



DePaul Family & Community Services Year End Report FY 2017

Mission Statement: *“The DePaul Family and Community Services strengthens and empowers families and communities through innovative, evidenced-based, community-oriented services and the training of culturally-competent, socially responsible professionals.”*

EXECUTIVE SUMMARY

Dear Friends and other Stakeholders,

I am pleased to present you with the FY2017 Year End Report detailing DePaul Family and Community Services' (FCS) performance, programming, and improvement activities for the year. The Year End Report provides a framework for summarizing the Mission- and Data-driven work and achievements of FCS. The report not only reviews the year past, but also looks ahead by identifying actions that will be taken to improve and strengthen the behavioral health services we provide to children, families, and communities and the training we provide to the DePaul University community. ***In reviewing the data, project activities, and progress towards strategic goals over the past year, the following observations and conclusions are evident:***

FCS continues to provide Mission-driven behavioral health services to under-resourced children, families and communities:

- FCS served over 340 registered clients through our various projects;
- FCS provided a total of 1700 hours of service at local schools;
- FCS completed 77 comprehensive Psychological Evaluations most of whom were funded through the State Medicaid system;
- FCS served a diverse client base: 36% of clients identified as African-American, 46% of clients identified as Hispanic/Latino, 14% of clients identified as White, 2% of clients identified as Asian/Pacific Islander, and 0% identified as American Indian;
- 40% of clients served reported annual household incomes of \$25,000 or less;
- FCS provided Parent-Child Interaction Therapy (PCIT) to 33 families;
- Approximately 90 students were provided with social emotional programming at the Chicago Lights Summer Day program;
- The evidenced-based ACT/ADAPT depression treatment program was delivered to 17 families in 6 primarily low-income, ethnic-minority schools;
- FCS provided early-childhood services at St. Vincent DePaul Center, a preschool that serves primarily low-income, ethnic-minority families;
- The early-childhood assessment clinic has served approximately 38 families;
- A total of 30 students participated in the Cities Mentor Project in schools located on the south-side of Chicago

FCS maximized learning to prepare students for success and ensured that staff have the resources and capabilities to deliver an exemplary education:

- 19 doctoral clinical psychology students, 2 art-therapy intern and 4 Masters-Entry Nursing Students, and 4 undergraduate students were trained at FCS;
- FCS provided approximately 1050 hours of Individual clinical supervision of doctoral psychology and MSW candidates, 304 hours of group supervision and 350 hours of live supervision;
- Continuing education programming was provided (2 PCIT Therapist Training, 1 Advanced PCIT Training, and CARE Trainings for 10 participants and Train-the-trainer Trainings were offered to 6 participants.



DePaul Family & Community Services Year End Report FY 2017

FCS Optimized Chicago as an active learning laboratory for students and acted as a partner with our urban community:

- FCS continued partnerships with several schools including: Hamilton Elementary School, Lincoln Park High School, Avondale-Logandale Elementary School, McAuliffe Elementary School, Nixon Elementary School, Funston Elementary School, Pulaski Elementary School, Manierre Elementary School, Jenner Academy of the Arts
- FCS partnered with St. Vincent DePaul Center to provide social emotional groups to pre-school children;
- FCS provided a total of 1700 hours of service at local schools

FCS will operate by a Sustainable Business Model thus ensuring FCS' continued strength and legacy of innovative, community-based services and training:

- FCS continued to contract with various managed-care organizations;
- FCS continued to diversify its funding mix (45% DePaul, 35% Medicaid FFS, 8% School-Contracts, 6% Private Insurance; 2% Training);
- FCS had school-based grants totaling \$115,586;
- FCS has seen continued growth in private insurance revenue increasing from \$30,000 in FY15, to \$51,038 in FY16 to \$55,706 in FY17;
- FCS increased Continuing Education/Training revenues totaling \$67,145 in FY17

FCS provided our students with an intercultural education delivered by diverse faculty and staff:

- FCS offered a Diversity training series on the topic of the Socio-Economic Status and Poverty and received favorable feedback from students and staff;
- FCS delivers service in several neighborhoods across Chicago thus exposing students to diverse populations and communities;
- FCS served a diverse client base: 36% of clients identified as African-American, 46% of clients identified as Hispanic/Latino, 14% of clients identified as White, 2% of clients identified as Asian/Pacific Islander, and 0% identified as American Indian;
- 40% of clients served reported annual household incomes of \$25,000 or less

FCS continued to strengthen and promote collaboration and visibility within the DePaul University community:

- FCS provided students from local schools the opportunity to receive mentorship and exposure to life on a university campus in collaboration with various University Departments (Athletics, Theater School, School of Nursing, PCIT lab, Mission and Values, University Ministry, Vincentian Service Day);
- FCS collaborated with the Psychology Department, School of Nursing, and MSW Program to train students

The field of Community Mental Health continues to be challenged by the rapidly changing fiscal landscape. FCS has remained viable through its strategic goals of revenue diversification and exceptional quality. FCS' distinctive strengths and competencies – *understanding diversity, partnering with community, teaching others, and psychological assessment* – position FCS to survive and thrive in the months and years ahead.

Many thanks for your continued interest and support of DePaul Family and Community Services.

Orson A. Morrison, Psy.D.
Director



DePaul Family & Community Services Year End Report FY 2017

Part 1: Program Background

A. Program Description/Environmental Issues (FY17):

Mission: The DePaul Family and Community Services strengthens and empowers families and communities through innovative, evidenced-based, community-oriented services and the training of culturally-competent, socially responsible professionals.

