



# Quality Improvement Report

2021 3rd Quarter  
July-Sept



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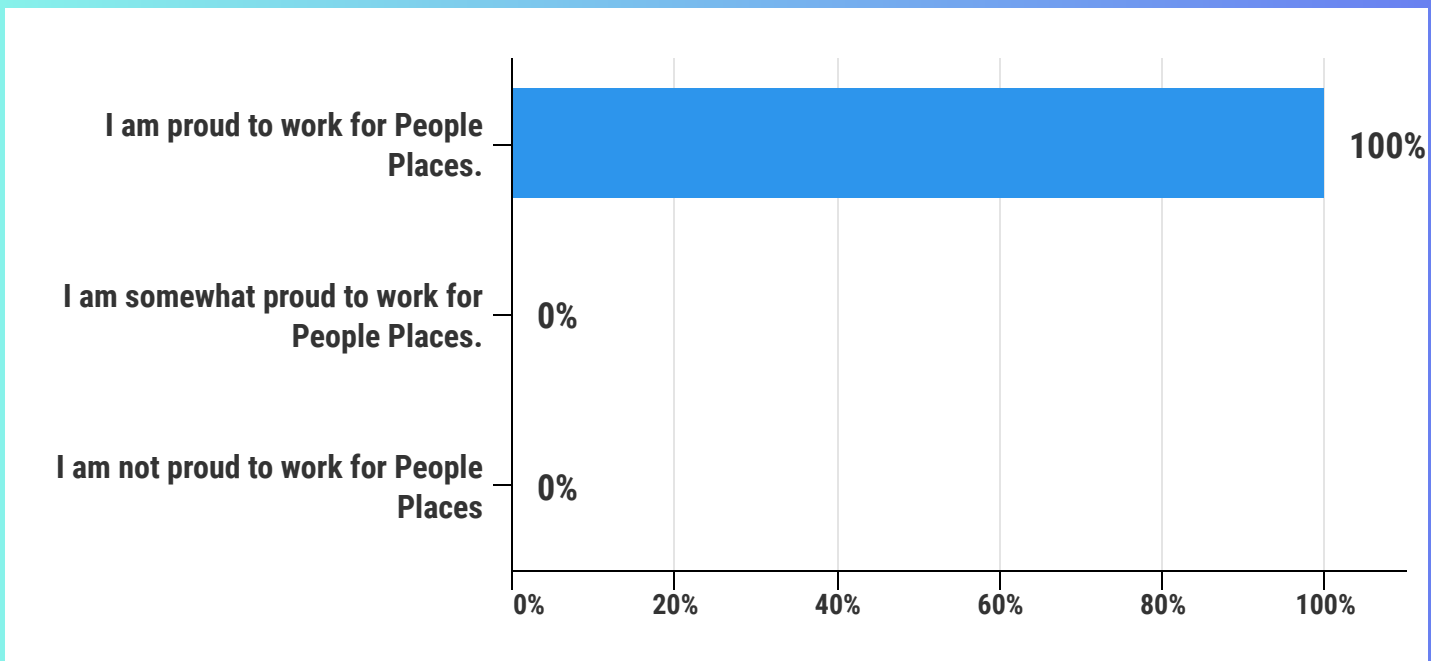
# Staff Satisfaction Survey 2021

## Survey Setup:

- Online survey link was emailed to all staff.
- Survey was open for responses from Sept 7-30, 2021.
- 51 staff responded at least partially, 43 staff completed the survey.
- Roughly 60% of staff completed the survey. This is a great response rate!
- Respondents included 39 full time staff and 11 part time staff.

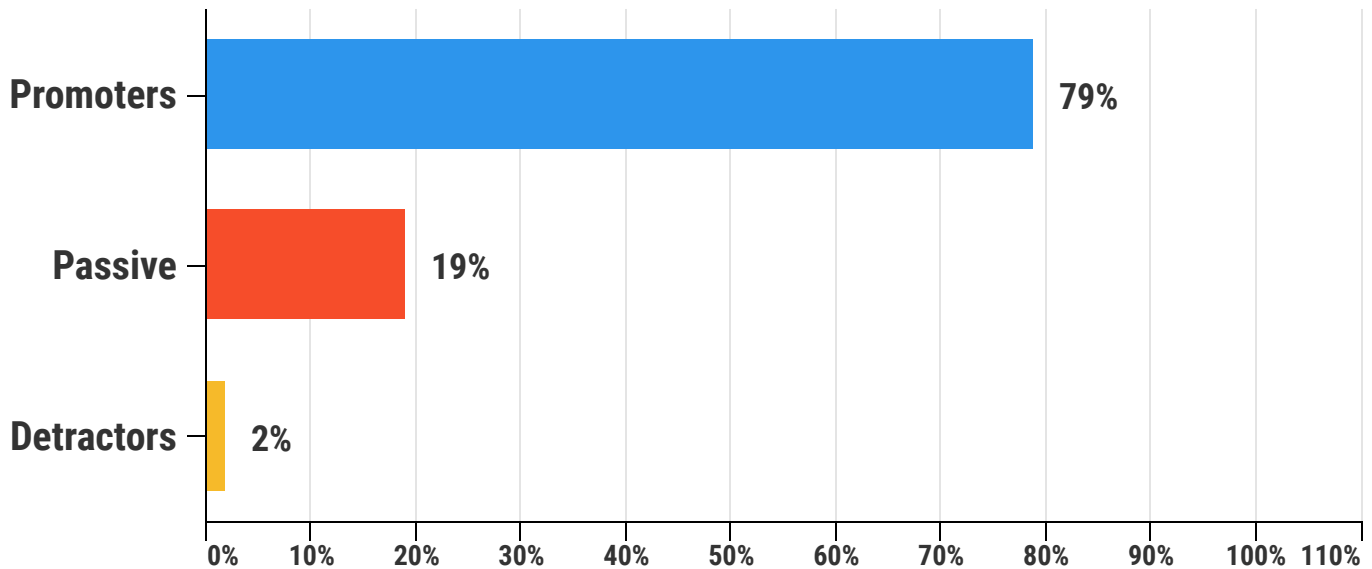
## Survey Highlights:

