

# REPORT 2020 April Cycle

GENERAL INFORMATION			
Organization Information			
<b>Legal Name:</b> Clarity Child Guidance Center		<b>Federal Tax ID#:</b> 74-1153067	
<b>Address:</b> 8535 Tom Slick Dr.	<b>City:</b> San Antonio	<b>State:</b> TX	<b>Zip Code:</b> 78229
<b>Website:</b> www.claritycgc.org		<b>Fax:</b> (210) 616-0300	
Head Of Organization			
<b>Name:</b> Jessica Knudsen		<b>Title:</b> President and CEO	
<b>E-Mail Address:</b> jessica.knudsen@claritycgc.org		<b>Phone:</b> (210) 592-6417	
Application Contact			
<b>Name:</b> Julia Crowley	<b>Title:</b> Grants Manager	<b>E-Mail Address:</b> julia.crowley@claritycgc.org	<b>Phone:</b> (210) 593-2222
REPORT INFORMATION			
<b>Report Funding Cycle:</b> 2020 April Cycle		<b>Report Date:</b> 03/11/2021 12:00 am	
<b>1: Please include in your report the dollar amount of the funds that were awarded, the date they were funded and what the funds supported.</b>			
Awarded Amount: 80,000		Date: 04/22/2020	
<b>2: Were the objectives cited in your original proposal met? Please address each started objective and how it was met.</b>			
<p>In FY2020 (July1, 2019-June 30, 2020), Clarity CGC assessed 8,946 children, unduplicated by service. Of these, 8,725 were admitted for treatment and the other 221 were referred to other community resources. (Assessments can reveal other causes of a child's behavioral symptoms that may require a different solution, such as hearing loss or speech impairment. Treatment for other possible causes may alleviate the child's symptoms without need for mental health therapy. In addition, many schools require an assessment before children can return to school after suspension for certain behaviors. This portion of the assessment number was lower this reporting period due to school closures beginning in March for COVID-19 infection control.) For the 8,725 children admitted for treatment, we provided 18,497 hospital nights, 6,860 day treatment days, and well over 20,000 outpatient visits. Because 60% of the children we admitted and cared for were healthcare disparate, the Najim Charitable Foundation's grant truly had impact. Your support allowed us to continue the best quality of mental health care for each child, regardless of their length of stay, their ability to pay, or any other socio-economic factor.</p>			
<b>3: Please explain any changes from the original proposal and the circumstances that lead to the modification of the objective.</b>			

No changes were made to the original proposal. We assisted hundreds of children whose families could not have afforded their services without assistance from community-minded supporters like the Najim Charitable Foundation. We treated children without discrimination, treating over 8,700 kids with crisis care, inpatient hospitalization, day treatment, and outpatient services. COVID-19 protocols of social distancing and shelter in place, however, caused ongoing and rapid changes in how Clarity CGC provided those services over the past year.

In response to the pandemic, Clarity CGC has experienced:

- o Multiple changes in safety protocols based on CDC and Texas HHS recommendations;
- o the temporary institution of a COVID-positive unit for several months to provide care to kids whose mental illness was more acute than their viral infection;
- o closure to community admissions for the Day Treatment (partial hospitalization) program with service only for "step down" patients who transferred directly from inpatient;
- o the switch within one week of shutdown over to telehealth service for outpatient sessions, inpatient family therapy sessions and discharge coordination with families;
- o more patients admitted with higher acuity symptoms/diagnoses, which required higher one staff-one patient ratio for safety monitoring; and,
- o increased usage of psychiatric emergency bed usage.

Our inpatient hospitalization bed census rose to a three-year historic high in July, 2020. The effects of the pandemic on children's mental health will be long term and unpredictable. Your support helped keep us open and operating, and staying open 24/7 during the pandemic allowed us to fulfill a critical and intensifying community need.

---

**4: What needs were addressed?**

Clarity CGC continued to work to overcome barriers for the 67% of children who need mental health treatment, yet do not receive it. We are expanding the First Steps appointment service range to include care coordination and rapid assessment. We have added a Certified Music Therapist to our team to provide another method of treatment to reach more children. We created an intensive care unit for patients who were high re-admissions and generally high uses of 1:1 staffing, restraints and seclusions to allow containment conducive for more intense focus on the trauma connected to the acting out of these high need patients. This additionally benefits patients who require less intensive interventions on the other units because staff is not pulled to address an intensive care patient's acting out. These innovations and changes to services help provide the best treatment when it is most needed.

Clarity CGC temporarily opened a COVID-19 unit for children who had tested positive, were in danger of harming themselves or others, and yet could not safely be quarantined at home, in their residential placement, or at non-behavioral health settings. The four-bed unit was opened in early July, requiring isolating six beds to ensure safe quarantine. We treated 10 total COVID-19 positive patients while the unit remained open. It closed in late August when there were no additional COVID-19 patient referrals and because we were having to turn away non-positive adolescents for lack of beds. We are prepared to re-open it should there be pressing need.

---

**5: What method of evaluation did you use to monitor and measure the project's outcome and what are the result?**

Clarity CGC expected to have fully implemented data collection for Child and Adolescent Behavior Assessment (CABA) scores for FY20. However, technical difficulties and need for training led to incomplete data collection for FY2020. The Children's Global Assessment Scale (CGAS) is administered upon admission, during each clinical encounter, and at discharge. The admission score is subtracted from the discharge score, and a positive result indicates improvement.