Vision:

To provide **quality** services that are flexible and responsive to the individual needs of clients, their families, and their communities;

To provide services that are **community-based** and focused on **prevention** and overall well-being;

To **empower** families and communities to make change in their lives and in the lives of others;

To **partner** with other child-serving organizations and systems to achieve shared goals of child, family, and community wellness;

To develop and implement **evidenced-based** approaches that take into consideration **culture** and the system(s) in which our clients live;

To strengthen the healthcare system by training **socially-responsible** professionals who are considerate of all social-determinants of health and well-being

During FY17, the State of Illinois continued to focus on shifting the management of Medicaid benefits to managed-care companies (MCOs). FCS addressed this reality by continuing to contract with several popular managed-care plans and credentialed our staff members to be able to provide services for clients who are enrolled in managed-care companies and care coordination entities. The administrative burden of contracting and working with MCOs has been high.

FCS continued to adjust in response to significant budget state budget cuts in FY16 resulting in the re-organization of staff and the elimination of the Associate Director position. In addition, Martha Zuehlke, MD, our contracting psychiatrist, decided to down-size her practice and leave DePaul.

FCS continued to focus on diversification of funding and to reflect a more sustainable and less risky funding mix. Through the addition of contracts with Chicago Public Schools and other schools, paneling with private insurance companies, and providing continuing education workshops, FCS continued to diversify its funding mix.

FCS Staff Members (FY17)

Orson Morrison, Psy.D. (Director), Renee Caliendo, Selena King (Business Manager – new hire), Julie Brosnan, Psy.D. (Coordinator of Training), Trina Davis, Ph.D. (Assessment Coordinator), Thara Nagarajan, Ph.D. (Staff Psychologist), Iu-Luen Jeng, LCPC, ATR (Staff Therapist/Art Therapist), Christina Warner-Metzger, Ph.D. (Staff Psychologist, PCIT Master Trainer), Dominique Finley (Staff Therapist), Maudette Jackson, Ph.D. (Staff Psychologist), Silvia Henriquez, Ph.D. (Staff Psychologist), Laura Pettineo (Psychologist), Gabi Gerardi (Front Office Assistant), Veronica Loera (Front Office Clerk), Chelsea Suero, BA (Intake)

Affiliated Faculty (FY17)

Antonio Polo, Ph.D., Kathy Grant, Ph.D., Jocelyn Carter, Ph.D., Ida Salusky, Ph.D., Cecilia Martinez-Torteya, Ph.D.

Community Advisory Board Members (FY16)

Orson Morrison (FCS Director), Tara Gill (Chair/ Lurie Children's Hospital), Joseph Gartner (Secretary), Fr. Edward Udovic (DePaul), Kristin Borgmeyer (St. Vincent DePaul Center), John Zeigler (DePaul), Trina Davis (DePaul), Robert Croston (Jenner Academy of the Arts), Michael Boraz (Lincoln Park High School)

Program Services & Projects:

Clinical Training Program: FCS provides exceptional training to DePaul University graduate and undergraduate students. The training program draws heavily on principles of Community Psychology, Multiculturalism, and Evidenced-Based Practice. Students provide individual, family, and group services to under-served populations under the supervision



DePaul Family & Community Services Year End Report FY 2017

of Licensed clinicians (Clinical Psychologists, Social Workers, Art Therapists). FCS is the primary training site for the doctoral candidates who are enrolled in DePaul University's Psychology program (Clinical Child and Clinical Community Psychology Programs). FCS also provides internship experiences to psychology undergraduate students who are interested in learning more about clinical work with under-served populations. FCS also provides supervision for students in DePaul University's Masters in Social Work program by Licensed Clinical Social Work staff. In FY17, FCS brought on two art therapy interns who received supervision from a Master's level certified Art Therapist. During FY17, provided approximately 1050 hours of Individual clinical supervision of doctoral psychology and MSW candidates, 304 hours of group supervision and 350 hours of live supervision of doctoral psychology, MSW, and Art Therapy candidates through specialized group training and supervision in evidenced-based treatment modalities such as Parent-Child Interaction Therapy and ACT/ADAPT. For FY17, FCS trained 19 doctoral clinical psychology students, 2 art-therapy intern and 4 Masters-Entry Nursing Students, and 4 undergraduate students were trained at FCS.

Diversity Training Committee: The Diversity committee focused on the topic of Socio-Economic Status and Poverty since so many of our clients are from lower SES income brackets. As part of the training series staff and students did a community immersion activity visiting many of the communities from which our clients come. During these community visits we tried to see how different budgets would impact our ability to buy groceries and access services in different communities.

School Based Services: FCS continues a long tradition of providing responsive, evidence-based services at several schools in the community. Staff worked on-site and closely with the behavioral health/social service teams of several schools including Hamilton Elementary School, Lincoln Park High School, Avondale-Logandale Elementary School, McAuliffe Elementary School, Nixon Elementary School, Funston Elementary School, Pulaski Elementary School, Manierre Elementary School, Jenner Academy of the Arts. Approximately 1700 hours of service were provided on-site at local schools.

Fourth Presbyterian Summer Day Program: FCS developed a social-emotional curriculum on the topics of emotions, coping, communication, conflict resolution, goals, and consequences for the six-week Summer Day Program held at Fourth Presbyterian/Chicago Lights. FCS provided professional development to teachers and provided weekly groups to students. Approximately 33 hours of social-emotional services were provided to low-income urban students who were enrolled in the program.

The Parent Child Interaction Therapy program: The Parent-Child Interaction Therapy (PCIT) Clinic uses an evidence-based intervention for parents and children aged 2-7 years with disruptive behaviors. In PCIT, parents are taught effective ways of interacting with their children, including warm, responsive attention and consistent use of behavior management techniques. PCIT was established in FCS in 2005 and completed its 11th year of operation in the most recent fiscal year. Dr. Christina Warner-Metzger, PCIT International Certified Master Trainer, maintained primary role of directing the PCIT Clinic and supervising training. In the past year, Dr. Warner-Metzger trained and supervised 8 doctoral clinical psychology students in delivering PCIT to 33 families. Training efforts increasingly focus on meeting PCIT International requirements for certification, with 1 trainee attaining therapist-level requirements and 1 trainee attaining Level I Trainer requirements within the past year. The PCIT Clinic also mentored 1 undergraduate senior intern for DePaul FCS.

