

# 2017-2018 ASFC Performance Feedback

ASFC continued to receive outstanding audit scores in 2017-2018 and demonstrated our dedication to excellence. Out of 100% total possible, **ASFC scored 91% during our April 2018 Georgia Collaborative Behavioral Health Quality Review**. The four areas reviewed were: Billing Validation (91%), Compliance with Service Guidelines (93%), Focused Outcome Areas (95%), and Assessment and Planning (83%).

**ASFC retains full accreditation with CARF International.** Our Outpatient Treatment Integrated AOD/MH (Substance Use and Mental Health) programs for Adults and Children/Adolescents have continued to receive the full Three-Year Accreditation outcome.

**ASFC has been licensed by DATEP (Drug Abuse Treatment Education Programs) since 2014** and our service locations have been re-licensed on our recent 2018 site visits.

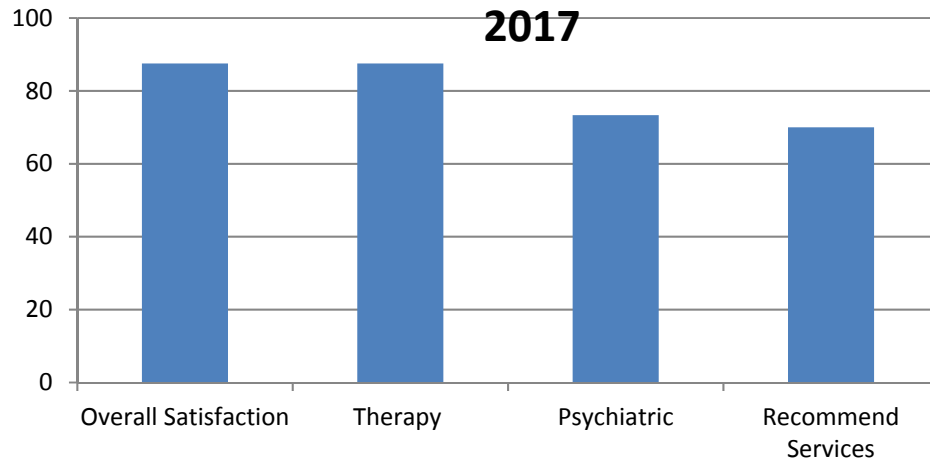
**Accessibility:** ASFC evaluates how it can best meet the treatment needs of clients/consumers and remove any potential barriers to receiving services. Our center is secured for safety of staff and clients who are on-site. All areas are wheelchair accessible and ASFC uses Homedic devices to soundproof for the benefit of privacy/confidentiality. While ASFC continually evaluates to increase accessibility, we also have a Suggestion Box and ideas for improving our accessibility are always welcome. ASFC, for example, partners with Georgia Relay for improved provision of services for our hearing impaired clients. ASFC continues to provide the majority of CORE services (professional therapy and paraprofessional/skills training) in-home/in-community to reduce/prevent a barrier due to transportation problems.

**Satisfaction** feedback from stakeholders is an important factor for consideration by ASFC leadership. Stakeholders include clients/consumers and families, referral sources, community partners, and staff/employees.

**Feedback from Stakeholders include the following methods.**

- 1. Client Satisfaction Surveys** ASFC distributes satisfaction surveys to persons served/guardians. The survey identifies date of survey and allows for respondents to remain anonymous. During 2017 these surveys were received using Survey Monkey. Annual results are below in the graph.

