

# BERKELEY COMMUNITY MHC ANNUAL OUTCOMES FOR FY 2024-25

SUMMARY REPORT FOR JULY 2024 – JUNE 2025

Prepared for the Executive Director, The Board and The Quality Improvement Team:  
July 2025 *BY* Johnette Owens, QI DIRECTOR

## RESULTS

1. 95% of BCMHC Clinical Staff will meet or exceed Service Hours goals for the fiscal year. (Efficiency) (Center Established)

<b>Clinical Staff Meeting Goal</b>	<b>17</b>
<b>Total Clinical Positions</b>	<b>59</b>
<b>% met Goal</b>	<b>29%</b>

**Goal not met.** This includes adjustments in service hour expectations for new staff. The center still struggles with this expectation.

2. BCMHC will meet its Center Service Hour Goal each month. (Efficiency) (Center Established)

	<b>Total Hours</b>
<b>Center Actual Service Hours</b>	<b>Goal: 32,201 Actual: 31,255 Average (month): 2,605</b>
<b>July</b>	<b>2313</b>
<b>August</b>	<b>2270</b>
<b>September</b>	<b>2400</b>
<b>October</b>	<b>2966</b>
<b>November</b>	<b>2357</b>
<b>December</b>	<b>2440</b>

January	2464
February	2657
March	2960
April	3039
May	2758
June	2630

**Goal not met.** The center able to meet **97%** of the overall benchmark (5% increase since last FY). The highest month was in April.

3. BCMHC Clinical Staff will meet Collaborative Documentation goal (same-day, next-day signature) on 85% of Clinical Service Notes. (Efficiency) (DMH Established)

Total Number of Clinical Service Notes	44,151
Number Signed Same-day/Next-day	39,134
% Completed Collaboratively	89%

**Goal met.** Collaboration increased by **1%** since last FY.

4. Overall, Clinical and Administrative scores on quarterly audits will be >90% for audits conducted during the review period.

	Center's Overall Performance Score	Administrative Standards Score	Clinical Standards Score
4Q '24	92%	85%	93%
1Q '25	90%	83%	92%
2Q '25	92%	86%	93%
3Q '25	93%	89%	94%

**Goal met.** Able to meet goal for all four quarters, while patient census increased (more charts audited).

5. Adult Outcomes scores on DLA-20 will demonstrate improvement in functioning and symptoms as measured by an average 10-point increase from date of admission. (Effectiveness) (Center Established)
6. Child and Adolescent Outcomes scores on DLA-20 will demonstrate improvement in functioning and symptoms as measured by an average 10-point increase from date of admission. (Effectiveness) (Center Established).

	Clients w/ DLA scores	Average Change from Admission	Clients with Positive DLA change or same
Adults	39	+5.8	32
Children	29	+4.8	20
<b>Total</b>	<b>68</b>	<b>+5.24</b>	<b>52 (76%)</b>

**Goal not met.** Sample size of one hundred (100) patients, as many variables to be considered to gather the data (no report available). Thirty-two (32) patients had no DLA score or had one score and closed in the last year. Since last FY, only a slight increase in average change of score from admission. Next FY will change benchmarks to 5 points increase.

7. Community tenure for those clients treated as a crisis will be no less than 50%. (Effectiveness) (Center Established)

	Jul-June
<b>Crisis Contacts</b>	<b>640</b>
<b>Number Hospitalized</b>	<b>295</b>
<b>% Community Tenure</b>	<b>50%</b>
<b>Number of ED Diversions</b>	<b>320</b>

**Goal met.** The patients who remained within the community, because of AMC interventions, increased four (4%) since last FY.

8. 50% of clients receiving Individual Placement Support (IPS) services will be competitively employed. (Effectiveness) (Best Practice)

	Jul-June
<b># of Individuals enrolled in IPS</b>	<b>164</b>
<b># Competitively employed</b>	<b>30</b>
<b>% Competitively employed</b>	<b>18%</b>

**Goal not met.** Those employed competitively decreased by 6% since last FY. Staff & program changes may have affected this score.

9. The Center will collect at least \$4,000 per month in self-pay, co-pays, and co-insurance revenue.

Jul	\$10,860.43
Aug	\$8,021.06
Sep	\$9,758.69

Oct	\$9,556.27
Nov	\$6,027.14
Dec	\$9,115.17
Jan	\$10,646.89
Feb	\$12,407.77
Mar	\$15,555.62
Apr	\$9,629.49
May	\$9,039.11
Jun	\$15,328.11
<b>Total</b>	<b>\$ 110,617.64</b>
<b>% of Goal</b>	<b>100+ %</b>

**Goal met** monthly. March and June were the highest months. The Center has consistently met this goal for several years, so the new goal beginning in July '25 is **\$8,000.00** per month.

