



EMBRACE MENTAL HEALTH CENTER

***CLINIC
INDICATORS
REPORT 003***

**REPORTING PERIOD DECEMBER
2020**

EMBRACE MENTAL HEALTH CENTER

CLINIC INDICATORS



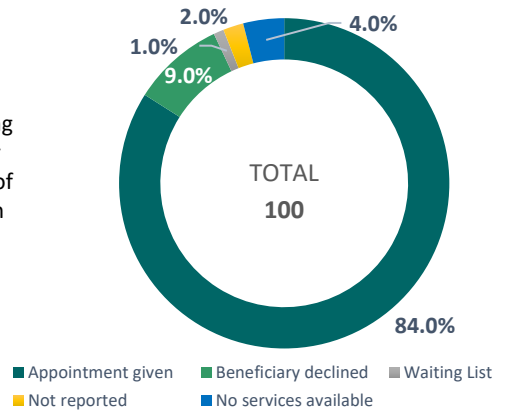
REPORT 003
DECEMBER 2020

REPORTING PERIOD

The below numbers are meant to offer a snapshot of the activities hosted and beneficiaries served at the Embrace Mental Health Center. While information is recorded as accurately as possible, not all information is available at all times.

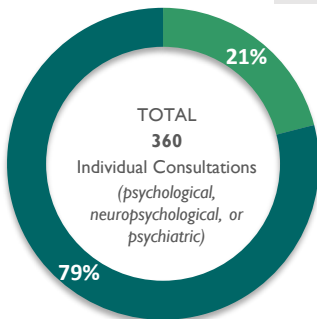
I. TRIAGE

Every beneficiary that calls the clinic is screened (i.e., triaged) to better gather basic demographic information, understand the reason for which they are seeking services, and orient them accordingly. The triage number represents the number of people who called who could *potentially* become beneficiaries. The outcome of the triage represents the decision taken after the information was gathered from the potential beneficiary.



II. SESSION TYPE

TOTAL NUMBER OF SESSIONS: 360



INDIVIDUAL CONSULTATIONS

- First appointments
- Follow ups

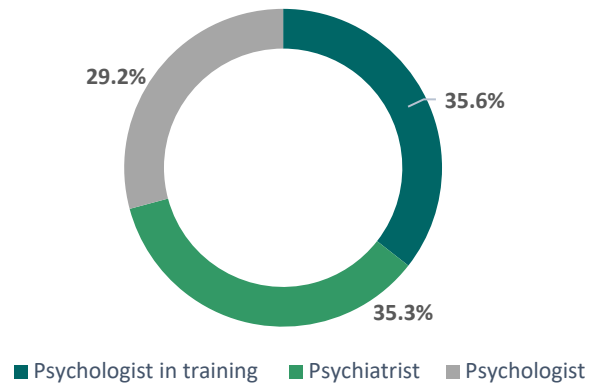
Average number of sessions: 2.5



GROUP CONSULTATIONS

TOTAL NUMBER OF SESSIONS: 1
PERSONS PER SESSION: 2

III. TYPE OF PRACTITIONER SEEN



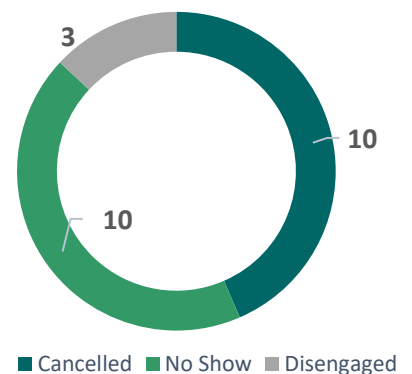
In around 20% of the individual psychological or psychiatric sessions, the beneficiary was referred to another service at the Embrace Mental Health Center (i.e., psychotherapy, the lifeline, group therapy, psychiatry, neuropsychological assessment or social work) and in 2% of those sessions the beneficiary was referred to external mental health or medical services.