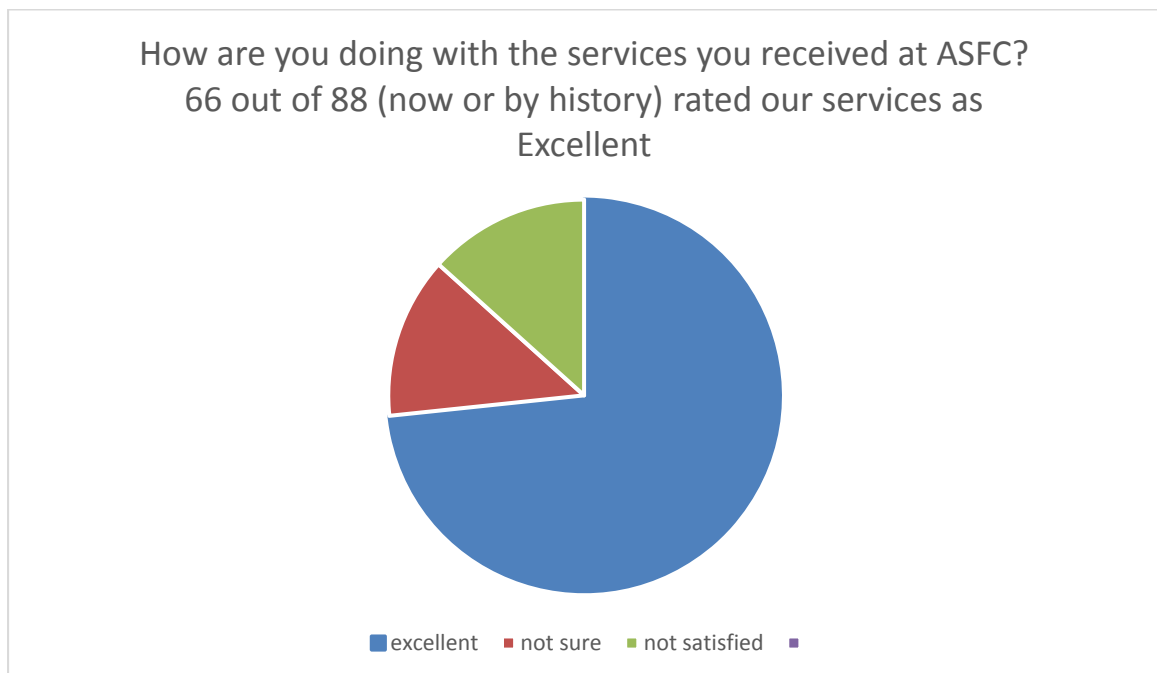
\*based on average percentage score given by respondents



## 2. Quality Assurance Calls

Consumers and/or referral sources may also receive a call from leadership staff to determine level of satisfaction, identify and address concerns, and determine whether an adjustment to services/treatment plan is indicated.

2017 SUMMARY: We had positive responses from our QA Calls. These calls contained standard questions about how services were going, relationship with therapist or paraprofessional, items needing to be addressed, needs being met, and an open comment area. For this year the majority of QA calls yielded positive responses. We use this feedback to let our staff know when they are doing well and also to catch any quality issues that may present and address those as quickly as possible.



### 3. Client Complaint/Grievances

ASFC has the responsibility to investigate complaints/grievances and resolve any problems that may arise. ASFC wants to give stakeholders a formalized way to express concerns (ie, file a grievance) to management.

Please click [Consumer Concern Form](#) to download; once you have filled in the information, please email it to the [State Privacy Officer](#).

### 4. Referral Source Survey

ASFC surveys people who refer consumers (ie, DFCS, primary care physicians, etc) to ASFC via Survey Monkey. In addition to Survey Monkey, these referral sources may be given survey links during marketing efforts and face-to-face/telephonic inquiries.

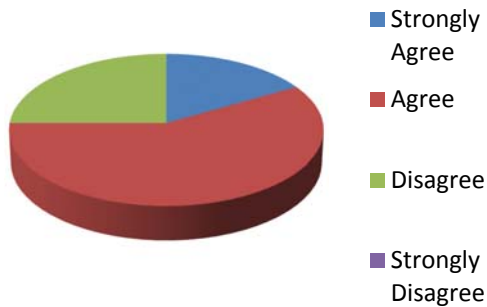
Please take a moment to let us know how we are doing by completing linked survey.