**SATISFACTION SURVEYS-** The Center conducted random, patient satisfaction surveys, quarterly, meeting the goal of **85% of patients satisfied with the care overall (97%)**. Spanish speaking patients are satisfied with care **(98%)**.

**Overall results:**

- Easy to get an appointment **97%**
- Didn't wait long for appointment **96%**
- Think Center is helpful to those who need it **98%**
- After appointment today, believe I will get better **96%**
- Felt listened to & respected by my provider today **97%**
- Think the center is helpful to people with different needs/beliefs **97%**
- Received helpful services today **96%**

**SURVEY COMMENTS**

I enjoy being in the group on Friday morning. Being around and talking about my feelings really help me.

A+ for Nicole who always listens & helps me with my issues. She is great.

Aaron does a great job-is the best. Very compassionate and caring. I look forward to my appts with him.

Always happy with Kristi West-been with her for years & just very happy with her.

Always have a good experience.

Amy Helps Me So Much! She's So Easy To Talk To. When I Leave My Appointment With Amy, I Feel At Ease!! God Bless Her And All Of You At BMH!

Ashley Ravenell is very professional and friendly. She listened to our concerns and offered helpful options to benefit both of us. She is easy to talk to and easy to understand. We will be able to utilize her solutions/resolution in our lives today and in the future.

Because of my treatment, my life has greatly improved. I was a mess thank God for the center.

Beth was very helpful with everything we discussed about my wellbeing and medication. Thank you, Beth,

BMH has been instrumental in helping me through some very dark times.

Christine is a lifesaver. my life has improved drastically, thanks to all her wisdom, knowledge and therapeutic help throughout the past two years. I am very grateful to have her as my therapist! thank u to The center that helps so many locals.

Courtney is such an amazing therapist; my daughter has thrived so much since seeing her.

Dominic is attentive, professional, and adept.

Donna is a great person to talk with. She makes you feel that she really cares what you have to say.

Dr Wang is wonderful she cares. I do so appreciate her!!!!

Dr. Gerding did an exceptional job with my child. She actively listened and provided him feedback when he needed it

Elsie Schlegel is very professional and compassionate.

Erin Berkey has a strong commitment to my child in making her better person so that she is more capable of making the right choices. Also, Erin helps her to use coping skills that deal with her emotions.

Erin S. is wonderful and so helpful. She listens to what I have to say. The EMDR treatment she does is life changing!!

Excellent and respectful service that I believe will lead to better times ahead. thank you very very much ...Berkeley County should be very proud that they provide a service like this to those who need it so so much.... thank you!!!

HIGHLY RECOMMENDED, FOR SERVICES, & KINDNESS SHOWN, VERY HELPFUL WITH YOUR NEEDS.

I absolutely love DINEQUA FIZER. She is so amazing. Her office is so inviting, relaxing and comfortable. She listens to you and gives the best advice.

I always feel 100 times better after talking with Crystal. She is an excellent counselor.

I enjoy coming in to see Mrs. Parvati.

I had such a wonderful experience with Ms. Browder.

I had a very good and helpful experience with Stephanie Tejada.

I love Olga: she is sincere and kind and knowledgeable with anything that I discuss with her.

I love Tara!!! She has helped so much this past year!!!!

I love that it is available at the school where my granddaughter can get the best help.

Jakara is a wonderful nurse. Both of us like her very much.

Jay is always kind and helpful. I am very comfortable spilling my guts to him. JAY IS ALWAYS A 10 on 1 to 10 scale with 10 being the best.

Katrina Hall listened to every word I was saying. She is a very nice case manager.

Kelsey is a wonderful therapist and she helped me through some serious baggage. I am forever grateful for her giving me the tools over the last few years to live a successful life.

Lilly Hughes is such an asset to your organization. She is observant, patient, understanding and overall amazing. Keep being the best therapist!

Melinda is an absolute professional that connects with my daughter and implements plans to help her.

Miss Stanley was a helpful professional. She's compassionate and friendly which made me feel at ease.

Me and my son absolutely loves Shakeitha Jenkins!!! She relates to him and gets him to open up. We normally see her in office but his recent visit was virtually.

Mr. Powers is an amazing therapist that has helped my family so much. He always makes us feel listened to and validated.

Mr. Tyler is very attentive to details and the nature of our problems. He supports our theories and gives us realistic ideas to make better choices. I am very satisfied with the treatment we receive.

Mrs. Patel is amazing and very helpful.

Ms. Minutello is a great listener and makes very good recommendations to help my grandson with his issues and social skills very pleased with her services

Ms. Ravenell listens and offers doable solution.

Thank you for helping me and continuing to make me very comfortable when I come in.

The therapy is helpful to me since my breakdown last year. The experience made me realize how much stronger I am now that I'm getting the best help possible.