IV. BENEFICIARY INFORMATION

TOTAL NUMBER OF BENEFICIARIES SERVED
(first session or follow up): 146

TOTAL NUMBER OF NEW BENEFICIARIES
(those whose first session was this month): 73

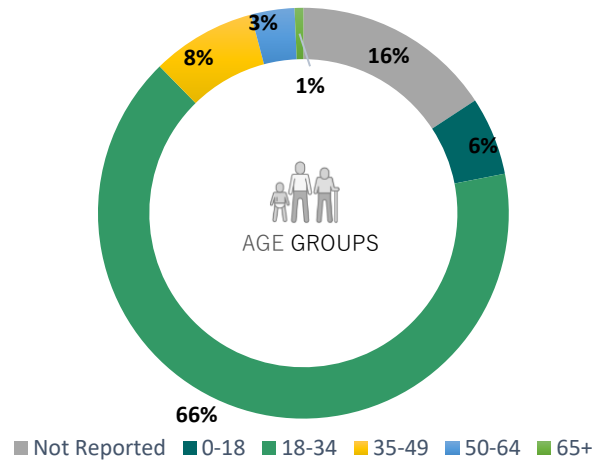
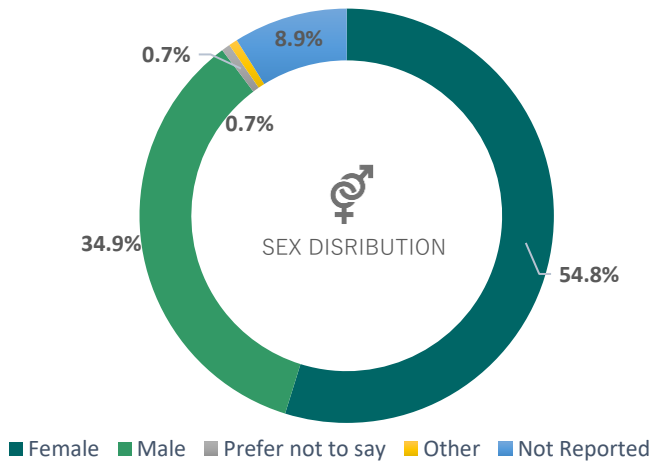
BENEFICIARY DISENGAGEMENT*



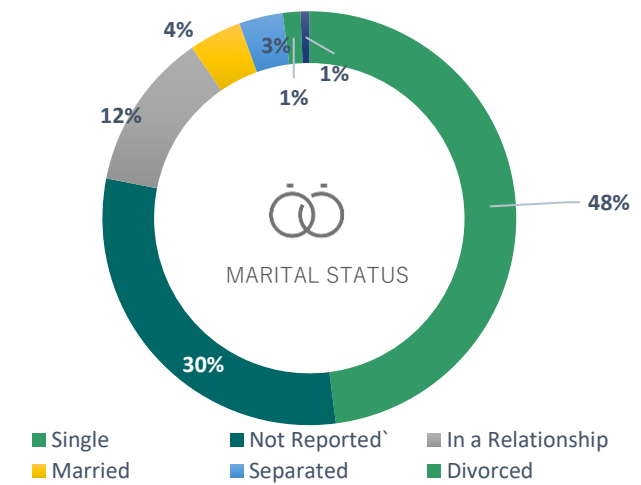
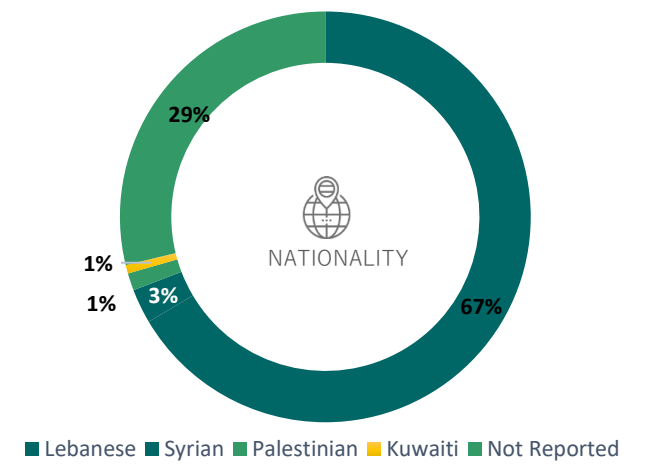
*Cancelled: Cancelled but did not reschedule
No show: Did not show up, no prior notice was given, and the beneficiary did not reschedule at a later time
Disengaged: Disengaged after having sought services at the clinic

V. SOCIODEMOGRAPHICS OF BENEFICIARIES SERVED

The sociodemographic information displayed below corresponds to the total number of distinct beneficiaries served at the clinic in the reporting month.