### Proud to Work for PPI



## Employee Net Promoter Score

How likely would you be to recommend PPI as a place to work? (rated on 1-10 scale\*)



**Promoters (Rated 9 or 10)**- extremely loyal employees to the organization, and spread a positive word around.

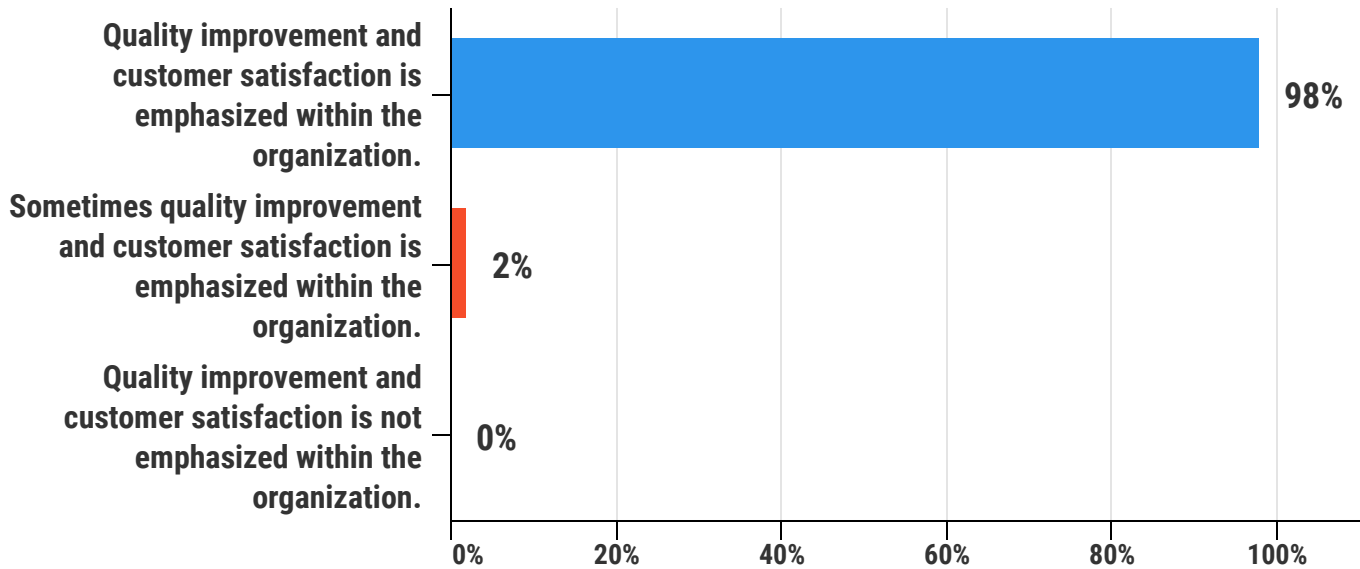
**Passives (Rated 7 or 8)**- employees who are neither emotionally invested nor disengaged.

**Detractors (Rated 6 or lower)**- employees who are dissatisfied with the organization and spread negative word of mouth.

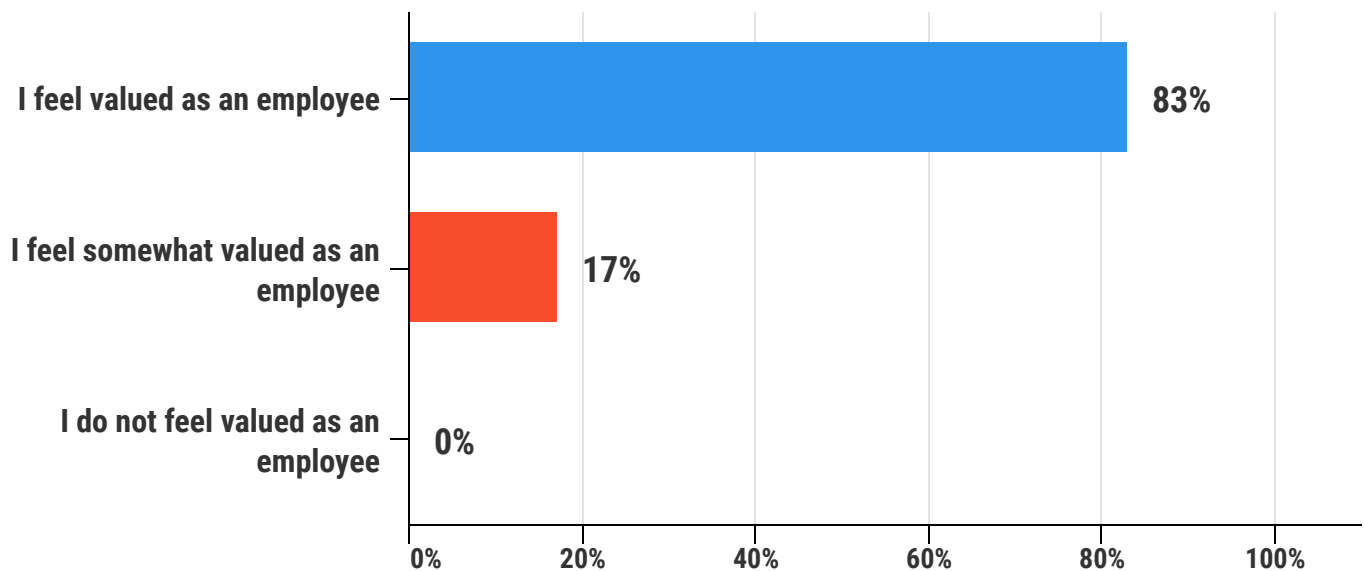
***In general an employee net promoter score of 50 is considered excellent. PPI's overall employee net promoter score is 77!***

