



**In the Loop**

**Monthly Newsletter**

February 2024

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

**The Highlights**



**80%**  
OF CLIENTS HAVE EXPERIENCED MENTAL HEALTH GAINS  
GOAL 70%



**97%**  
AGENCY WIDE CLIENT SATISFACTION RATING  
GOAL 90%



**85%**  
OF CLIENTS HAVE EXPERIENCED WHOLE HEALTH GAINS



**Agency Highlights**



- Celebrated NATIONAL MENTORING MONTH with videos from our [Friends and Youth](#)



- Top 10 player in the Charlotte Business Journal 'Health & Human Services - Non-Profits' sector ranking.



- We've earned our [Platinum Seal of Transparency](#) with Candid!



- Jay & Patrina have been Thompson foster parents for 2 years. In their Client Testimonial video they talk about the support they have received to ensure they all thrive - click [here](#) to watch their video.

**All Children HEALTHY, All Families THRIVING, All Communities STRONG!**



For more information, contact Thompson at 704-536-0375  
[info@thompsoncfc.org](mailto:info@thompsoncfc.org) | [www.thompsoncfc.org](http://www.thompsoncfc.org)



## THOMPSON PLACEMENT STABILITY UNIT HIGHLIGHTS



100%

CAREGIVER SATISFACTION



100%

YOUTH SATISFACTION



100%

OF YOUTH MAINTAINED STABLE PLACEMENT



100%

OF YOUTH AVOIDED PLACEMENT DISRUPTION AS A RESULT OF THEIR BEHAVIOR

### Family Stability

- Family Education achieved 99% client satisfaction, with 80% of families successfully completing classes in FY23/24
- Family Partners achieved 99% client satisfaction and 100% family Functioning gains.
- 100% of Foster Care parents and 99% of Foster Care youth expressed satisfaction, and 100% of Foster Care youth achieved mental health gains.
- 95% of School-Based Case Management clients expressed satisfaction and 100% reported being more confident in their ability to meet their child's & family's needs after participating in the program.
- 97% of Friends of the Children - Charlotte youth & caregivers expressed satisfaction. And 'Friend' Anthony Kyles participated in our 7th Changing Stories with Thompson podcast.



### Mental Health

- 80% of families in Family Centered Therapy (FCT) achieved mental health gains and 100% of families expressed satisfaction with the program.
- School-Based Mental Health clients achieved 100% client satisfaction.
- 100% of Outpatient Therapy clients achieved mental health gains and expressed service satisfaction.
- 100% of Intensive In-Home (IIH) families reported getting better at handling daily life and related challenges.
- Wraparound achieved 93% Child and Family Team (CFT) satisfaction.
- 100% of youth in our eRTC program report that they feel better able to cope if things go wrong and 100% avoided or showed a reduction in number of behavior incidents from intake to discharge.
- 96% of stakeholders & youth in our Crisis Stabilization program reported satisfaction with the service.

**All Children HEALTHY, All Families THRIVING, All Communities STRONG!**



For more information, contact Thompson at 704-536-0375  
[info@thompsoncff.org](mailto:info@thompsoncff.org) | [www.thompsoncff.org](http://www.thompsoncff.org)