Dr. Warner-Metzger held two PCIT Therapist trainings (one on-site at DePaul FCS, and one at-agency in Minnesota), with each event providing 40 continuing education credits and professional development to a combined 12 individuals from across the country, and offering professional development opportunities for 3 DePaul graduate students. Advanced PCIT training was completed for four (4) professional providers, including the use of web-conferencing to train two (2) international professionals in New South Wales, Australia. As an expansion of PCIT, Dr. Warner-Metzger completed a Child-Adult Relationship Enhancement (CARE) workshop at-agency in St. Louis, MO, for 10 participants. Moreover, CARE Train-the-Trainer Courses trained six (6) national professionals.

Early Assessment and Recommendations for Learning in Young Children Clinic: The Early Assessment and Recommendations for Learning in Young Children (EARLY) Clinic focuses on direct clinical service and



DePaul Family & Community Services Year End Report FY 2017

graduate-level practicum training in assessing a variety of psychological and developmental issues for children ages 0 – 7 years. Dr. Warner-Metzger directs the EARLY Clinic and provides supervision in specialized assessment approaches for children with Autism Spectrum Disorders, Developmental Disabilities, and histories of trauma. The EARLY model offers families a full psychological assessment, diagnostic clarification, and initial recommendations within a single day's appointment. In its third year of operation, the EARLY Clinic served 38 families and trained 2 students who were recruited from external graduate programs, establishing a competitive externship training program housed within DePaul FCS.

ACT/ADAPT Program: Act and Adapt is a school-based cognitive behavioral group intervention program targeting depression in youth. Throughout the course of the program, youth are provided with psychoeducation about depression, discuss the relationship between negative thoughts and one's feelings, and learn coping skills to manage feelings of depression when they occur. Dr. Antonio Polo, an Associate Professor in DePaul University's clinical psychology program, supervises this intervention. At-risk youth in 5th through 8th grade from several Chicago Public Schools are identified through either classroom surveys or teacher referrals and students are interviewed and administered standardized instruments to determine eligibility. Then, if the child is eligible and the family is interested and consents to participate, they are registered as clients of DePaul FCS and enrolled in the groups. The Act & Adapt program served 17 youth and families in FY17. They worked with 6 sites, including Pulaski International, Goethe Elementary, Avondale-Logandale Elementary, and McAuliffe Elementary. A total of 6 therapists/co-leaders with a DePaul/DePaul FCS affiliation were trained and a total of 11 administered the protocol across these sites. They evaluated the program effects and there was a significant reduction in depressive symptoms among youth who received services. Our 10th year running Act & Adapt groups; we also formalized a partnership with CPS to train their providers in 2017-2018.

Cities Mentor Project: Cities Mentor Project provides early adolescent Chicago Public School students with **a)** training in research-based strategies for coping with severe and chronic stressors that negatively affect health and learning (e.g., community violence); **b)** connection to undergraduate mentors who support youth coping efforts in real-life situations, advocate for youth academically, and connect youth to **c)** high-quality after-school and summer programming that provides additional support. The 2016-2017 academic year was the third year that Cities Mentor Project was offered through DePaul Family and Community Services (FCS). Beginning in the summer of that year, the program trained six doctoral students, one art therapy student, and one undergraduate senior intern. Beginning in the fall of that year, our team recruited 30 3rd – 6th grade students from Cook, Joplin and Wentworth Elementary Schools on Chicago's Southside, and provided weekly group therapy services to those students. We also provided community support by supporting youth efforts to practice newly developing coping skills at partner community organizations (i.e., St. Sabina Church and YOUMedia at Thurgood Marshall Library). Finally, we recruited wait-list control participants to continue to evaluate effects of the program on behavioral, emotional, social, and academic outcomes. Results to date indicate that participants in Cities Mentor Project have fewer behavior problems and more prosocial and leadership skills (as reported by teachers, parents, and the students themselves). And, the more time youth spend in Cities Mentor Project activities, the more positive academic skills reported by their parents and teachers and the higher their reading scores. The Cities Mentor Project Team learned a great deal from our third year, and we are working to make the 2017-2018 year an even more successful one thanks to the wonderful support of DePaul FCS!

St. Vincent DePaul Center: DePaul FCS continued its long standing partnership with Saint Vincent DePaul Center over the past year. The focus of the partnership was on supporting the needs of individual Saint Vincent's students. A student clinician coordinated with the Family Support Specialists at Saint Vincent's to identify students who would benefit from a developmental assessment and/or individual or family therapy. Identified students were screened and enrolled in the appropriate program at DePaul FCS. Family services were provided within the clinic, however, to increase convenience for families individual services were offered at Saint Vincent's. Two rounds of the 8-week social skills groups serviced 15 children.

The Psychological Testing Program: FCS Staff Psychologists and Graduate Psychology Students provide comprehensive Psychological Evaluations that help to clarify formal mental health diagnosis, assess learning and academic functioning,

FY 2017 covers the time period from July 1, 2016 to June 30, 2017



DePaul Family & Community Services Year End Report FY 2017

and provide clinicians and clients with individualized treatment recommendations. FCS provides testing for clients who have the state Medicaid insurance, Department of Child and Family Services (DCFS) funding, or those that can pay out of pocket for the services. Over the course of the year, FCS completed 82 comprehensive Psychological Evaluations (36 were completed by 2nd/3rd year graduate students and 46 were completed by advanced doctoral students and staff). A total of 10 school observation assessments were completed.