[Click here to take the Referral Source Stakeholder Survey.](#)

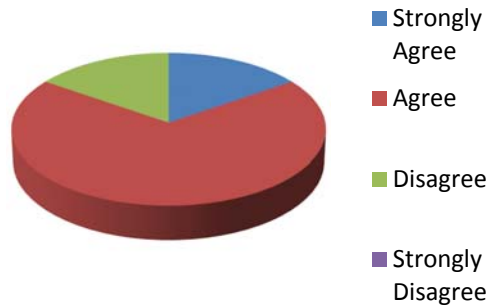
### 5. Employee Feedback

Employee feedback is gathered through several methodologies including: employee satisfaction surveys, annual training surveys, performance evaluations, and employee grievance procedures. The 2017 [Staff Satisfaction Survey](#) showed:

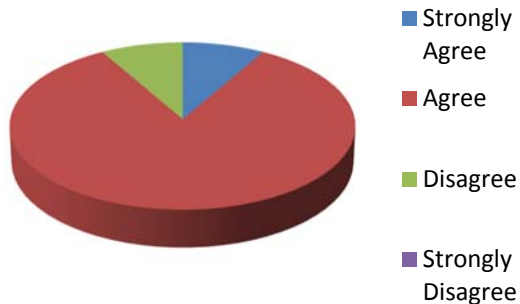
**Supervisor Available  
With Solutions**



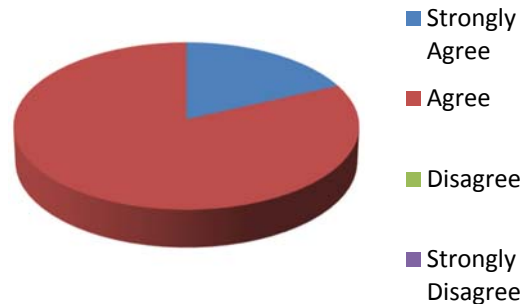
**Regular Training  
Opportunities**



## Effective Policy



## Quality Care Provided



**Risk Management** ASFC complies with laws about mandatory reporting (ie, abuse and neglect, imminent safety risk, etc) and incident reporting. ASFC staff receive initial and ongoing training in the area of mandated reporting and incident reporting. Identified risk areas are reviewed by Leadership for trending and risk management activities to promote a safety and healthy environment within the community.

**Outcome Measurement** ASFC measures treatment outcomes via Medicaid-preferred functional measurement tools. For the majority of 2017-2018 this was through CANS and ANSA.

***For children and adolescent Medicaid consumers/clients***, ASFC utilizes a pre- and post-services rating of the CANS (Child and Adolescent Needs and Strengths). The CANS is a rating scale regarding seven (7) areas: child behavioral/emotional needs, traumatic stress symptoms, child risk behaviors, acculturation, traumatic/adverse childhood experiences, child's strengths, and substance use. There are also optional areas to evaluate caregiver strengths/needs, transition to adulthood (15 and older), and one for children 5 years old or younger. The scoring system is used to determine services needed, need for immediate action, need for watching, and to determine needs and strengths.

***For adult Medicaid consumers/clients***, ASFC utilizes a pre/admission and post/discharge rating on the ANSA (Adult Needs and Strengths Assessment). The ANSA Scale is a functional rating scale of six clinical dimensions (life functioning, behavioral health needs, risk behaviors, strengths, substance use, and acculturation) with an optional caregiver section to determine needs, strengths, and services.

**Internal Review For Quality** In addition to stakeholder input, ASFC leadership staff reviewed records/charts and perform compliance reviews. Overall findings concluded having met or exceeded standards.

Professional/Therapy staff are appropriately credentialed and licensed in accordance with standards of the Georgia Composite Board of Professional Counselors, Social Workers and Marriage and Family Therapists, CARF, and Medicaid standards. ASFC only recruits therapy clinicians who hold at least a master's degree in psychology, counseling, or clinical social work. Paraprofessional staff possess at least a bachelor's degree.

In addition to standard clinical services (mental health and substance abuse outpatient), ASFC completed peer review for psychiatric services to evaluate and enhance performance improvement in medication management. Overall findings concluded also having met professional standards in this area.