

# Monthly Newsletter



FY20-21 Wrap-Up

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.

As we close out the 2020-2021 fiscal year, we're including agency highlights realized over the full year as well as year-end program updates within our Early Childhood, Family Stability, and Mental Health areas.

## Thompson FY 2020/21 Highlights

1. Ending the most successful programmatic year in Thompson's history regarding program growth, outcomes, retention, and financial performance.



2. 97% average satisfaction rate across all Thompson programs.



3. 70% of Thompson clients are maintaining or improving their Mental Health.



4. 80% of Thompson's clients are achieving whole health outcomes.



5. 92% of new employees reporting positive engagement/satisfaction.



6. 95% of Thompson staff report feeling the work they do at Thompson is important.



7. Agency-wide FYTD voluntary turnover is 25%, down nearly 22% from last year.



8. FYTD, Thompson's direct programmatic income has exceeded budget by 2.5 million dollars





## Early Childhood

- Thompson has been selected as the primary provider in our community of the Child First Model, which is an evidence based 0-5 therapy & case management model.
- Thompson now offers weekly therapy at TCDC for children and families.
- We have 4 new TCDC Teaching staff in the pipeline as a result of a recent job fair - this will allow us to add 3 new classrooms next FY and increase enrollments.
- Reporting 94% parent satisfaction in this service area.



## Family Stability

- Claudine Durkee has started as TFCO Director - she ran a TFCO Foster Care program in Michigan, and brings a wealth of experience. We will be adding 6 regional cohorts of TFCO throughout 2021. Thompson will be the exclusive provider of this model in NC for the next 18 months, specifically targeting fostering teens.



- Friends of the Children is now operating the "2Gen" Model which places additional emphasis on impacting the parent as well as the children, creating true multigenerational change.
- Family Education reports 97% parent satisfaction FYTD, and have successfully provided all virtual classes during FY20/21 with no drop-off in engagement.
- Family Partners is serving on average 100 families per month, reports 99% client satisfaction and overall continued high engagement from staff & the community.
- Onboarding a new A Child's Place Leader, Ashley Pharr, formally Chief Program Officer at Charlotte Family Housing. Ashley is a licensed therapist as well as experienced leader, bringing additional synergies between mental health and ACP.



## Mental Health

- We're launching our first High-Fidelity Wraparound team outside of Meck County - focused on Catawba/Iredell regions.
- Thompson became certified to perform FCT (Family Centered Treatment) a new evidence-based practice (EBP) under community mental health. This will provide opportunities for future expansion into new territories with new funders.
- Teletherapy in our Outpatient Services has been provided for nearly 12 months, also allowing us to serve clients statewide, AND 99% of clients report a strong therapeutic alliance with their assigned therapist
- Thompson will be utilizing every cottage on our Matthews campus in 2021 for the first time in years, having transitioned each to provide a program service.

