



Quality Improvement Report

2021 1st Quarter
January-March



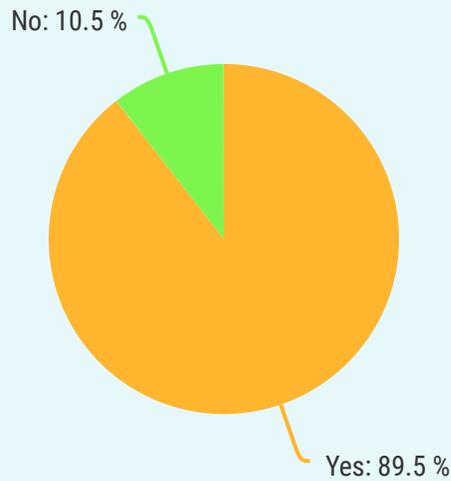
Current Data Collection Schedule

Target Group	Frequency	Collection Schedule	Data Collected	Tool(s) Used	Analysis Schedule	Reporting on This Quarter?
All Clients	Annually	Jan/Feb	Satisfaction/Impact	Client Satisfaction Surveys	Annually	Yes
All clients	Ongoing	Ongoing	Number of individuals served- STRATEGIC GOAL	FF/Dashboard	Bi-Annually	No-2nd Quarter Report 4th Quarter Report
TFC clients	Ongoing	Ongoing	Resilience	CANS Assessment	Bi- Annually	No-2nd Quarter Report 4th Quarter Report
TFC Clients	Ongoing	Ongoing	% Discharged to LRE- STRATEGIC GOAL	FF/Dashboard	Bi- Annually	No-2nd Quarter Report 4th Quarter Report
TFC Referrals	Ongoing	Ongoing	% of referrals matched- BOLD GOAL	FF/Dashboard	B- Annually	No-2nd Quarter Report 4th Quarter Report
Mentoring Clients	Annually	Jan/Feb	Can you talk with mentor about important things?	Incorporated into Client Satisfaction Survey	Annually	Yes
Family Mentoring Clients	Ongoing	Ongoing	% of children not entering Foster Care- STRATEGIC GOAL	Program Spreadsheet	B- Annually	No-2nd Quarter Report 4th Quarter Report
Community Based Programs	Ongoing	Ongoing	Prevention hours delivered- BOLD GOAL	FF/Dashboard	B- Annually	No-2nd Quarter Report 4th Quarter Report
PST Participants	Ongoing	Ongoing	Would recommend to friend or family/Improvement suggestions	PST Post-Training Survey	Bi-Annually	No-2nd Quarter Report 4th Quarter Report
Teaching Parents Closing	Ongoing	Ongoing	Reasons for closure, satisfaction with agency support	TP Closure Survey	Quarterly	No-3rd Quarter Report
Teaching Parents	Ongoing	Ongoing	# of TP recruited/certified- BOLD GOAL	FF/Dashboard	Bi-Annually	No-2nd Quarter Report 4th Quarter Report
Teaching Parents	2x per year	March/September	Satisfaction	TP Satisfaction Survey	Bi-Annually	No-2nd Quarter Report 4th Quarter Report
Customers (DSS)	Ongoing	At the point of case closure	Satisfaction/Referral Likelihood	Customer Satisfaction Survey	Bi-Annually	Yes
Staff	Annually	August	Satisfaction/Engagement	Staff Satisfaction Survey	Annually	No-4th Quarter Report

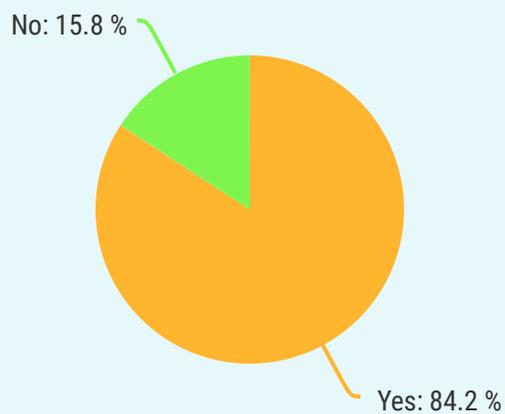
Client Satisfaction Survey Results 2021

Foster Care*

Are you satisfied with foster care at People Places?



Has People Places foster care made your life better?



