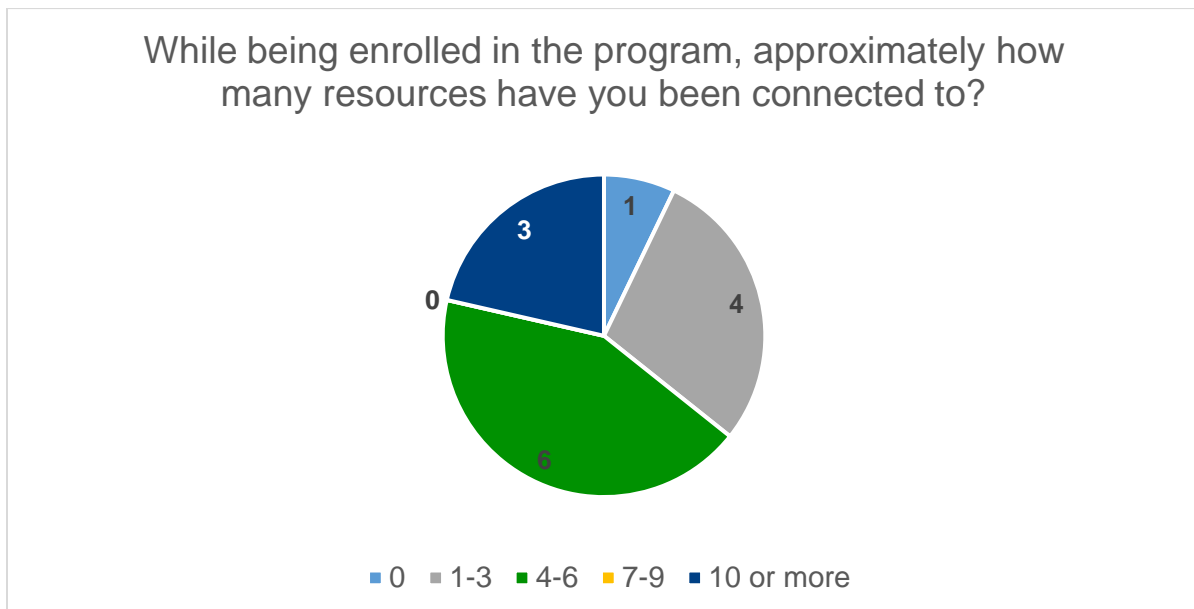
Satisfaction Survey Results

Youth enrolled in the Independent Living Mentoring Program were offered satisfaction surveys. Questions on the survey included areas in goal accomplishments, resource connections, and program effectiveness. Results of the 15 completed surveys are captured below.

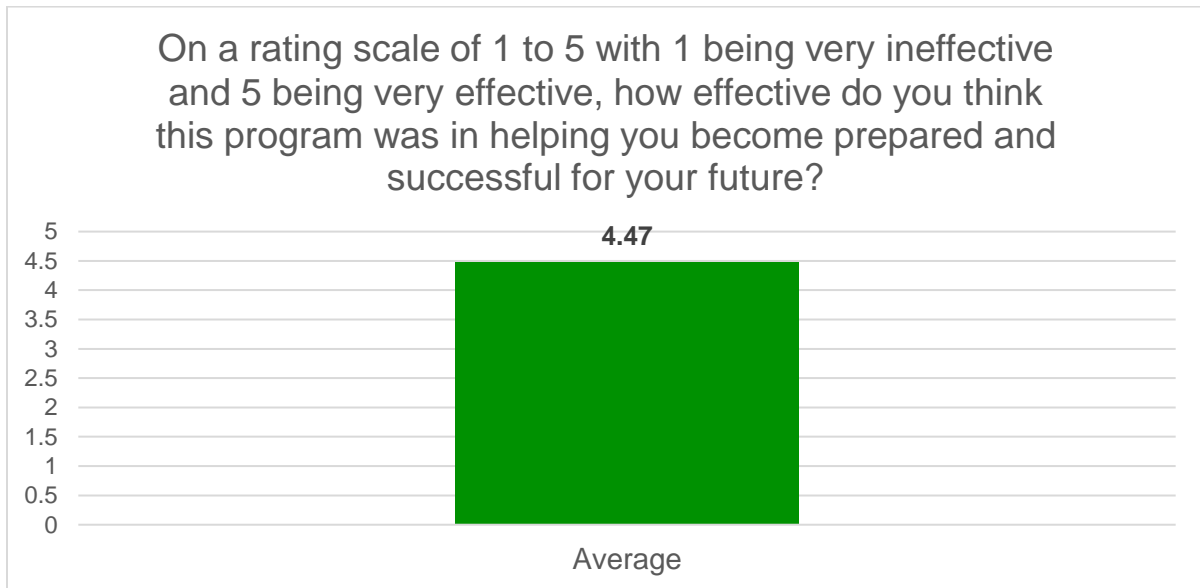
The majority of youth stated they accomplished a goal in the college preparation or enrollment area.



