



In the Loop

Monthly Newsletter

May 2024

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.

**The Highlights**



**74%**  
OF CLIENTS HAVE EXPERIENCED MENTAL HEALTH GAINS  
GOAL 70%



**98%**  
AGENCY WIDE CLIENT SATISFACTION RATING  
GOAL 90%



**87%**  
OF CLIENTS HAVE EXPERIENCED WHOLE HEALTH GAINS

**Agency Highlights**



- Our 10th Podcast focused on Child Abuse Prevention Month with Family Support Program Supervisor Perla Castro. Listen [here](#).



- Lots of volunteering events this month, including a group of over 70 staff from [MI Homes](#) who helped refresh the landscaping at all 3 of our Charlotte campuses.



- President/CEO Will Jones joined other leaders recently at [Charlotte Business Journal's Publishers Dinner](#) to discuss business resiliency.



- Jenn Stout helps us celebrate National Foster Care Month talking about the urgent need for foster parents - click [here](#) to watch the video.

**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)



## INTENSIVE IN-HOME HIGHLIGHTS



98%

CLIENT  
SATISFACTION



88%

YOUTH MENTAL  
HEALTH GAINS



90%

OF FAMILIES IMPROVED THEIR  
HANDLING OF DAILY LIFE AND  
RELATED CHALLENGES



100%

OF YOUTH AVOIDED  
NEED FOR A HIGHER  
LEVEL OF CARE



### Early Childhood

- 99% of Child Development Center (TCDC) families expressed satisfaction with the program.



### Family Stability

- 97% of Family Education families expressed satisfaction.
- 100% of families supported by our Family Partners were satisfied with services.
- 100% of both youth and caregivers in our South Carolina Thompson Placement Stability Unit (TPSU) programs expressed satisfaction, and 97% avoided placement disruption as a result of their behavior.
- 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.
- 97% of Friends of the Children - Charlotte youth & 98% of caregivers expressed service satisfaction. The program has also met all 5 of its roadmap goals this financial year to date.
- 100% of Foster Parents expressed satisfaction and 95% of youth had stable placements.



### Mental Health

- 100% of Family Centered Therapy (FCT) families achieved mental health gains and 100% of families avoided the need for higher level of care, psychiatric hospitalizations, new legal charges or CPS involvement.
- School-Based Mental Health clients achieved 93% client satisfaction and 100% mental health gains.
- 100% of Outpatient Therapy clients expressed service satisfaction and reported having a positive relationship with their therapist.
- Wraparound achieved 100% Child and Family Team (CFT) satisfaction and 100% avoided a higher level of care, including psychiatric hospitalizations.
- 94% of youth in our Enhanced Residential Treatment Center expressed satisfaction, and 100% were successfully discharged to their home community or a lower level of care.

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