Day at DePaul: Day at DePaul is one of FCS' signature events, which provides students from local schools the opportunity to receive mentorship and exposure to life on a university campus. This year's Day at DePaul event was a success. We had 37 students from McAuliffe Elementary and Manierre Elementary in attendance and they were matched with 37 mentors from the STARS Mentor Program in the Office of Multicultural Student Success. Students participated in workshops run through the Athletics Department, Theater School, School of Nursing and the PCIT lab with their mentors, participated in campus tours, and reflected on life as a university student. Support was also received from University Ministry, Outreach and Engagement, and Mission and Values.

Psychiatry Services: No services were provided.

Art-Therapy Program: The art therapy program served 27 clients both at the clinic and at school. Three clinicians conducted seven groups and 5 wait room projects. 31 individuals completed group intervention. Art therapy is used to increase self-esteem, ease anxiety, decrease anger outbursts, establish healthy interpersonal relationship, and promote community support at DePaul FCS. The program was granted with Vincentian Endowment Fund to conduct a single motherhood art therapy group. We completed a 13-week group that showed great improvement of mood and stress management from the participants. We continued to use the wait room project to encourage and promote social justice and conscious issues from immigration to women's march. This year I also expanded the training capacity. We trained two art therapy interns instead of one for the whole training year. One PhD student and three senior interns were also trained through the art therapy groups.

Latino Mental Health: The Latino Mental Health team was designed to improve access to Spanish-language services. Dr. Silvia Henriquez, PhD and 4 Spanish-speaking graduate students provided bilingual psychological assessment services to 23 cases and therapy services to 34 cases.

School of Nursing Partnership: The nursing partnership focuses on health promotion in the clinic with the following goals: Improving health literacy and health behaviors in clients and families; Increasing coordination between mental health and physical health systems; Developing integrative models of health care. The nursing partnership included 4 master's entry nursing students who worked on a variety of projects related to health in clinic families. Highlights of the 2017 fiscal year included a cooking class for children and families, bike helmet giveaway and hand-washing demonstration with a germ-detecting UV light.

B. Total Clients Served by DePaul Family and Community Services

Actual number of clients served this fiscal year	Registered=348 Non-Registered=147
Projected number of clients to be served in the next fiscal year	500

C. FY2017 Client Demographics*

C.F. 12017 Client Demographics																
Gender		Female							125	36%		Male		223	64%	
Age		0-6	139	40%	7-10	115	33%	11-14	52	15%	15-17	38	11%	18+	4	1%
Ethnicity		Asian/Pacific Islander			7	2%	African American/Black			125	36%	Hispanic/Latino		160	46%	

FY 2017 covers the time period from July 1, 2016 to June 30, 2017



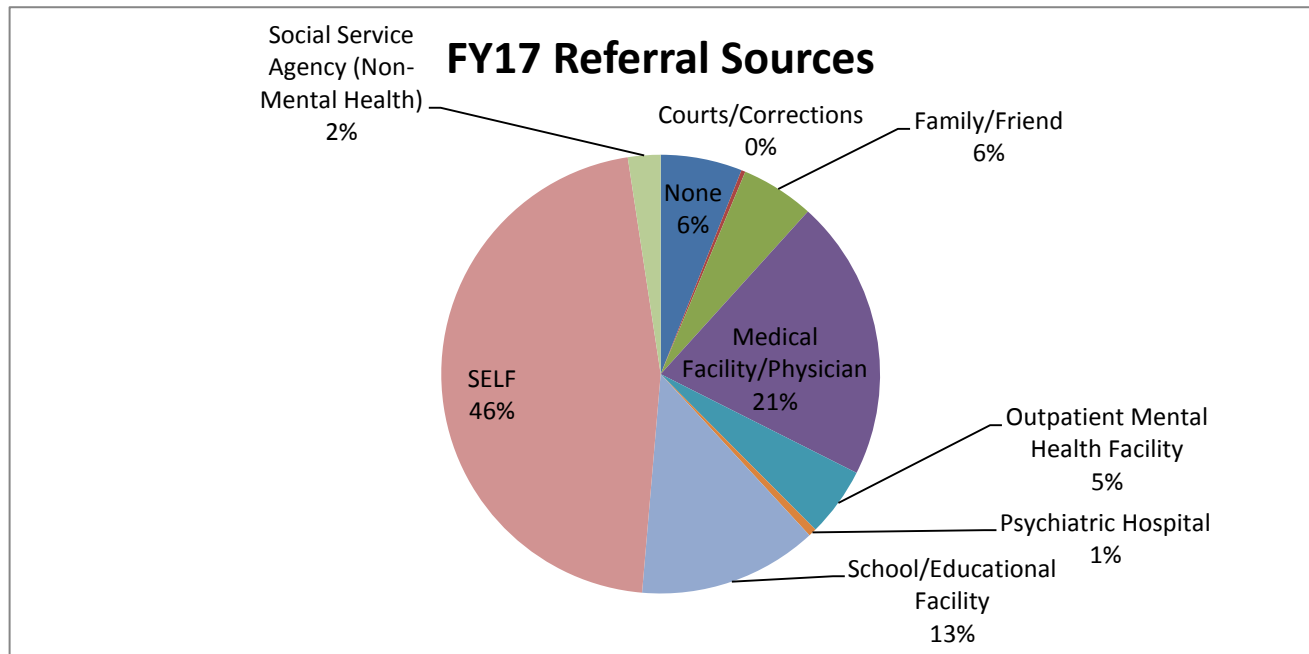
DePaul Family & Community Services Year End Report FY 2017

				(Non-Hispanic)					
	White (Non-Hispanic)	49	14%	American Indian	0	0%	Other/Unknown	7	2%
*Based upon the 348 registered clients									

D. Client Characteristics

In FY17, FCS served a total of 348 “registered” clients. “Registered” refers to those that were officially opened to provide Medicaid, Self-Pay, Private Insurance or DCFS services. In addition to those “registered” clients, approximately 147 additional clients were served through involvement in special projects such as Day at DePaul and class-room based educational interventions at various schools.