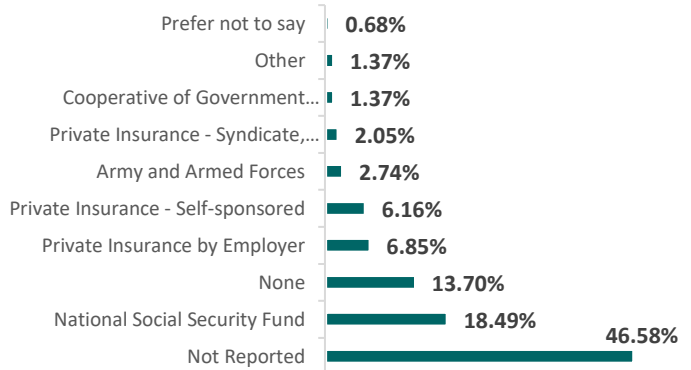
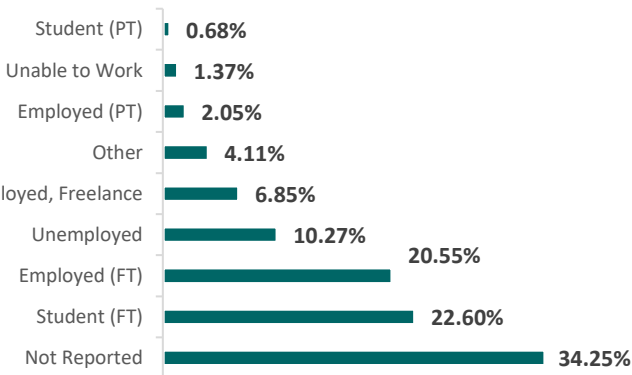
The mean age of beneficiaries was 26.51 years old.



***Note that percentages may not add up to 100% as beneficiaries can hold/endorse multiple nationalities**

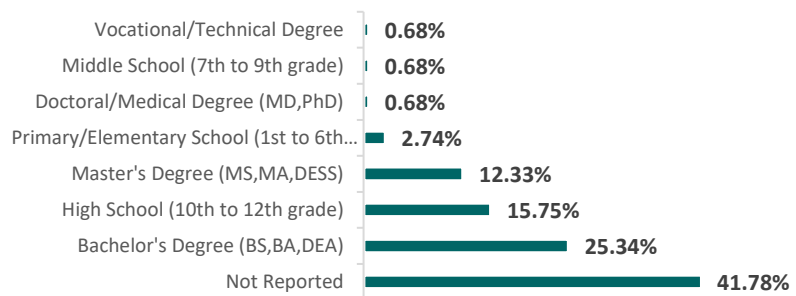
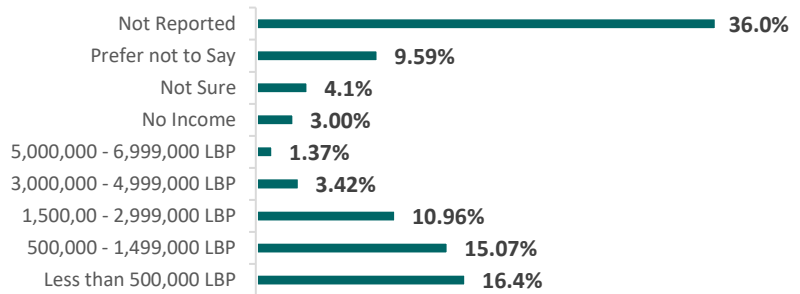
EMPLOYMENT

