



Summary of Strategic Plan and Evaluation

All JFGH programs are evaluated similarly, in that the goals for outcome are the same, i.e. adherence to the Individual Service Plan and client/consumer satisfaction. Therefore, all participants complete a client satisfaction survey on a yearly basis. In addition, all clients participate in yearly reviews of their individual needs, to determine personal goals they would like support towards achieving. Materials collected include reports from all service providers and a review of goals obtained by the counselor from the client themselves or their advocate. These meetings are designed to determine achievement of goals, and the success of interventions needed to accomplish them. The outcomes are used to determine subsequent goals in combination with the clients' stated preferences for the coming year. These are reviewed by the clients, their advocates or parents, the various service providers, and representatives from the state agency that oversees the placements and funding. In addition to establishing goals for the next year, these plans impact the level of support needed, which determines the level of state funding to be provided for that year. This process is the necessary and reasonable process by which JFGH evaluates its success, as the responsibility of meeting the goals of clients represents the primary mission of the agency. Further, realistic and reasonable reviews of client needs determine financial reimbursement for services rendered.

The JFGH Quality Assurance Committee establishes a plan on a yearly basis to ensure that program participants receive the quality of services that are determined to meet JFGH's standards, and assures compliance with licensing and ethical guidelines.

As all Maryland Department of Mental Health and Hygiene (DHMH) funded services require licensure, the agency is reviewed for maintenance of standards as set forth by DHMH. These are conducted unannounced and are completed every two years. The review is a comprehensive assessment of a sampling of client documentation, review of physical plant, nursing notes, human resource policies and charts, and documentation of compliance with regulatory and ethical guidelines. The most recent licensure review was completed in July, 2007. JFGH performed exceptionally well, with minor citations related to nursing records which have been corrected since hiring of a full time nurse administrator. Licensure was renewed without limitations.

The Board receives a report of these activities, but is not directly involved with the actual process. The Board of Directors has convened a series of meetings with parents and family members designed to collect feedback. The information is used to develop some program enhancements in direct response to requests.

Satisfaction of program participants occurs informally on a regular basis. The nature of our service maintains close relations between clients, their families, and agency employees. As a result, feedback is a regular part of business. More formal feedback is collected through several means:

- Yearly client/consumer surveys
- Yearly parent/guardian surveys
- Yearly Individual Program reviews