Expected progress was met, as demonstrated by CGAS scores. We served 2,333 unduplicated patients in acute care, of which 2236 had completed CGAS score sets. Of those 2236 with eligible scores, 2101 (or 94%) showed improvement, and 2078 (or 93%) showed improvement of 10 points or higher. These percentages were higher than our goal, and illustrate that treatment has had an overall positive effect on patients during their acute care service at Clarity CGC.

One of the best indicators of success, however, is the family's satisfaction with treatment. Feedback from guardians includes the following comments:

"Clarity has been wonderful in helping us understand (Child's Name) journey. They (his care team) have showed our entire family patience and respect."

"I'm so thankful for Clarity. I don't know where my daughter would be without finding treatment here. Although she still needs regular check-ins with outpatient, your inpatient, and partial program now, has been the absolute best at the worst of times."

Results from our Voice of the Consumer discharge surveys from January 1-December 31, 2020 indicated 95% of parents/caregivers were satisfied and would recommend our services.

**6: Do you plan to continue this project, and if so, how do you plan to sustain it?**

Last year, this answer would have been an easy one. In all honesty, the challenges ahead are great. Clarity CGC's nonprofit continuum of care is unique in our region. As an essential service, and with increasing need for mental health services due to the effects of the pandemic on children's mental health, we continue to remain open 24/7. We are doing everything we can to ensure we will be here for the children and families who now need us even more.

Clarity CGC has been in existence and caring for children since 1886. Our vision is that every child and family who needs our services receives our services. We continue to review processes and procedures of the agency. This has led to increased accessibility to services for the community, which also increases patient census and the program revenue/insurance reimbursement potential. We streamlined admission services and now encourage walk-ins to crisis services so children and families can receive the help they need when they most need it. We have increased outreach to professionals and to the community to raise awareness about services, even during the midst of the pandemic. We are doing everything we can to continue providing services for the children in our community who need it. Clarity relies on community support, private donations and foundation support to continue to provide essential services to every child who needs it, regardless of ability to pay.

**7: Please provide any other comments of information relevant to this grant.**

Care with the "Smith" family began when the oldest child, "Sam", began experiencing severe anxiety and having difficulties in school with focus and learning. Sam began their journey at Clarity with medication management, shortly followed by psychotherapy services and psychological testing. Because of the family's positive experience with Sam, they decided to entrust Clarity with the care of their middle child, "Alex", when they began to experience difficulty managing their emotions in context of being diagnosed with possibly terminal medical illness and complex family dynamics. Alex began with individual psychotherapy, but after a few months it became clear that family psychotherapy was needed to address the complex family dynamics and history of family trauma affecting Alex. As a result of the trust and rapport established with Clarity CGC's providers, the family felt confident bringing their youngest child for psychological testing when they presented with symptoms they were unsure of how to identify or manage, to ensure the family was providing the best support for their needs. The Smith's family's willingness to work with Clarity provided us a unique and invaluable opportunity to use a team approach in treating not just each child as individuals, but the family as a whole. Each provider was able to focus on a different aspect of the family dynamics and clinicians were able to consult and share their own perspective, allowing everyone to have a much bigger picture to work with instead of just a small piece of the puzzle. Clarity CGC approaches treatment(s) comprehensively.

**8: Please provide an updated detailed projected budget with expenses for the received grant. Also include the totals for the budgeted and actual amount. Explain any discrepancies between the budgeted and the actual expenses for the project.**

<b>Line Item Description</b>	<b>Total Project Funds Allocation</b>	<b>Najim Requested Funds</b>	<b>Project Funds Actual</b>	<b>Najim Funds Allocation</b>
Salaries and Wages	\$11,469,683	\$70,000	\$11327897	\$60000
Benefits (taxes, insurances, retirement plans, etc.)	\$2,012,314	\$0	\$1871146	\$0
Supplies (laundry, med records, pharmacy, laundry, food services, etc.)	\$1,493,141	\$30,000	\$1349300	\$20000
Postage & Shipping	\$18,107	\$0	\$10597	\$0
Occupancy (utilities, trash, security, etc.)	\$645,184	\$0	\$833290	\$0
Equipment and repairs	\$59,051	\$0	\$158197	\$0
Travel and seminars	\$17,763	\$0	\$8950	\$0
Interest	\$933,581	\$0	\$901869	\$0
Depreciation and Amortization	\$1,571,082	\$0	\$1505255	\$0
Bad Debt (billed services for which payment cannot be collected)	\$203,885	\$0	\$812911	\$0
Advertising and Outreach	\$361,653	\$0	\$335902	\$0
Dues & Subscriptions	\$9,697	\$0	\$7274	\$0
Insurance	\$274,106	\$0	\$286614	\$0
Licenses & Registrations	\$14,630	\$0	\$28994	\$0
Professional Fees (employee replacements/temps, professional credentials, etc)	\$160,925	\$0	\$130739	\$0
Contract Services (Southwest Psychiatric Physicians--SPP)	\$1,923,634	\$0	\$2583577	\$0

Purchased Services ( (Labs, Dietition, On-call, EEG's,, etc.)	\$255,063	\$0	\$431924	\$0
Miscellaneous (bank fees, etc.)	\$72,200	\$0	\$239418	\$0
<b>TOTAL:</b>	<b>\$21,495,699</b>	<b>\$100,000</b>	<b>\$22,823,854</b>	<b>\$80,000</b>
<b>Signature</b> Julia Crowley				