INSURANCE COVERAGE



***Note that percentages may not add up to 100% as beneficiaries can endorse more than one option.**

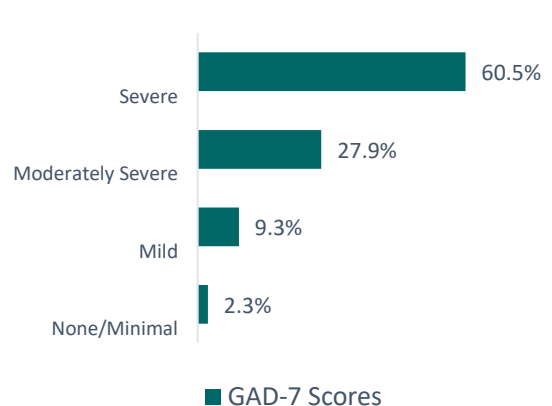
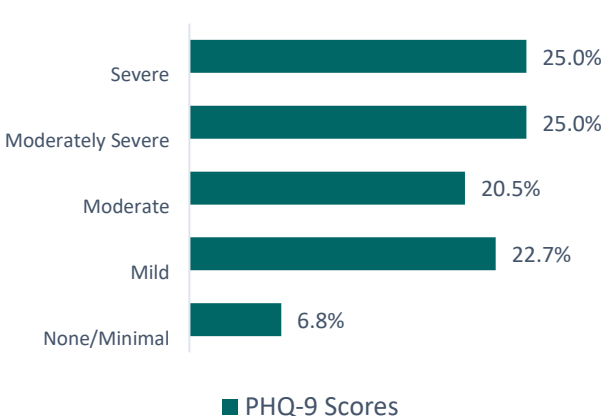
V. SOCIODEMOGRAPHICS OF BENEFICIARIES SERVED



VI. MENTAL HEALTH SURVEY SCORES

- PHQ-9:** a validated instrument for measuring the severity of depression.
Interpretation: 0-4 "None/Minimal", 5-9 "Mild", 10-14 "Moderate", 15-19 "Moderately Severe", 20-27 "Severe"
- GAD-7:** a validated instrument for measuring the severity of anxiety.
Interpretation: 0-4 "None/Minimal", 5-9 "Mild", 10-14 "Moderately Severe", 15-21 "Severe"
- TSQ:** a brief trauma questionnaire used to predict a PTSD diagnosis.
Interpretation: excellent prediction of a PTSD diagnosis when respondents endorse at least six items in the questionnaire.

FIRST ENCOUNTER



	PHQ-9	GAD-7	TSQ
Sample Size (N)	44	43	38
Average Score	14.32	14.97	6.68

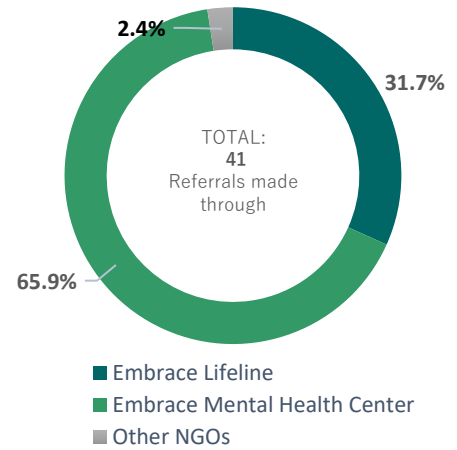
***Note** that the above graphs show the percent frequency of categorical classifications on the PHQ-9 and GAD-7 for the samples indicated in the table.