\*1 being not at all likely, 10 being extremely likely

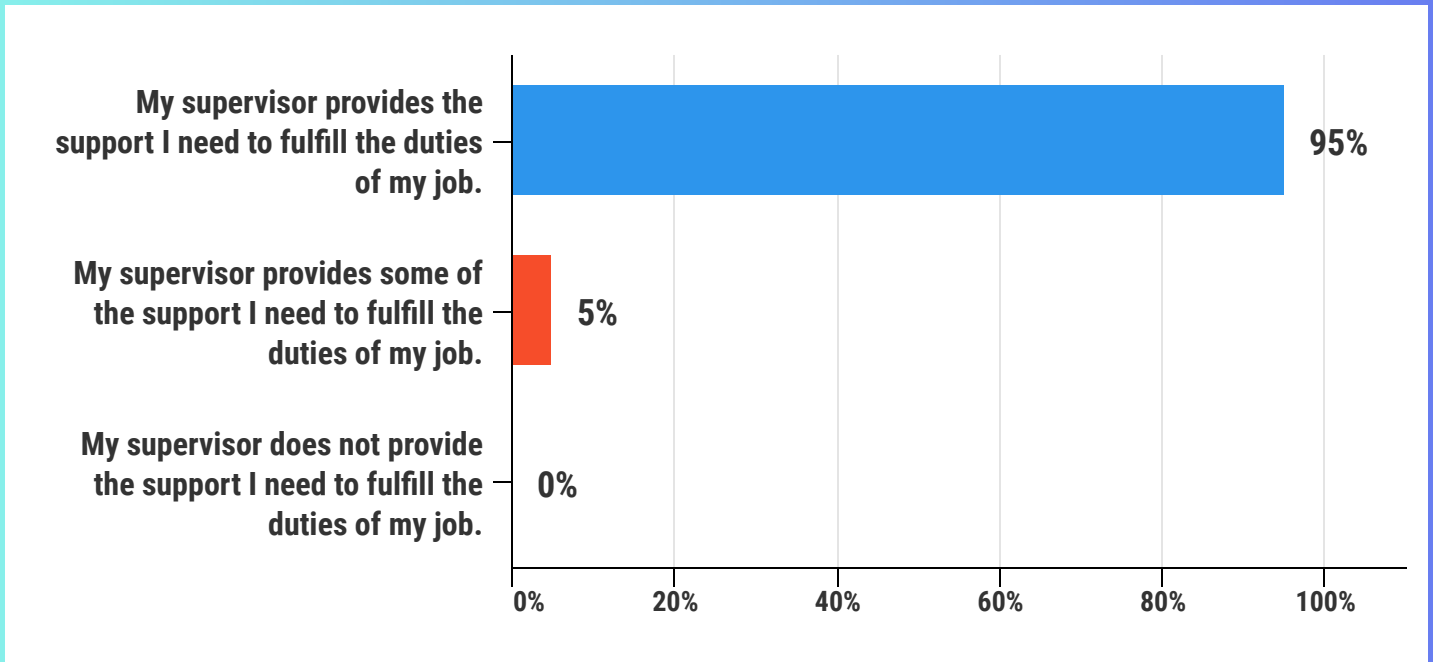
## Quality Improvement



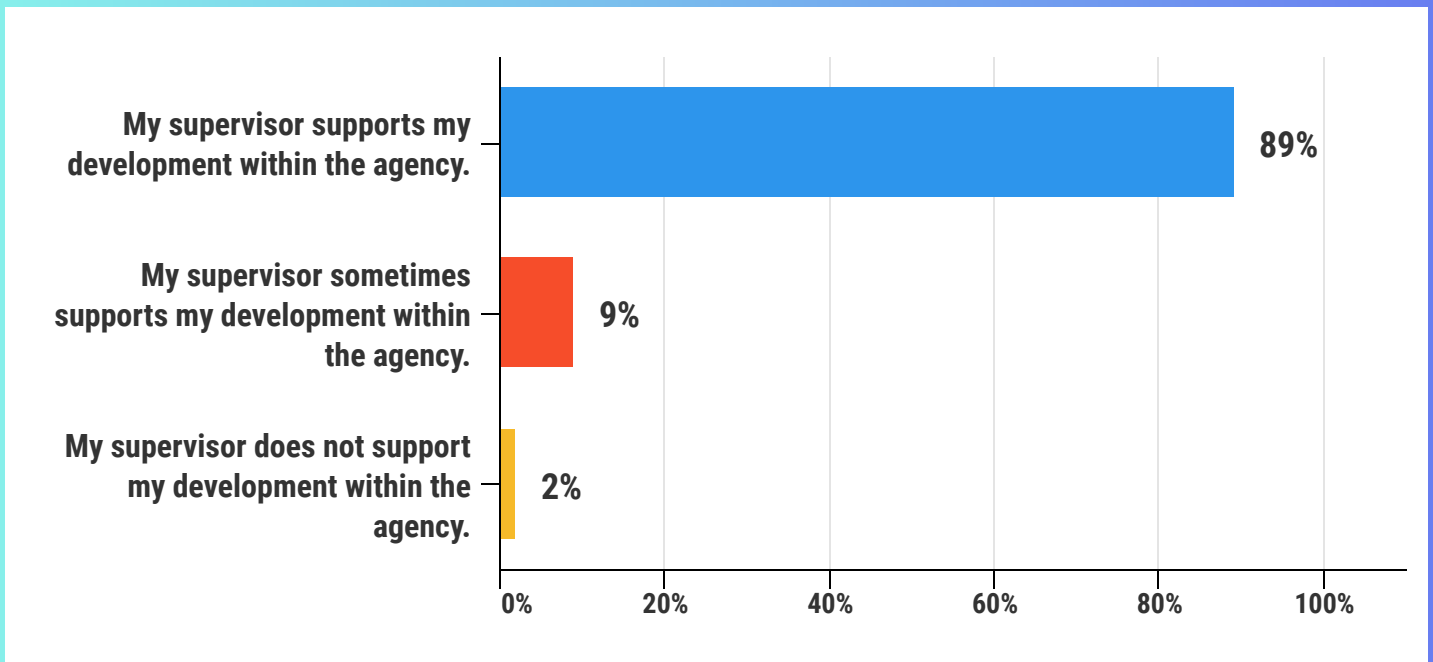
## Feeling Valued



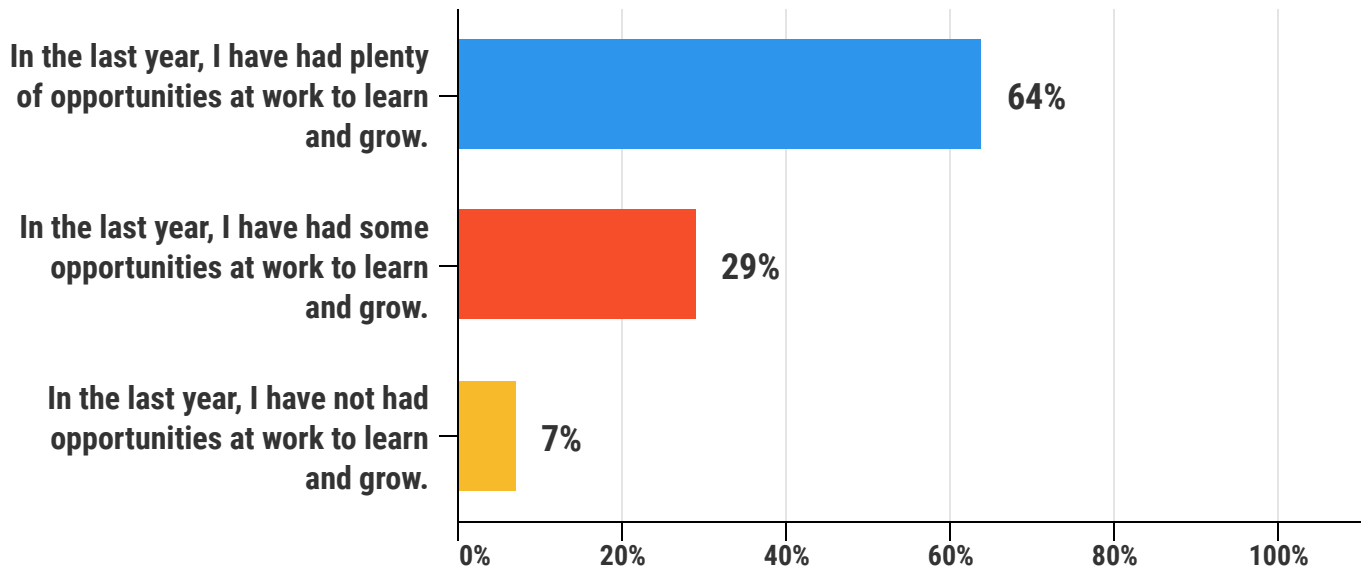