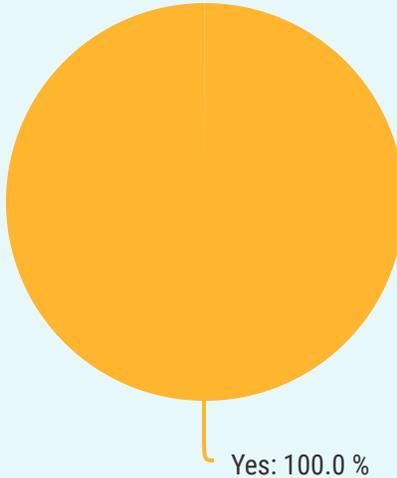
*Survey results received from 21 respondents

What do you like about People Places foster care?	What would make People Places foster care better?
"That they give you good foster families that love you."	"I can't think of anything."
"I like that they took me away from my old home."	"IDK I like it just the way it is."
"They are nice."	"Seeing my sisters and mom and dad."
"I get a way better family."	"All of this is making it better. I would like to see my Mom and Dad."
"Making sure you go to the right parents."	" If I had a stuffed animal."
"Because we (me and FC) talk.."	"Let me be less grounded. (Staff Name) come more often. Better allowance than \$10, since I'm 9. Let us get 1 toy for free at Target every month."
"People listen when I have a problem.."	"Have in the middle face for first two questions. That would be my answer."
"I liked the group."	"Get rid of social worker checking on you all the time."
"everything!! (LOL)"	"I think it's okay right now."
"it's good"	"FC and DSS would see me more often."
"I met nice people"	"If you didn't have so many people at the office."
"I change my life"	"If we could get to see mommy every day."
"You all are understanding."	"Make Covid go away."
"To play."	
"They take care of me."	
"That people take care of me."	
"Nothing."	
"I like some of the new people I meet."	
"They are always nice. They make sure you have everything you need."	
"I like my social worker."	

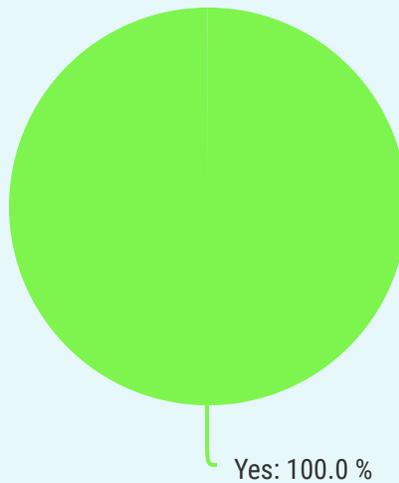
Client Satisfaction Survey Results 2021

Family Mentoring*

Are you satisfied with the family mentoring program at People Places?



Has the family mentoring program at People Places made your life better?



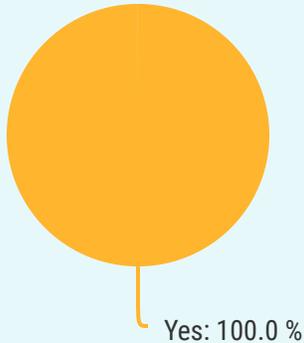
*Survey results received from 16 respondents

What do you like about the family mentoring program at People Places?	What would make the family mentoring program at People Places better?
"I love them. they are here for me, helping me and caring for me and my children."	"Nothing it's perfect to me !! :)"
"Has me thinking more about life and what I need to do with my son, spending more time with him."	"probably spend more time"
"The interaction, parenting education and i down to earth person to relate to."	"It's pretty good so far."
"I get to experience new and interesting things."	"Them not having soo many rules to follow"
"The feeling of it not just being another person in your home telling what to do but that it feels more like friends or family."	"Them not having soo many rules to follow."
"I love the fact that (worker's name) cares genuinely works very hard to please take care of me and my needs with my hectic life. she never makes you feel like your being burden and will always make time for you."	"funding maybe for clients to do things with their mentor"
"The people who are trying to help me."	"Nothing that I can think of."
"That they have in home services."	"Nothing this program is already great."
"The fact that my family mentor was always there for me and helped me so much."	"Nothing we all love (worker's name) and everything she does."
"They give me good ideas and plans to get things done. The lady I work with is awesome."	"I really believe they are doing the best they can."
"I think this program is a great because it gives parents the tools to become better parents"	
"I like (worker's name)because she cares about me and my kids. She has worked hard with me and has only wanted the best for us."	
"I like having an outside person help us as a family. Having someone asking questions that we don't think to think about to be better parents and have better relationships."	
"I really feel like they care and it's not just a job."	
"(Worker's name) is the BEST worker she goes over and beyond to help my family she have put us back on the road to success I Love her so much and so grateful to have her in my Life !!!"	

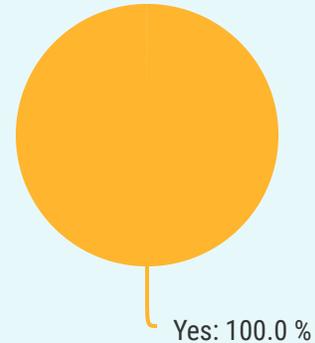
Client Satisfaction Survey Results 2021

Mentoring*

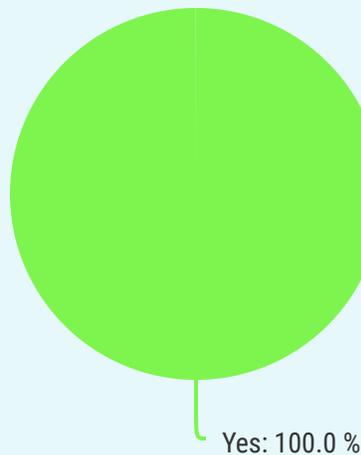
Are you satisfied with the Mentoring Program at People Places?