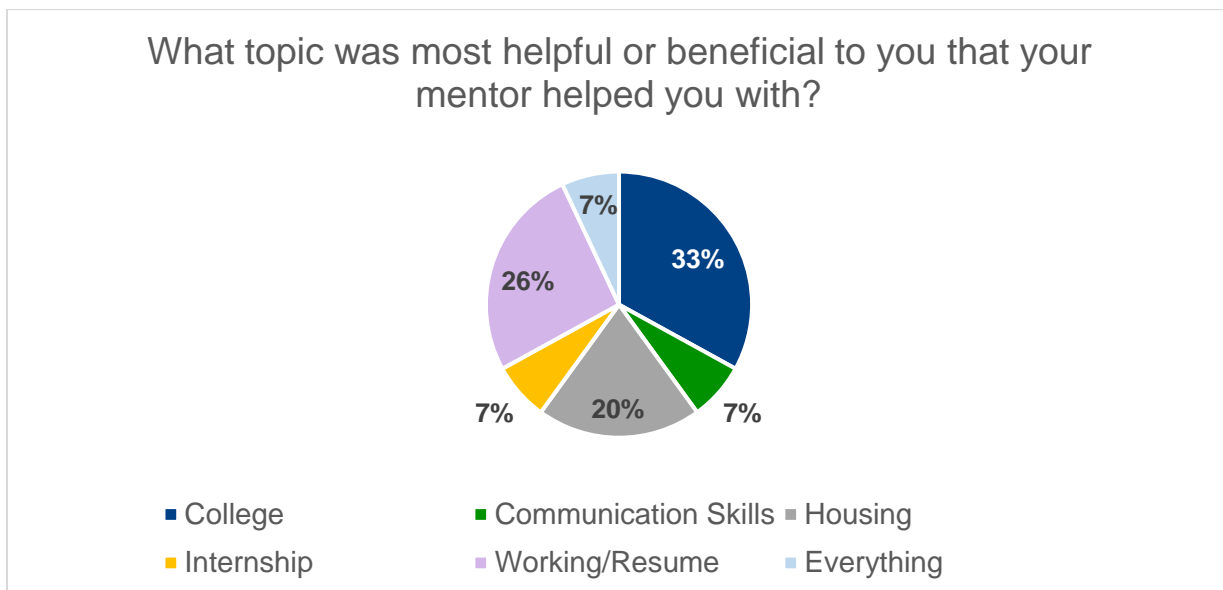
93% of youth indicated they were connected to at least 1 resource while enrolled in services. The graph below depicts the number of resources youth indicated they were connected to.



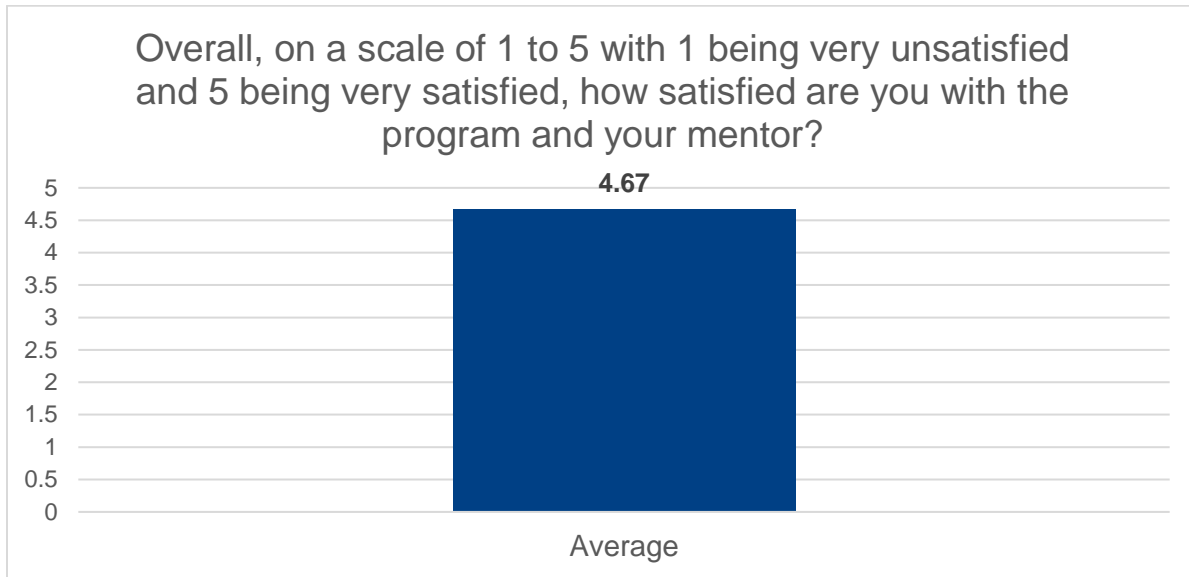
Additionally, youth were asked to rate the effectiveness of the program. The graph below indicates most of the youth enrolled in the program feel the program is effective in helping them become prepared and successful for their future.



Youth indicated they feel college and working/resume building topic areas were the most helpful or beneficial to them.



Majority of youth indicated they are satisfied with the program and their mentor.



Lastly, youth were given an opportunity to provide comments. Below are the comments they made in regard to the program and their mentor.

Youth were asked, "What would you tell another student or peer about your experience with your mentor?" Below are some of the comments that were captured.

"She is very helpful and a good listener."

"She was a great help to me for college readiness."

"She is very helpful."

"She's great at her job & can really help give a nudge to helping push you in the right direction."

"She is very resourceful and assists me very well in achieving my goals."

"She is very friendly and capable mentor and I highly recommend her."

"Emily is the best person to work with because she listens to you and she helps you work hard."

"You get to pick your own goals and working towards those goals is always so satisfying."