## Support From Supervisor



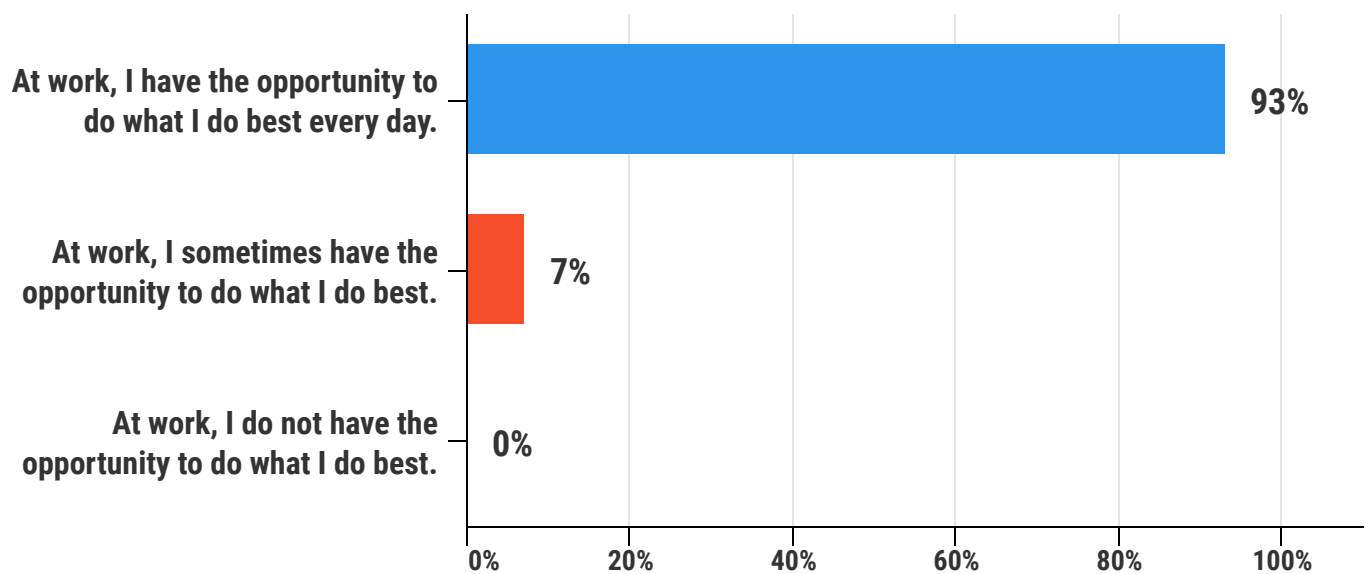
## Supporting Professional Development



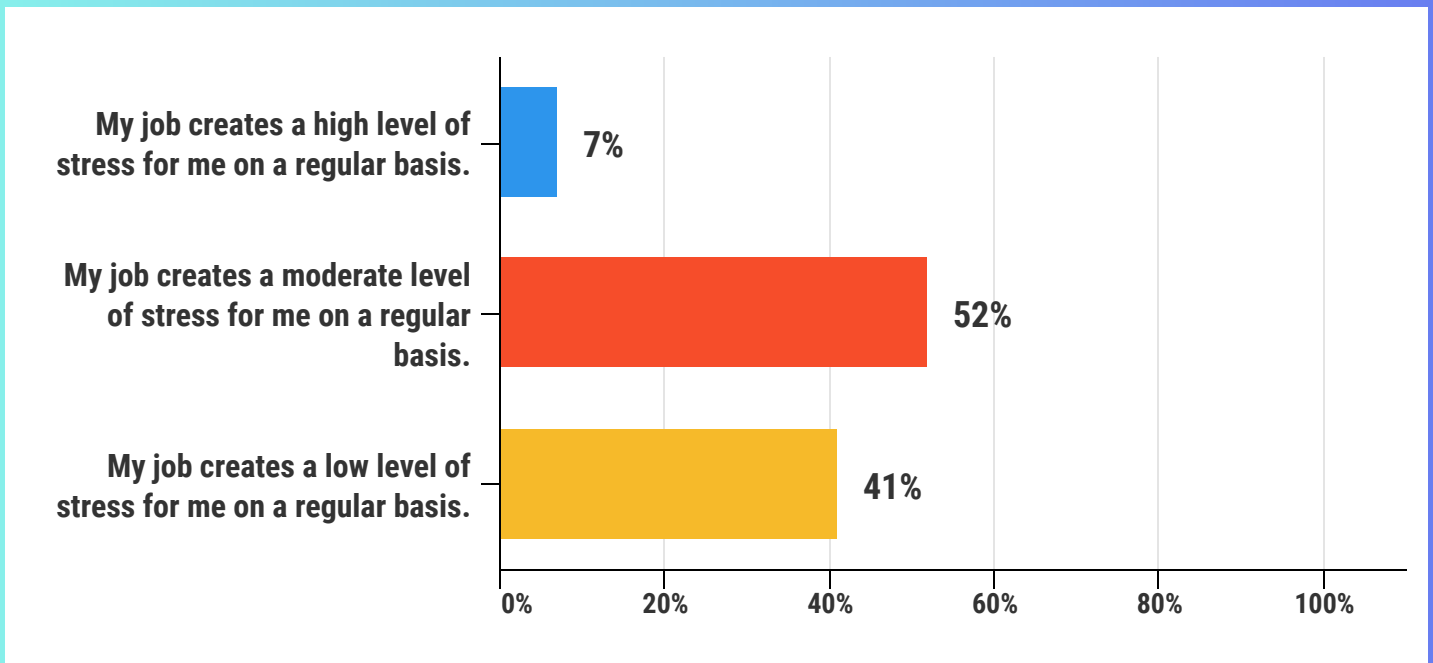