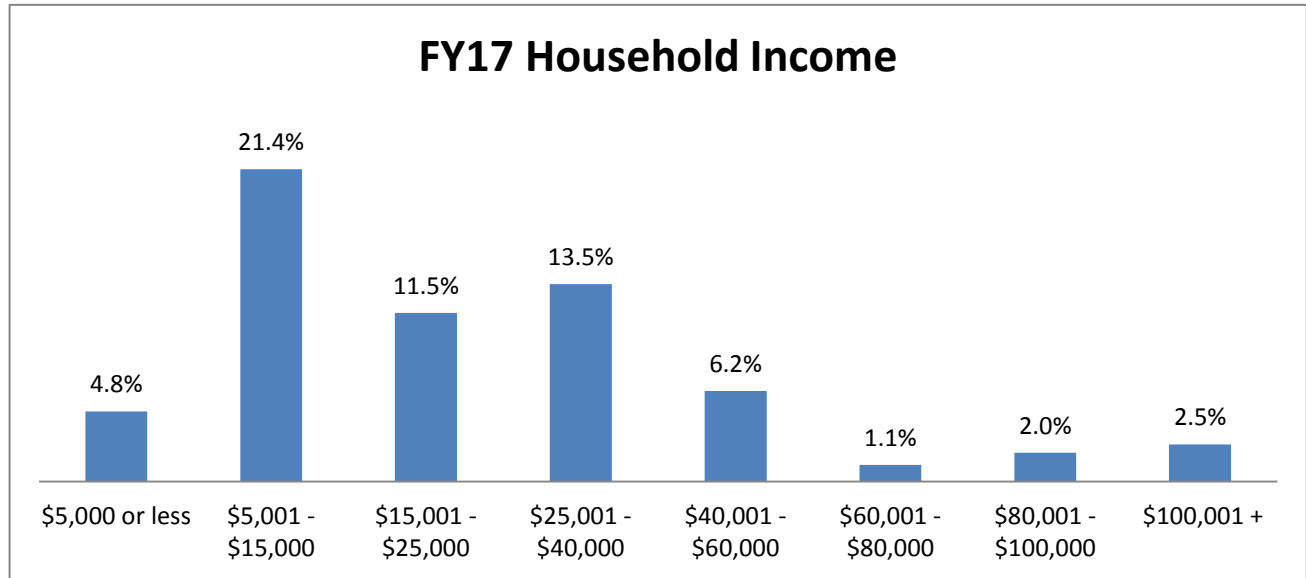
Clients are referred from a variety of sources. During the fiscal year we saw an increase in self-referrals in response to our efforts to strengthen our web presence on online marketing sites such as Psychologytoday.com.





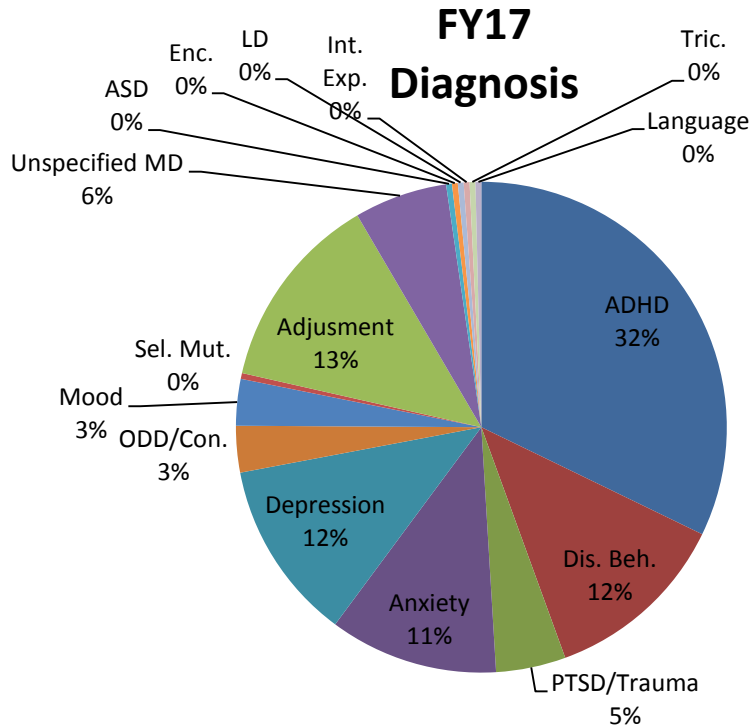
**DePaul Family & Community Services
Year End Report
FY 2017**

Household Income Data:

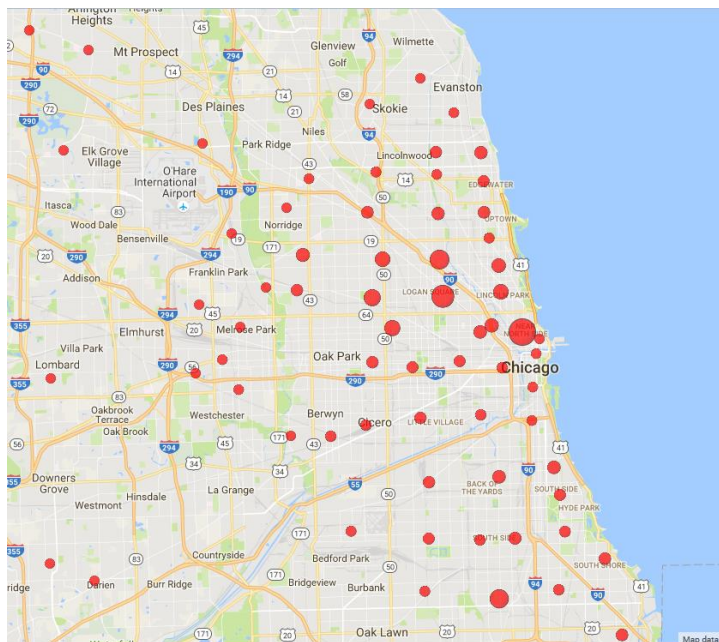


FCS continued to provide services to primarily low-income children and families, consistent with its mission. The majority of clients have household income levels between \$5,001 and \$15,000/yr, followed by \$25,001-\$40,000, followed by \$15,001-\$25,000/yr, \$40,000-\$60,000, and \$5,000 or less/yr. 40% of families who report household incomes, report household incomes of \$25,000 or less per year.

The most common primary DSM-V diagnosis seen in in FY17 included ADHD, Adjustment Disorders, Depression, Disruptive Behavior Disorders and Anxiety Disorders.



Clients travel far distances to receive access to high-quality behavioral health services:



The ZIP Code with the largest number of FCS clients is 60610 (12% of clients)

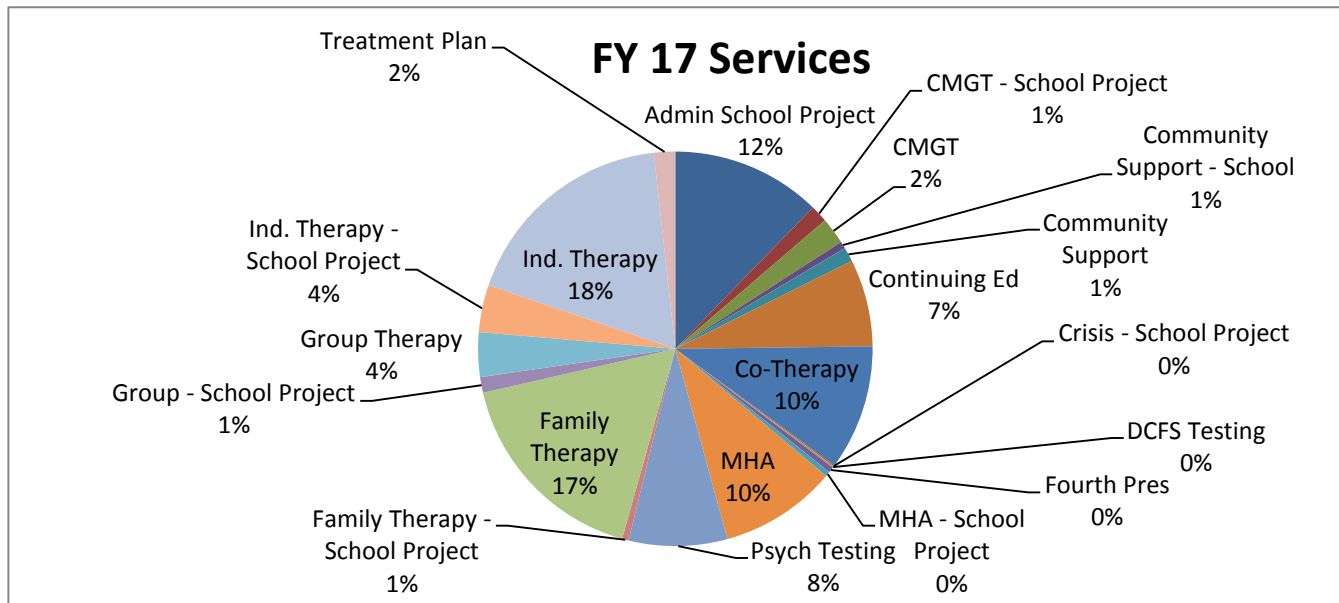


DePaul Family & Community Services Year End Report FY 2017

Part 2: Services and Activities Summary

Service Array

The chart below summarizes the array of behavioral health services that were provided to clients over the course of FY16.



Budget Performance:

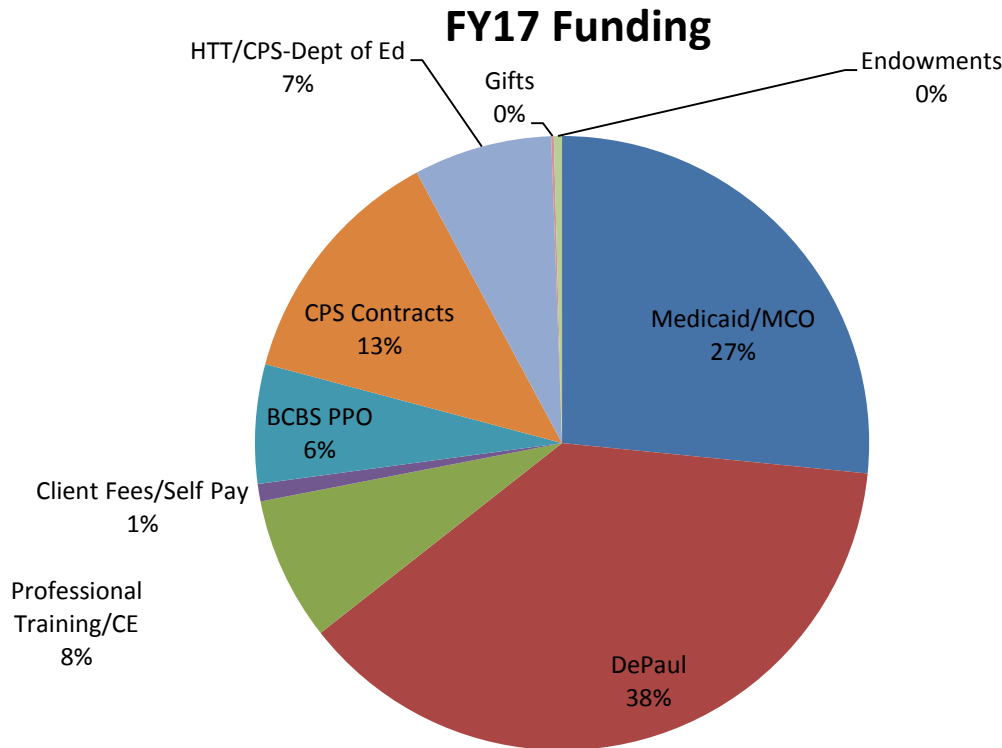
During FY17, the State of Illinois continued to focus on shifting the management of Medicaid benefits to managed-care companies (MCOs). FCS addressed this reality by continuing to contract with several popular managed-care plans and credentialed our staff members to be able to provide services for clients who are enrolled in managed-care companies and care coordination entities. The administrative burden of contracting and working with MCOs has been high. In order to adjust to the changing financial landscape, FCS is considering upgrading to a new electronic medical record system.

