



in the loop

# highlights



**69%**  
of clients have experienced Mental Health Gains  
*Goal 70%*



**97%**  
agency wide client satisfaction rating  
*Goal 90%*



**100%**  
of families avoided higher level of care, new legal charges or CPS involvement.

Welcome to this month's edition of **In the Loop**. Interested to know more about any of the updates? Email [info@thompsoncff.org](mailto:info@thompsoncff.org) and we'll get you in contact with the appropriate Thompson team member.

## agency wide



**changing lives changes everything**

**new episode**  
Changing Stories with Thompson

Special Guest  
Matt Fagan  
Admissions Supervisor




**thank you Brighthouse Financial**  
They stuffed backpacks for Friends of the Children - Charlotte youth

Thompson launched a new video highlighting nearly 140 years serving children and families in the Carolinas. Thompson has been dedicated to helping children through our Foster Care, Family Support and Stability, and Mental Health programs. We know that **changing lives changes everything**, and we will keep striving for a world in which all children are healthy, all families are thriving, and all communities are strong. [Read more.](#)

Our latest **Changing Stories with Thompson** podcast highlights guest Admissions Supervisor Matt Fagan, talking to our Chief Operations Officer Anthony Jones about the ongoing crisis of youth in child welfare. [Listen here.](#)

Thank you to [Brighthouse Financial](#) for stuffing and donating backpacks for our [Friends of the Children - Charlotte](#) youth ensuring they are back-to-school ready. Find out how your company can [#volunteer.](#)

**all children HEALTHY, all families THRIVING, all communities STRONG!**

## Friends of the Children - Charlotte highlights



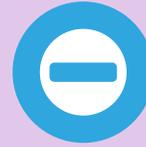
**97%**  
CAREGIVER  
Satisfaction Rating

**100%**  
YOUTH  
Satisfaction Rating



**100%**  
Showed progress in  
ALL roadmap goals

- Progress in School
- Prosocial Development
- Youth Improved Health
- Making Good Choices
- Plans and Skills for the Future



**90%**  
Avoided school  
suspension



**thompson**  
EARLY CHILDHOOD

- 100% of Child Development Center (TCDC) families expressed satisfaction with the program.



**thompson**  
FAMILY SUPPORT

- 96% of Family Education families expressed satisfaction.
- 99% of families supported by our Family Partners were satisfied with services.
- 100% of caregivers and 98% of youth in our South Carolina Thompson Placement Stability Unit (TPSU) programs expressed satisfaction, and 100% maintained placement stability for  $\geq 90$  days prior to discharge.
- 100% of School-Based Case Management clients expressed satisfaction and 100% reported being more confident in their ability to meet their child's and family's needs after participating in the program.
- 98% of Foster Parents expressed satisfaction with 94% of youth having stable placements and 71% experiencing mental health gains.



**thompson**  
MENTAL HEALTH

- 100% of families receiving Family Centered Treatment (FCT) expressed satisfaction and avoided higher level of care, new legal charges or CPS involvement.
- 100% of youth receiving Multisystemic Therapy (MST) were living at home at the close of treatment and 100% avoided arrest during treatment.
- 100% of Intensive In-Home (IIH) families expressed satisfaction, 100% saw mental health gains, and 100% report having improved at handling daily life and related challenges.
- 100% of youth enrolled in our Wraparound program avoided the need for a higher level of care, new legal charges or CPS involvement.



**thompson**  
RESIDENTIAL

- 100% of youth in our Enhanced Residential Treatment Center expressed satisfaction with the program and experienced positive relationships with more than one staff at Thompson.
- 95% of youth and 100% of stakeholders in our Short-Term Residential (Crisis Stabilization Program) expressed service satisfaction and 82% of youth were successfully discharged from the program.