## Opportunities to Learn and Grow



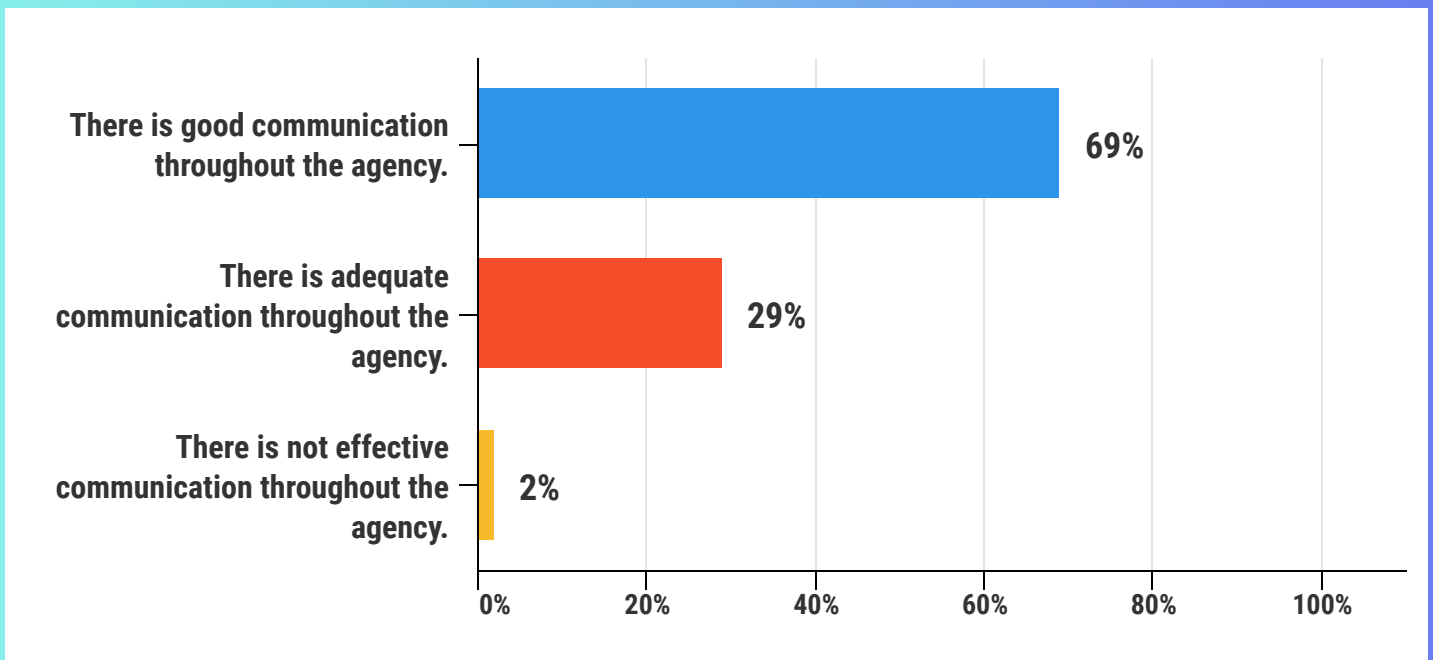
## Opportunity to Do What You Do Best



## Job Stress



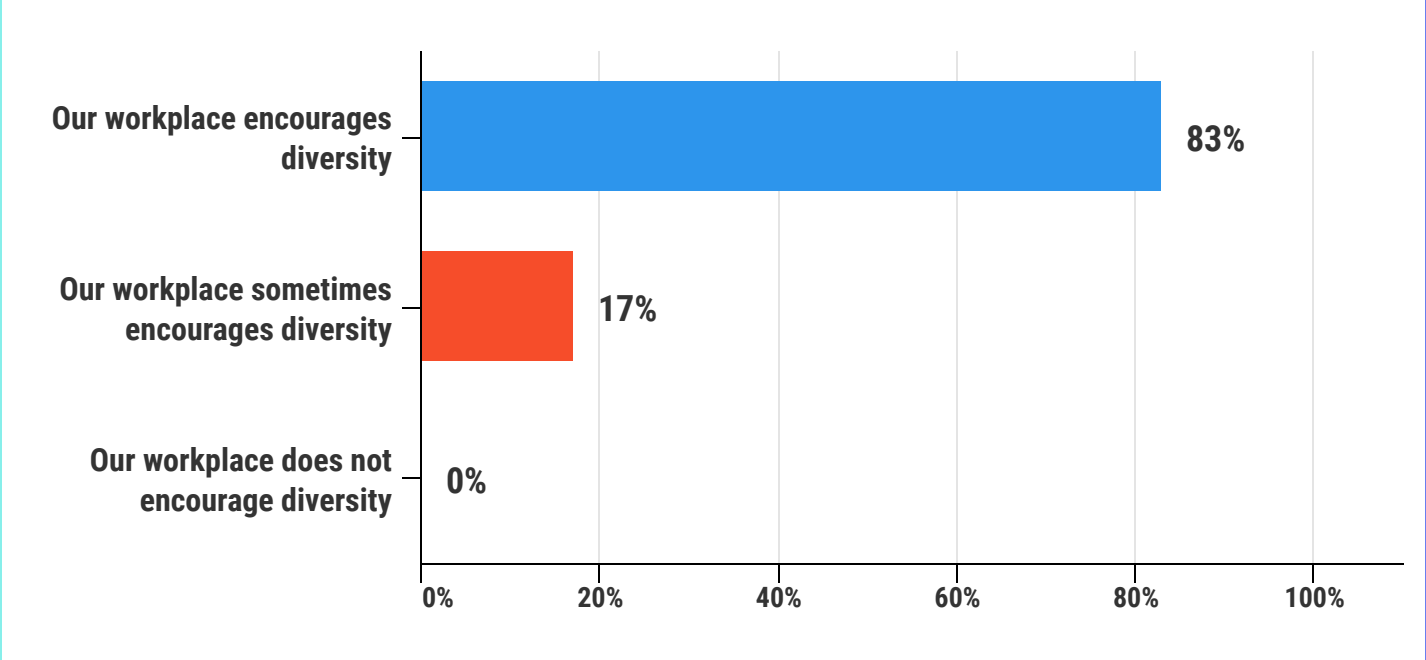
## Communication\*



