

Performance & Quality Improvement Newsletter

LaSalle School
Albany, NY

December 2014

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Upcoming Topics:

- ◆ Satisfaction Surveys
- ◆ COA Accreditation
- ◆ Strategic Plan
- ◆ The Alliance Residential Transformation Cohort

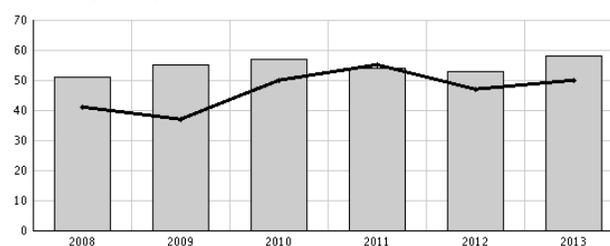
The Counseling Center at LaSalle

The Counseling Center at La Salle is licensed by the New York State Office of Mental Health (OMH) and NYS Alcoholism and Substance Abuse Services (OASAS) to provide outpatient counseling services to youth and families. The Counseling Center supports the mission of LaSalle by assisting clients with mental health conditions and substance use issues and their families to make gains in symptom reduction and to promote safe, stable healthy living. At time of discharge, we are prompted by OASAS and OMH to summarize client progress. Below are the most commonly designated categories that reflect the nature of the discharge:

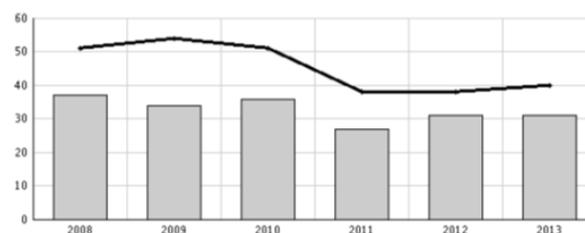
- Completed Treatment: All Goals Met
- Treatment Not Completed: Some Goals Met
- Further treatment at this level unlikely to yield added clinical gains
- Left against clinical advice
- Lost to contact (one month without an apt)
- Discharged due to non-compliance with program rules
- Individual remanded or removed from his current living arrangement

As noted in a previous newsletter, we do well with engagement and retention of clients in treatment. This is relevant to mention again because engagement and retention is essential for outcomes such as abstinence, symptom reduction and well-being, and engagement is an essential overarching principle of all our services and programs. While the data below indicates that we have not achieved some core program goals, such as, the very ambitious goal of 80% successful discharge rate, the following data does suggest that we (bold line) compare favorably with a NYS select comparison outpatient cohort (bars). It also provides important information for staff and leadership as we engage in our ongoing work at performance and quality improvement.

Percentage of youth with discontinued substance use



Percentage of clients that complete substance abuse counseling



Performance and Quality Improvement (PQI) activities assist with achieving program and service area outcomes, and contribute to efforts to improve organizational climate and culture and staff and client satisfaction. PQI encourages the use of data and staff and stakeholder involvement to identify, establish and implement improvement practices that contribute to desired outcomes. This occasional newsletter will be one avenue to encourage staff involvement in PQI.

LaSalle's Alphabet Soup

A guide to the acronyms used on campus

ADOD: Anticipated Date of Discharge: The date we anticipate that a child will be discharged from a program

ARO: Albany Regional Office: The regional office of OFCS that has responsibility for approximately 17 counties in eastern New York as well as the voluntary providers located within those counties.

CWSL: The Catholic Women's Service League: The volunteers who are in service to LaSalle and its youth. They conduct the Boutique, the Open House and Bingos and more

DENA: The District of Eastern North America: The District for the Christian Brothers formed in 2010 out of the merger of the New York, Long Island-New England and Baltimore Districts.

FASP: Family Assessment and Service Plan: The OCFS required treatment plan for families where children foster care ser-

VICES are in place, as well as certain other preventive, child protective and adoption services.

HTP: Hard to Place: OCFS's description of beds within RTC programs that are for youth with needs that might, without specialized programming, otherwise result in their being placed out of state.

LV's: Term used for the Lasallian Volunteers, an AmeriCorps program that allows college graduates to volunteer service, in this case to Lasallian Schools. (LSS often has two LV's))

RAI: Risk Assessment Instrument: A standardized tool used by Probation and the Family Court to assess the risk a youth appearing in court presents. Depending on how a youth scores on the RAI, s/he may go to detention or be placed in an alternative to detention, such as our ERC, or be released home.



PBIS Updates

Lesson plans continue to be taught both in the school and the division. These are used to help our students better understand the PBIS expectations from the behavior matrix. Recent lessons include "Know Your Clinical Goals" and "Practice Healthy Habits" which was taught with the help of the infirmary staff. For the weeks surrounding Thanksgiving, staff focused on "Say Please and Thank You." Students demonstrated these skills during their turkey dinners and at Supervisors Night.