Has the People Places Mentoring Program made your life better?



If something important happens, can you talk with your mentor about it?

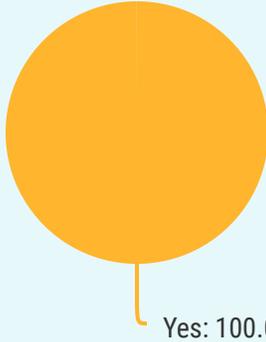


What do you like about the People Places Mentoring Program?	What would make the People Places Mentoring Program better?
"Going places!"	"I don't have anything specific that would make the program. Maybe seeing mentor more regularly."
"Advice they give"	"Being able to go inside the People Places building would be nice."
"Getting out of the house, having someone to talk to."	"Nothing it's absolutely perfect"
"She is always goofy, ready to listen, and is more of a best friend than a tutor."	"Nothing it's fine as is"
"I have someone to rely on to make my life better."	"I like it just the way it is."
"I think it's affective and consistent and I know what to expect."	"Summer time"
"I like the activities I do with the mentor."	"Just keep (staff name) with me."
"I like how it's really nice to other people"	
"That she is fun"	
"It helps me with my problems"	
"It helps me get out the house and actually have some fun for a change"	
"they really find the right mentor for you so you will build a strong bond with them."	
"I like going places with my mentor"	
"Hanging out and doing fun activities."	

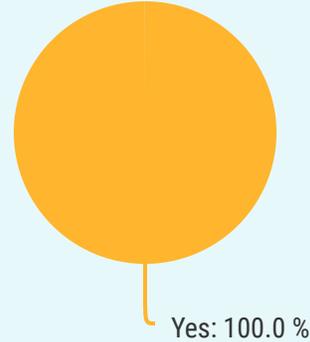
Client Satisfaction Survey Results 2021

Counseling*

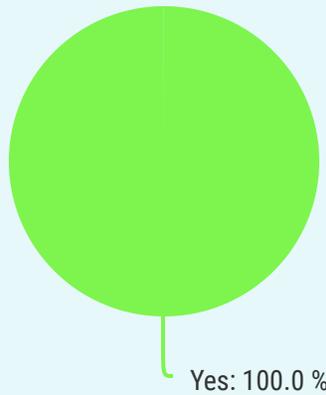
Are you satisfied with Counseling at People Places?



Has Counseling at People Places made your life better?



Was your counselor helpful?



What do you like about counseling at People Places?

The young man that works with my grandson has really helped him with boosting his confidence about himself and being able to discuss certain things about himself and his life goals with me

It gives me someone to talk to and that I can trust. It helped me get things off my chest and she was like a friend to me.

What would make counseling at People Places better?

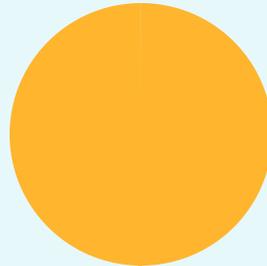
Not a thing I love what they do to help

being there because of COVID

*Survey results received from 3 respondents

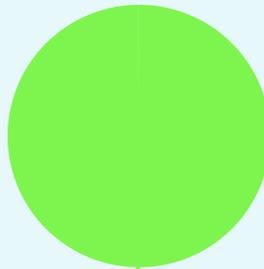
Customer Satisfaction Survey Results January 2021- March 2021

Would you recommend People Places' services to a friend or co-worker?



Yes: 100.0 %

Which best describes the location of your involvement with People Places?



Staunton: 100.0 %

Please indicate which of the service(s) you are rating on this survey



Mentoring: 100.0 %

Customer Satisfaction Survey Results Jan 2021-March 2021

Notes on the results:

- The results were based on 1 respondent.
- The survey participant did not provide any comments or suggestions this quarter.



CQI Team Corner

CQI Team was busy during the first quarter! The team completed a pilot process for a new employee onboarding program in March. The new onboarding process was designed in response to employee survey results that indicated that onboarding was in need of improvement. The new onboarding process provides clear, step by step guidance for supervisors and new staff to help streamline the orientation process. EMT will review this process for approval in April. This is a great example of how providing feedback can lead to new and exciting changes!

Welcome New Members!!!!

The CQI Team would like to welcome Sharvonne Mobley and Janell Hammersberg to the team! We are so excited to have you join us!



Do you have an idea for improvement?
The CQI Team welcomes improvement suggestions from any PPI staff member. No idea is too small! Email laura.flint@peopleplaces.org with your ideas.