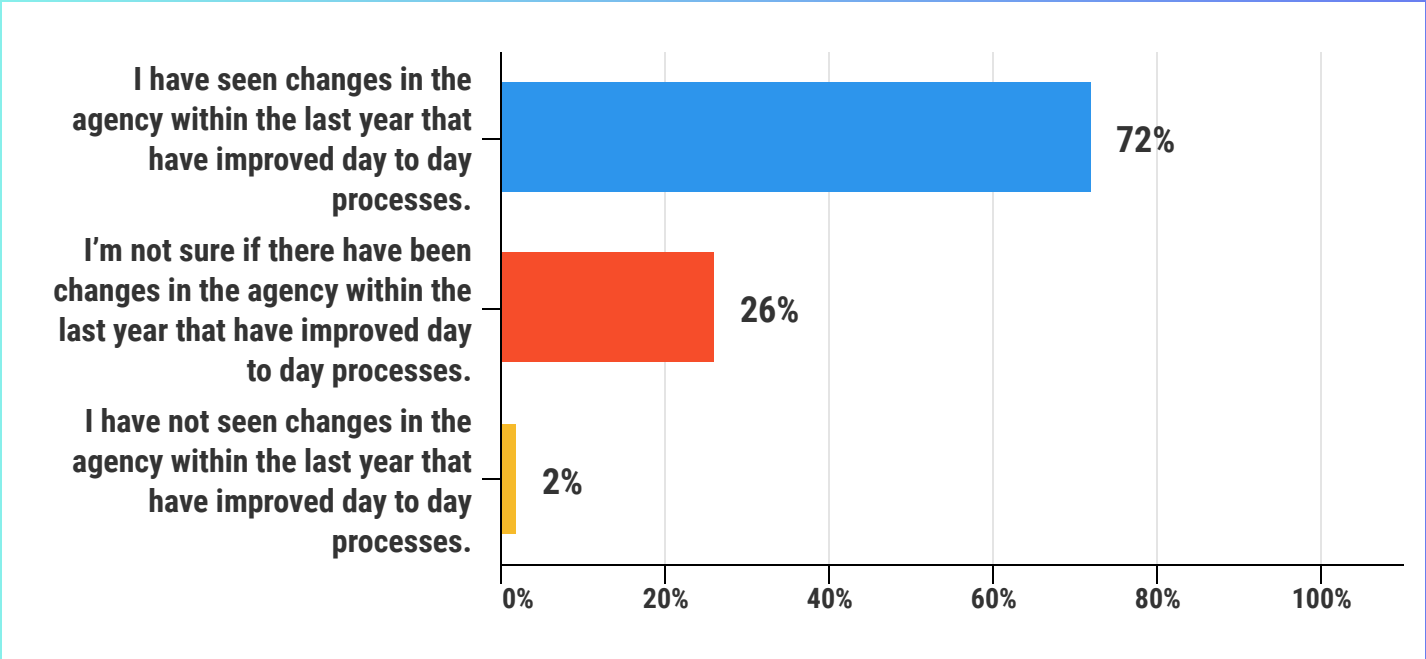
\* Improvement Note: In the 2020 Staff Survey, 25% of staff reported that there was not effective communication throughout the agency. This has been reduced to 2%