PBIS was also on display at the annual Holiday Open House. A number of people stopped to read the information and admired the student-designed PBIS Expectations posters from previous lesson plans.

PBIS EXPECTATION OF THE WEEK!

November 17th – November 30th, 2014



Always Use Good Manners.

Respect food service staff.



Practice an attitude of gratitude!



State Oversight and COA

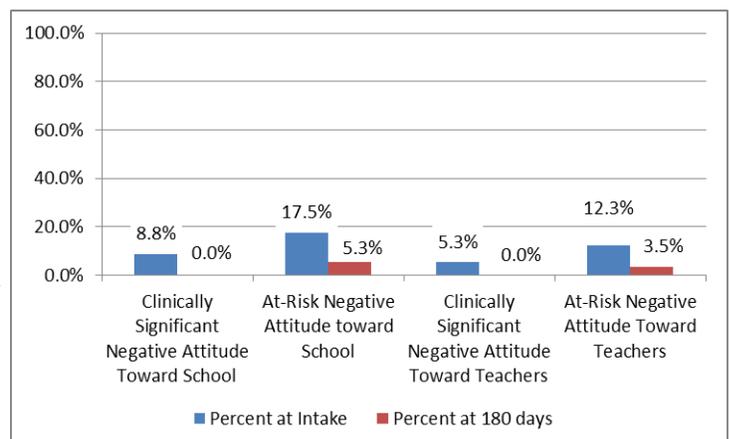
LaSalle has long held national accreditation through COA. Accreditation signifies that an organization is effectively managed, governed and provides the best standard practices. The process of accreditation is a comprehensive, in-depth review of our services, programs, practices, policies, management and governance against currently accepted best practice standards, culminating in a three day onsite visit by an evaluation team from Sunday March 29, 2015 – Wednesday April 1st and a subsequent review and decision by the accrediting body. Unlike the frequent program reviews, inspections and audits by our various State Oversight Agencies (regulators), national accreditation is voluntary.

In addition to national accreditation, LaSalle is licensed and regulated by the following, and we are nearly always in the process of program review. For instance, this summer, two of our regulators (OASAS and OMH) conducted their 3 day unannounced program reviews. We learned of the results during the fall: our outpatient chemical dependency clinic and our mental health counseling center both received the highest results. Congrats to all involved for these terrific results.

License Type	Issuing Authority
Chemical Dependency Outpatient Treatment	NYS Office of Alcoholism and Substance Abuse Services
Mental Health, Behavioral Health Outpatient Treatment	NYS Office of Mental Health
Foster Care: Residential Program	NYS Office of Children and Family Services
Supervised Independent Living Program	NYS Office of Children and Family Services
Approved Junior Senior High School and Special Education Program	NYS Education Department
Food Services	NYS Department of Health
Health Services	NYS Department of Health
Medication related	NYS Department of Health

SOAR Corner-BASC Measures Show Significant Improvement in School Outcomes

At right are results of an examination of 57 youth who have discharged from LSS since 2011 and who had completed the student report of the BASC at intake and 180 days. Scores on the BASC can be categorized as Clinically Significant, At-Risk, Average, Low and Very Low. The graph shows the changes in the percentage of students listed as Clinically Significant and At-Risk for two school measures: Attitude toward Teacher- feelings of resentment and dislike of teachers; beliefs that teachers are unfair or overly demanding and Attitude toward School- feelings of alienation and dissatisfaction regarding school. The results suggest that there is a noticeable reduction in students with negative attitudes toward school and teachers.



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1st Quarter Educational Outcomes

Quality education and academic achievement have been hallmarks of LaSalle School since our inception. Many of our students' home school districts require us to participate in IEP Direct. IEP Direct is an online NYS specific customized software program that assists schools and school districts manage the many special education requirements and support best practices. Over 30 students are enrolled in IEP Direct. The following 1st quarter outcomes are from student report cards and the progress reports sheets for goals and objectives (student IEP). Congratulations on your work and support of our students' academic achievement.

81% of students had an overall average of 75% or better (the lowest overall average was 64%)

87% of students had teacher ratings of satisfactory on conduct

81% of students had teacher ratings of satisfactory on effort

97% of students had teacher ratings of satisfactory on attendance

77% of students progressed were rated by teachers to have progressed satisfactory, progressed gradually or achieved their individualized educational goals and objectives on their IEPs.

ACE Score Update

The PQI Newsletter in March discussed the importance of the Adverse Childhood Experiences questionnaire and compared agency results to the general population. We continue to gather this information for our students in all programs. Scores continue to be significantly higher than those in the general population. Comparisons between programs (displayed below) also indicate significant differences between youth designated as Hard to Place and admitted to LSS's Specialized Treatment Program (STP) and youth who are not designated as hard to place. It is our goal to continue to use the ACE information to better tailor our trauma focused treatment approaches to meet the needs of our clients.