FCS continued to focus on diversification of funding and to reflect a more sustainable and less risky funding mix. Through the addition of contracts with Chicago Public Schools and other schools, partnering with private insurance companies, and providing continuing education workshops, FCS continued to diversify its funding mix.

Total Medicaid and SASS billings were approximately \$236,114. \$115,586 was earned through school-based projects; \$64,668 was earned through the Healing Trauma Together grant; \$55,706 was earned through BCBS billings and \$67,145 was earned through training-related fees.



DePaul Family & Community Services Year End Report FY 2017

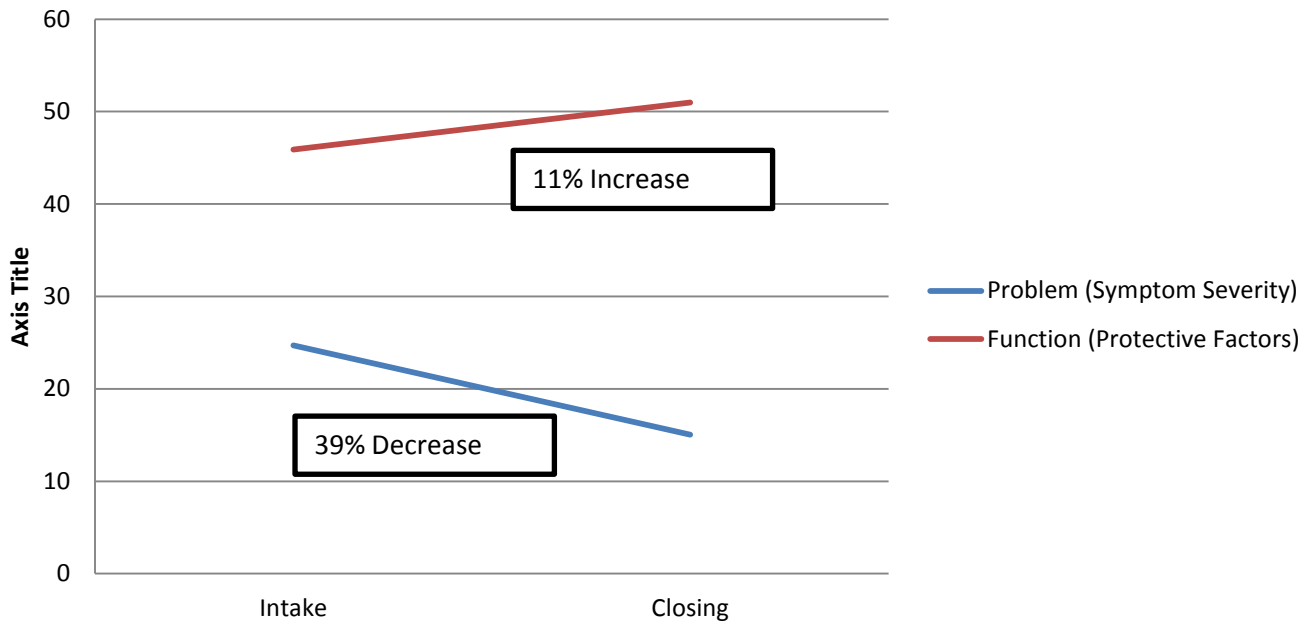


Outcome Indicators:

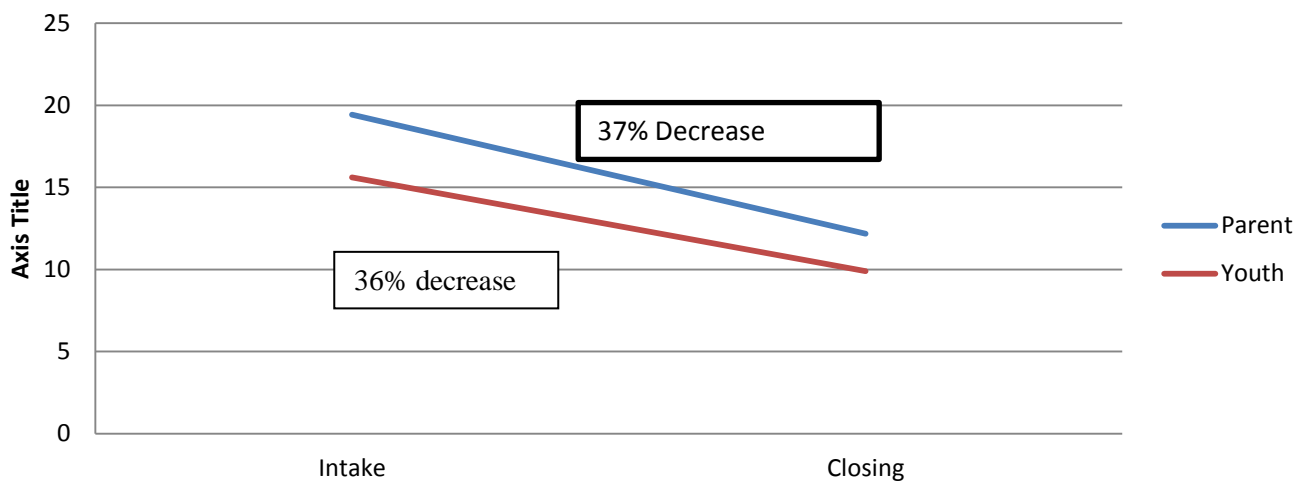
The following data represents evaluations of symptomatology completed every three months to assess progress and current difficulties. The data presented below represent the average scores for all clients served within that year at various stages in their treatment, beginning with their first session (i.e., intake), continuing every three months of their treatment, as well as average scores for symptoms when clients ended treatment (i.e., closing).

Ohio Scales and the Level of Care Utilization System (LOCUS) are completed by the client's clinician. Clinicians complete Ohio Scales for youth aged 6 through 17 years, and Ohio Scales include two scores, one indicating the severity of problem behaviors and the other indicating protective factors and positive functioning exhibited by the client. Both scores have a maximum of 75. The clinical cut-off score for problem behaviors is 20. For cases that closed in FY17, there was a 39% decrease in the problem (symptom) severity ratings compared to intake ratings. Concurrently, there was an 11% increase in functioning (protective factor) ratings.

FY17 OHIO SCALE DATA



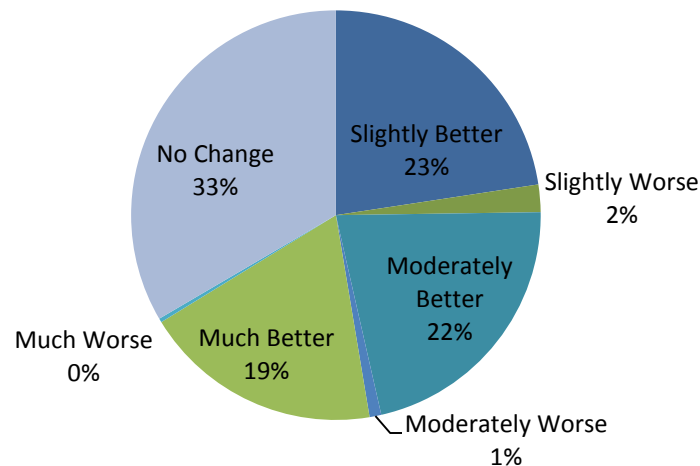
FY17 COLUMBIA IMPAIRMENT DATA



Client Satisfaction and Perceptions of Treatment:

Individualized Treatment Plan goals are collaboratively determined between client and therapist. At each treatment plan review and at discharge, treatment plan goals are evaluated. At discharge, both client and therapist are expected to rate progress towards the identified treatment plan goal. Below is a graph of client rating of perceived change towards achievement of identified treatment goals.

FY17 Client Change Ratings



Of those clients who participate in the treatment review process, 64% report that their treatment issue is slightly better to much-better over the treatment period.

Consumer Satisfaction Surveys are administered each quarter. They include the following questions:

Questions Asked (five-point Likert scale from “Strongly Disagree” to “Strongly Agree”)

Q1: The environment of the center is welcoming, comfortable, and respectful.

Q2: Services are planned and delivered at a time convenient for your family.

Q3: I feel that my family’s culture, beliefs, and ideas are treated with respect and dignity.

Q4: I have learned a lot about my concerns and diagnosis, and understand how they can be improved.

Q5: I feel the concerns that I came in with are getting better, and I have learned skills to help with it.

Q6: I feel that things are getting better at the rate I expected.

100% of consumers surveyed rated “Agree” or “Strongly Agree” to these questions 1 to 4. 100% of consumers surveyed reported improvement in their concerns and 88% of consumers felt that these concerns improved at the expected rate.

Part 3: Action Planning

Action Planning: What are the key areas the department will be focusing on for improvement in FY 2018 as a result of data and information obtained in FY 2017?

The following areas of improvement will be targeted for FY18 based upon FY17 data trends and performance.

1. Build the capacity to respond to school-based partnerships and the needs of Spanish-speaking families.
 - FCS will develop and maintain partnerships with local schools.
 - FCS will collaborate with Chicago Public Schools to expand Trauma informed services in schools
 - FCS will hire a Spanish-speaking Psychologist
 - FCS will recruit students for a Latino Mental Health Team
2. Diversification of funding stream & Sustainable funding model

FY 2017 covers the time period from July 1, 2016 to June 30, 2017



DePaul Family & Community Services Year End Report FY 2017

- FCS will continue to contract with various managed-care organizations and diversify funding
3. Continue to develop and evolve program metrics and data. We will continue to develop and assess our current program metrics system and areas of improvement/strengthening will be noted. This will include a examining and strengthening our clinical outcomes measures, client and partner satisfaction measures, and clinic appointment scheduling data.
- FCS will develop a new community partner satisfaction survey and administer it to assess FY17 partnerships.
4. Continue to improve service access and efficiency data:
- DePaul FCS will develop a client attendance policy

Prepared by: Dr. Orson Morrison (Director)
Date: 09/30/2017