# Diversity



# Improvements



## Reflections on the Staff Survey



In 2020, PPI staff were surveyed and the results were reviewed by the Executive Management Team. EMT noted that the biggest areas of dissatisfaction related to communication within the agency. **In the 2020 staff survey, 25% of staff reported that there was not effective communication throughout the agency.**

As a result of gathering this information, staff were offered individual feedback sessions with the agency Quality Assurance Coordinator. This enabled PPI to gather information on the changes that were needed to improve communication. An Action Plan was then developed by agency leadership to address the improvements needed throughout the agency. **When staff was surveyed in 2021, 2% reported that there was not effective communication throughout the agency.** That's a big improvement!

This process also informed the development of the 2021 staff survey. Follow-up questions were added in for respondents who gave neutral or negative answers, so that specific information on needed improvements could be collected immediately as part of the survey.

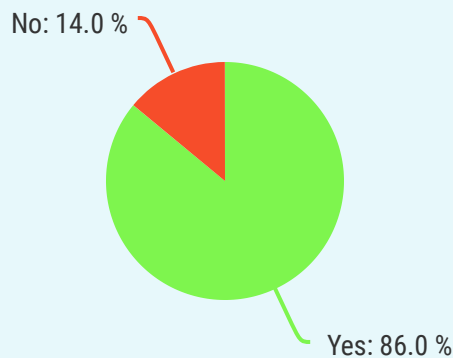
So again in 2021, EMT will review the staff survey results and use the data to make decisions on agency improvements. PPI strives to make data-based decision making an integral part of our agency. A big THANK YOU to PPI staff for participating in the staff survey- we wouldn't have any data without you!!

# Customer Satisfaction Survey Results

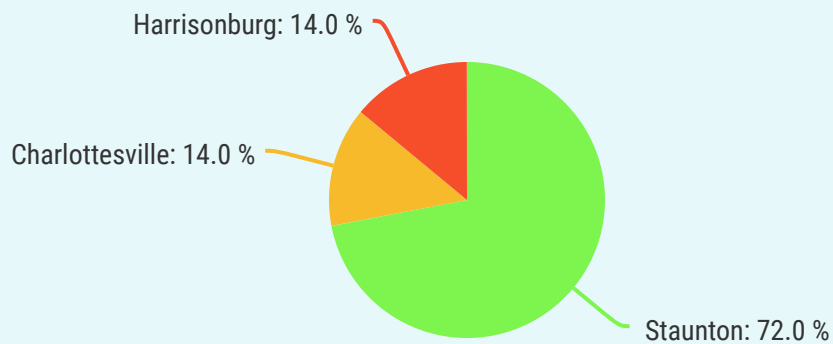
## July 2021- September 2021

### 7 Total Respondents

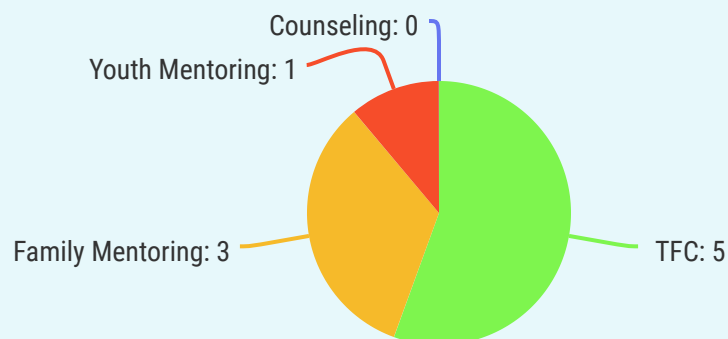
Would you recommend People Places' services to a friend or co-worker?



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 July 2021-Sept 2021

## Feedback Provided:

***"Absolutely love your staff and services."***

***"Family mentor has done a great job with a difficult family."***

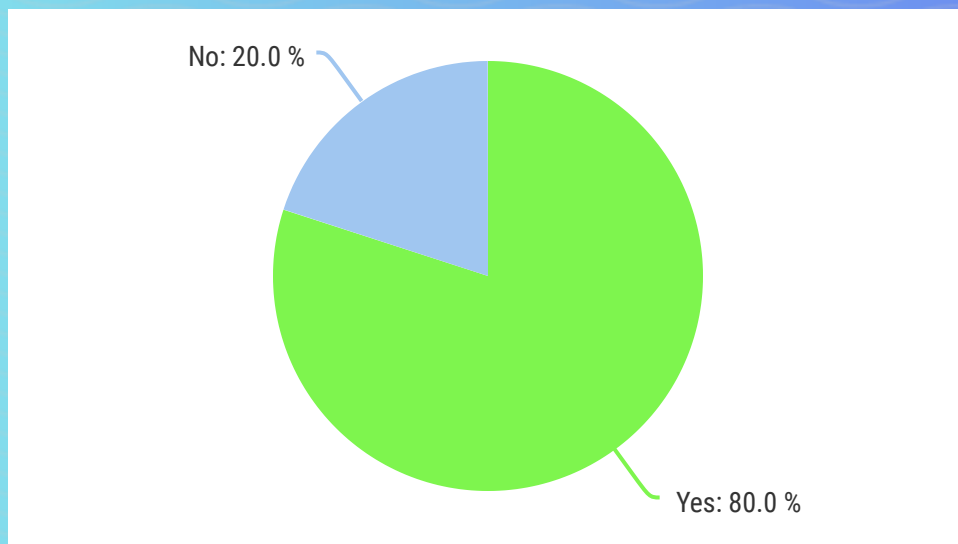
***"Would love to have more workers available in the Harrisonburg/Rockingham area" (Respondent reviewing Family Mentoring and Mentoring).***



