

Administrative

- The NYFS response to the Council on Accreditation (COA) pre-commission report is due Tuesday, September 29, 2009. The site visit was very successful. Policies required by COA will be presented under new business.
- Performance Quality Improvement (PQI) simply put is measuring the quantity and quality of our services and seeking to improve them as appropriate. PQI meetings are the third Thursday of each month at 10:00 am. All welcome.

Quality improvement is a systematic approach to assessing services and improving them on a priority basis. NYFS approach to quality improvement is based on the following principles:

- Consumer Focus - focus on meeting or exceeding needs and expectations of stakeholders
 - Recovery-oriented - services are characterized by a commitment to promoting and preserving wellness and to expanding choice. This approach promotes maximum flexibility and choice to meet individually defined goals and to permit person-centered services.
 - Employee Empowerment - effective programs involve people at all levels of the organization in improving quality.
 - Leadership Involvement - strong leadership, direction and support of quality improvement activities by the Board of Directors and the Executive Director are keys to performance improvement. This involvement of organizational leadership assures that quality improvement initiatives are consistent with the agency's mission and/or strategic plan.
 - Data Informed Practice - successful quality improvement processes create feedback loops, using data to inform practice and measure results. Fact-based decisions are likely to be correct decisions.
 - Statistical Tools - for continuous improvement of care, tools and methods are needed that foster knowledge and understanding. Organizations concerned with continuous quality improvement use a defined set of analytic tools to turn data into information.
 - Prevention Over Correction - quality improvement agencies seek to design good policies and procedures to achieve excellent outcomes rather than fix processes after the fact.
 - Continuous Improvement - policies and procedures must be continually reviewed and improved. Small changes do make an impact, and providers can almost always find an opportunity to make things better.
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- The Newtown Road Race was a tremendous success with a record number of participants. Thank you to the Road Race volunteers who help NYFS provide services to all of Newtown's residents.

Grant Update

Received \$2,500 from Praxair Foundation for general purposes

Received \$3,000 from Northwest Development Board for summer youth program

Did not receive \$2,500 from Build-a-Bear

Did not receive \$125,000 from SAMHSA as fiduciary for Newtown Prevention Council

Working on Savings Bank of Danbury, \$5,000, due Sept. 30th.

Working on State Department of Education, \$21,208, due Sept. 29th. (Will be a two year award)

Working on State Department of Education, \$6250, due Sept. 29th. (Will be a two year award)

Working on United Health Care and Youth Service America, \$2500, due Sept. 29th

Working on Home Depot, \$2500 in gift cards for Independent Living Day, due Sept. 29th

Behavioral Health

Clinical Sessions Previous Year Comparison					
	07 08	08 09	%	09 10	
Month	Sessions	Sessions	Change	Sessions	% Change
July	218	254	16.51%	236	-7.09%
Aug	214	183	-14.49%	265	44.81%
Sept	217	248	14.29%		
Oct	238	337	41.60%		
Nov	234	301	28.63%		
Dec	180	208	15.56%		
Jan	233	341	46.35%		
Feb	239	270	12.87%		
March	221	268	21.04%		
Apr	251	263	4.68%		
May	282	283	0.18%		
June	199	287	44.22%		
YTD	2,726	3,242	18.91%	501	37.72%

- September is National Recovery Month. First Selectman Joe Borst issued a proclamation.
- We have received online tools for depression and substance abuse screening which will go live on our website in time for National Depression Screening Day, October 8, 2009.

Positive Asset Development

Positive Asset Development Program Participants				
GENDER	05-06	06-07	07-08	08-09
Male	255	264	482	932
Female	328	437	727	1,288
	583	701	1,209	2,220
% Increase		20%	72%	84%

Schedules of activities and events are available on:

http://newtownyouthandfamilyservices.org/calendar_of_events.php or

<http://www.facebook.com/pages/Newtown-Youth-and-Family-Services-Inc>