VII. SOCIAL WORK DEPARTMENT

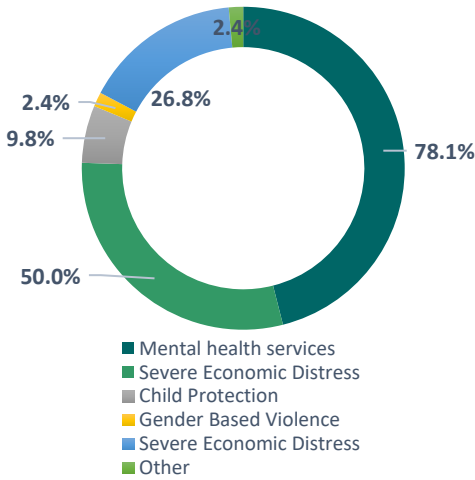
TOTAL NUMBER OF REFERRED CASES 41

The social work department at Embrace serves both the Embrace Mental Health Center (EMHC) and the Embrace Lifeline. It aims to provide a holistic approach to mental health care by offering psycho-social assistance to beneficiaries served by both the EMHC and the Lifeline. The EMHC and Embrace Lifeline are resourced with comprehensive referral networks linked with governmental and non-governmental organizations that provide a wide range of psychosocial services from livelihood, shelter, basic assistance, child protection, and organizations catering to the needs of vulnerable groups such as refugees, LGBTQ community and persons affected by gender-based violence. The department is currently staff by one social worker who coordinates with a multi-disciplinary internal team of psychologists, psychiatrists, psychiatric nurse, hotline operators and clinical supervisors.

**Note that unless otherwise indicated, the below statistics reflect characteristics of cases or beneficiaries that were initiated in the month of reporting and do not include information on cases pending from previous months.*

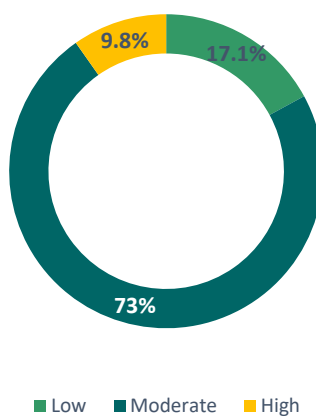


Reason for Referral

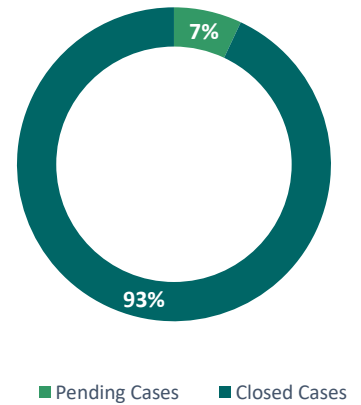


**Note that percentages may add up to more than 100% because multiple reasons for referral can be endorsed.*

Urgency Level

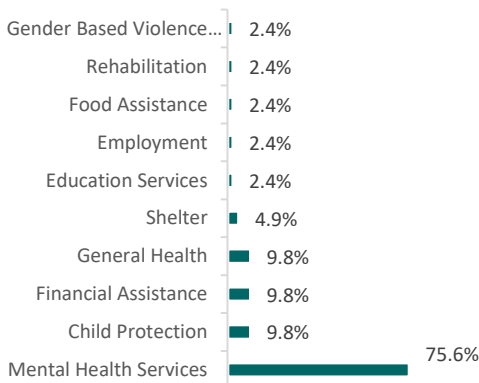


Timeliness

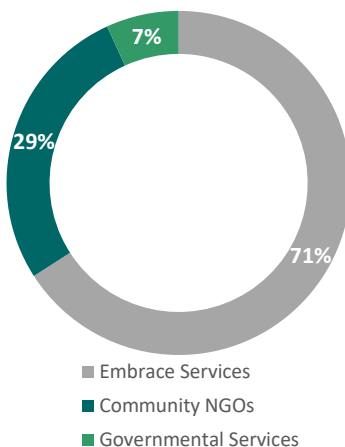


**Note that the above graphs reflects only cases that were opened in December and an additional 20 cases that were pending from previous months were also resolved in December.*

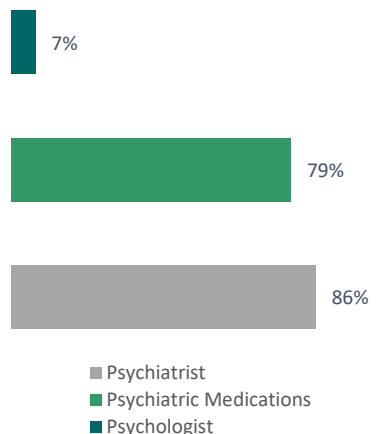
Types of Referrals Made



Referrals Made to



Cases referred to Embrace Services



**Note that percentages for the bottom 3 graphs may add up to more than 100% because multiple types of referrals can be provided.*

VII. SOCIAL WORK DEPARTMENT
SOCIO-DEMOGRAPHICS OF BENEFICIARIES

