



Quality Improvement Report

2021 2nd Quarter
April-June



Reporting on This Quarter...

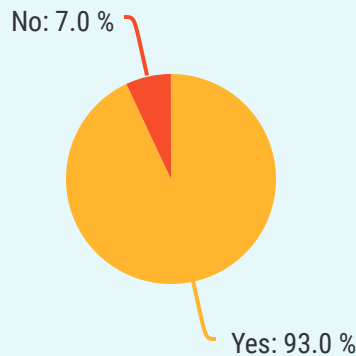
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Customer Satisfaction Survey Results

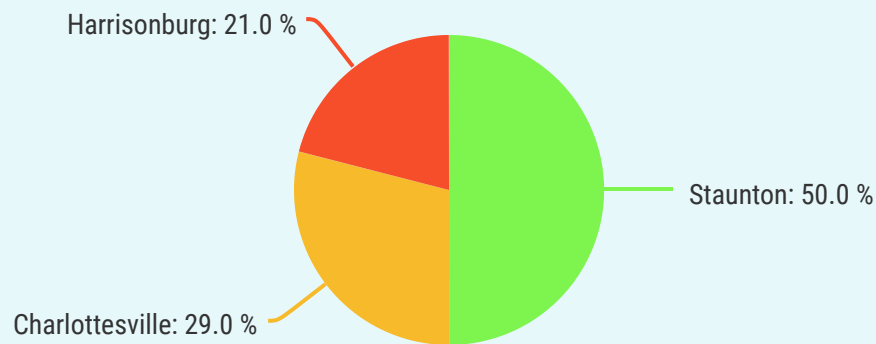
April 2021- June 2021

14 Total Respondents

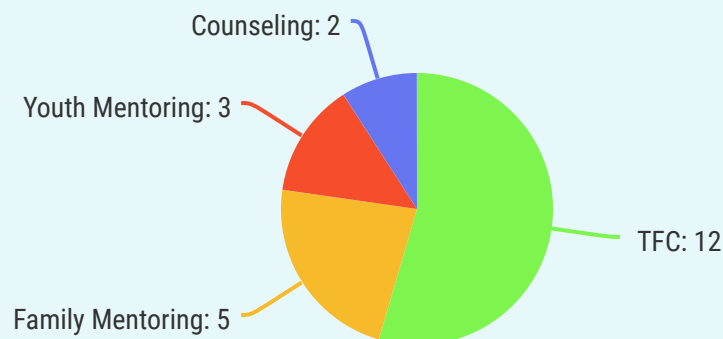
Would you recommend People Places' services to a friend or co-worker?



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



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



Customer Satisfaction Survey

Results

April 2021-June 2021

Feedback Provided:

"Thank you for your work."

"I have enjoyed working with People Places. I have not had any negative experiences and every individual I worked with was a joy and tremendous help. I highly recommend the services."

"(Staff name) was a great case manager. We did have some issues with the foster family, such as disregard for Department rules/expectations and lack of communication, but (staff name) did her best to mitigate any issues that arose."

"People Places is wonderful to work with and provide great services."

"Services offered to foster family/youth have not been adequate to address needs. I have found better support via other avenues including non-treatment foster care and intensive in-home."

"We are working toward establishing a supplemental family assessment prior to adoption. This would be very helpful as DSS is expected to have updated parent information prior to writing a Final Report of Adoption. VDSS is now requesting a date for completion of the Mutual Family Assessment - adoption addendum prior to signing an Adoptive Home Agreement. This is all fairly new in policy and forms."

2021 People Places Inc. Teaching Parent Satisfaction Survey Results-Quarter 2

May 2021

Question: How satisfied are you overall that People Places is meeting the needs of the child in your care?



100%
of Teaching Parents are satisfied that People Places is meeting the needs of the child.

98%
of Teaching Parents are satisfied with Pre-Service Training.



Question: How satisfied are you with the Pre-Service Training (PST) you received as a prospective Teaching Parent?

Question: How satisfied are you with the amount and content of ongoing training (including monthly trainings, guest speakers) that was offered during the past year?



98%
of Teaching Parents are satisfied with ongoing training.

92%

of Teaching Parents are satisfied with People Places Support when working with other team members.



Question: How satisfied are you with the support provided by People Places staff when you are working with team members including: DSS, birth families, schools, counselors and other professionals?

Question: How satisfied are you with the quality of home visits and other contacts made by the program staff?



98%

of Teaching Parents are satisfied with the quality of home visits and contacts.

95%

of Teaching Parents are satisfied with level of cultural/racial sensitivity and responsiveness People Places provides



Question: How satisfied are you that People Places is sensitive and responsive to issues of race and culture in working with you and/or the child(ren) placed with you?

98%

Question: How satisfied are you that People Places is meeting your overall needs as a Teaching Parent?



of Teaching Parents are satisfied with the way People Places meets their needs.



What Teaching Parents Say about People Places...



"I cannot honestly think of anything that would improve our experience. People Places has been the part of this process that has been the most helpful and least stressful."

"I would highly recommend PPI to anyone interested in foster care!"

"... We couldn't have asked for a better support team!"



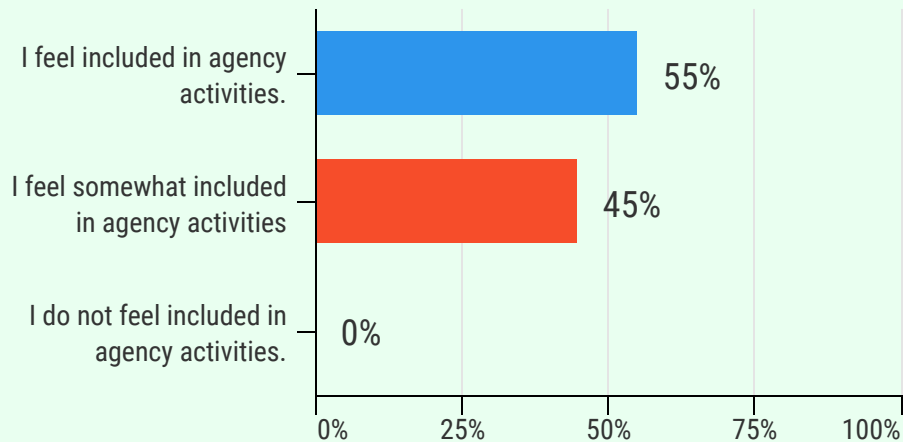
**We received many valuable suggestions from
survey participants including:**

- Providing more high quality ongoing training opportunities.
- Finding new ways to connect with other families.
- Returning to in person activities as soon as possible.

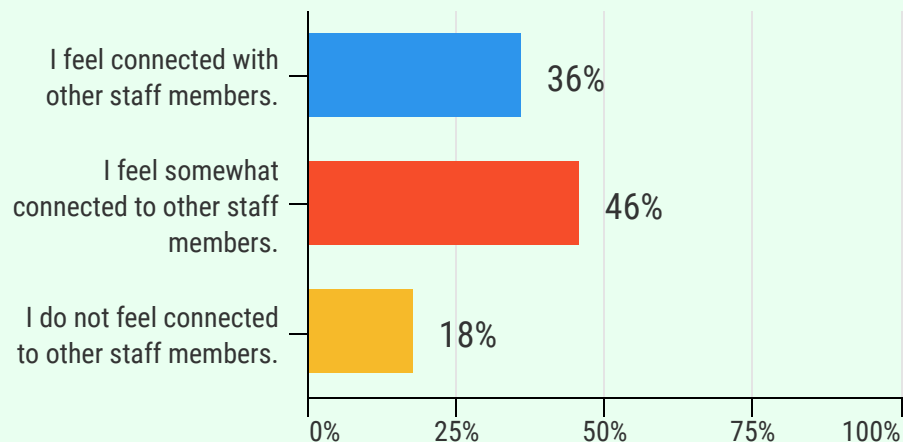
Part Time Staff Survey April/May 2021

*Based on 11 Responding Part Time Staff's
Feedback*

What best describes your engagement level as a part-time staff member at PPI?



What best describes your feeling of connectedness to other staff at PPI?



What could the agency do to make part-time staff feel more included?

"Honestly, I don't think there is any more the agency could do to help me feel included. My schedule just makes it impossible to attend staff events and meetings, which is why there is a lack of connection with other mentors and PPI staff. This agency has been so great and my interactions with supervisors are always supportive and beneficial."

"I feel included. My boss is really good about letting us know about the agency activities."

"Monthly meetings keep me somewhat included. I know other people in my same positions and the supervisors. It would be nice to have a quarterly all staff or office wide meeting that included FT and PT time staff. Would be nice to have a yearly social get together for all staff."

"I feel like with the inability to gather in person it is hard for anybody to feel included. Also, since I am new, I am still getting used to everything. I'm not sure what else can be done."

"I believe the supervisory meetings and monthly or quarterly meetings are sufficient. As a mentor who works full-time elsewhere, it would be a challenge to be there more often to meet other staff. I am happy with the way things are. Thank you for including us in the survey and asking our opinion."

"Have some sort of company wide outing at one of the office so people can put faces to names."

"I don't really have an answer as I am relatively new. I feel that the emails and the 1 meeting I have participated in are good."

"I love being included in trainings and professional development. The more trainings that are available to me the better connected I feel."

PST Post-Training Survey

Beginning in March, QI and the PST Team designed and implemented a short Post-Training survey for PST participants to complete at the end of their class.

100%

of respondents said
"Yes" when asked
**"Would you recommend
People Places' PST to a
friend or family member
who was interested in
fostering?" ***

*Based on responses from 9 PST participants
March-June 2021.

Teaching Parents Recruited

Teaching Parents recruited Jan 2021-June 2021

12

Goal for 2021: 39 Teaching Parents Recruited

Total Number of Individuals Served

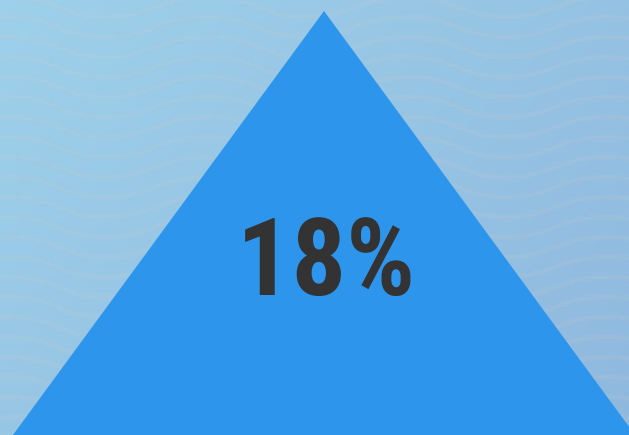
January 2021-June 2021



Goal for 2021: 351

Foster Care Referrals Matched

Percent of Foster Care referrals who have been matched with a current certified Teaching Family Jan 2021-June 2021



Goal for 2021: 25% of referrals matched

Foster Care Discharges to Less Restrictive Environment(LRE).

LRE is defined as: Relative home, Adoptive home, Birth Home (Client over or under 18), Independent Living, Own Home, School dormitory, or non-relative home. Data reflects youth discharged from Foster Care services Jan 1 2021--June 2021.



72%

Goal for 2021: 86%

Foster Care Resiliency.

% of individuals discharged from Foster Care January 2021-June 2021 demonstrating increased resiliency from the time of intake. Determined via an improvement in the client's Child and Adolescent Needs and Strengths assessment score.



56%

Goal for 2021: 60%

Hours of Prevention Programming Provided

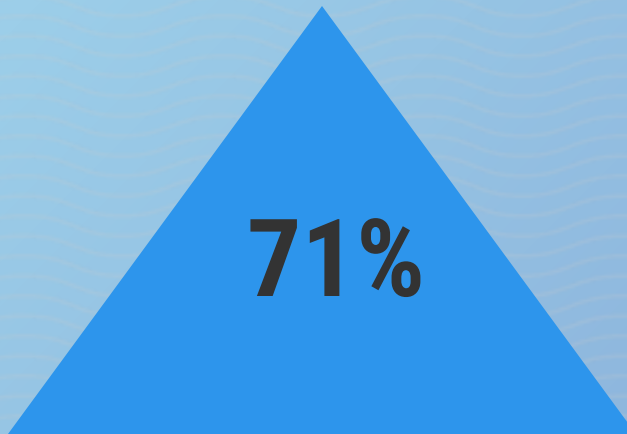
Hours of Therapeutic Mentoring and Family Mentoring Services provided January 2021-June 2021.



Goal for 2021: 7332

Foster Care Prevented

Percentage of Family Mentoring clients discharged from services from January 1, 2021 to June 30, 2021 who maintained their children in the home.



Goal for 2021: 97%



CQI Team Corner

The CQI Team has been busy over the last three months. The team conducted a part-time staff engagement survey in April/May. CQI Team additionally led a QI-awareness month for staff, including presenting QI information at each staff meeting In June. The CQI Team also welcomed a new member in June, Mary Cummings. We are so happy to have Mary 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.



PPI Public Dashboard

In June the design for the public Dashboard was completed and the Dashboard will be linked to the website in July. This will achieve our agency Annual Plan goal for 2021 to "*Publish a public-facing QI Dashboard*". The Dashboard is a reflection of the agency's core value of integrity. PPI strives to act with honesty, transparency and accountability to build trust and achieve results. One way we can work towards this core value is by presenting accurate and up to date data on our programs via the Dashboard. Remember that you can find up to date stats on all PPI programs on the Dashboard anytime!