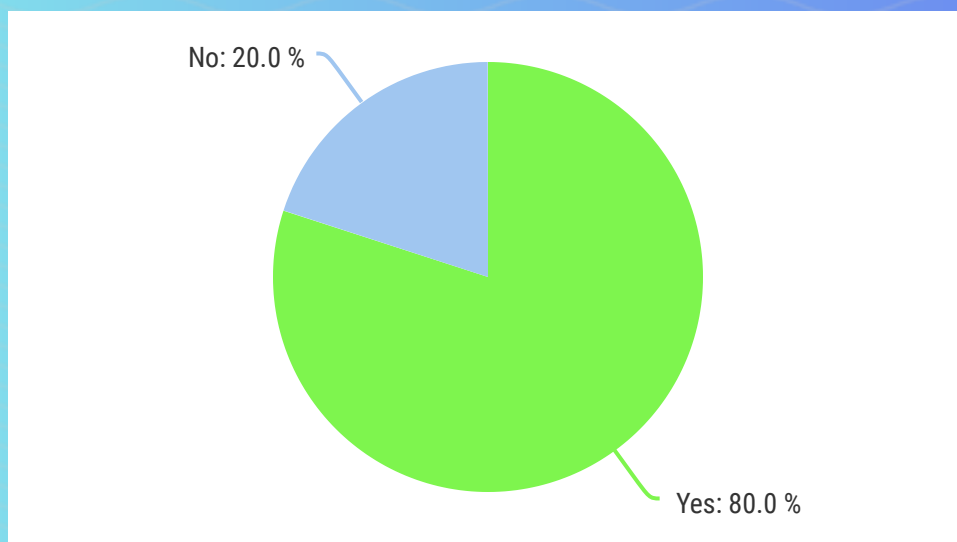
**Teaching Parent Closure Survey**  
**Results from 3rd Quarter 2021**  
5 respondents

***This is a survey provided to  
Teaching Parents who are ending  
their service with PPI.***

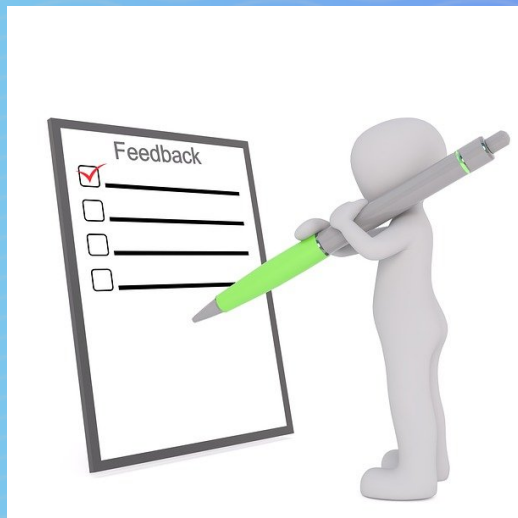
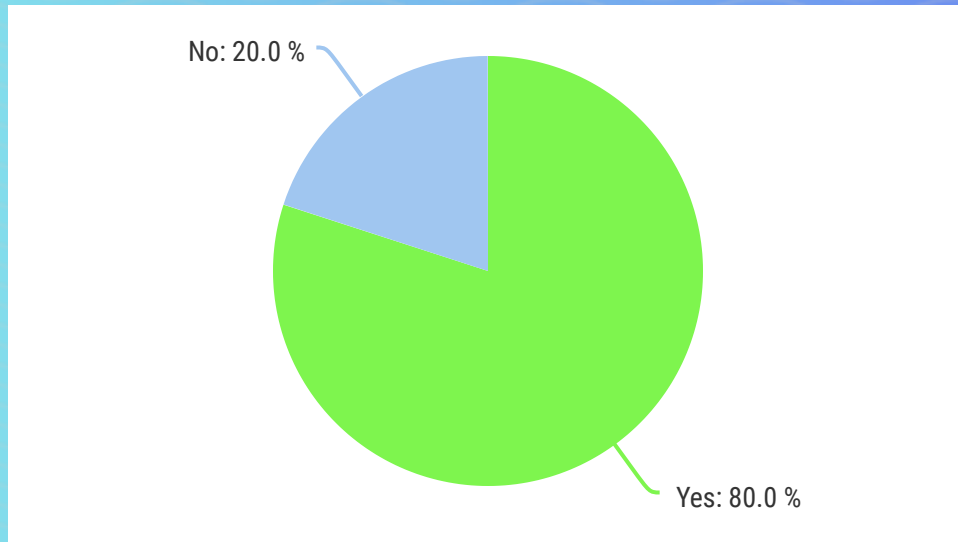
**Do you feel you were able to make a positive  
difference in a child's life?**



**Did your family receive the level of  
support provided?**



## Would you refer PP to family/friends interested in fostering?







## CQI Team Corner

The CQI Team has been working hard during the 3rd quarter! The team is currently working on a new improvement project which will address the placement review process. The team has enjoyed having several program supervisors make guest appearances at our meetings to teach us more about the placement review process. In July the team watched “Creating a Culture of Performance Excellence”, a webinar presented by the Alliance for Strong Families and Communities.

### Do you have an idea for improvement?

The CQI team is always looking for ways to improve things at PPI, so if you have an idea email us at [CQI@peopleplaces.org](mailto:CQI@peopleplaces.org) or talk to a CQI Team Member!

#### **Current CQI Team Members:**

Sarah Gibson, Spencer Eavers, Kennedy Walker, Sharvonne Mobley, Michael Blinn, Mary Cummings, Laura Flint



## PPI Public Dashboard

The PPI public QI dashboard went live in July. It is linked to the agency website and contains up to date stats on PPI program progress. This achieved our agency Annual Plan goal for 2021 to “*Publish a public-facing QI Dashboard*”. Remember that you can find up to date stats on all PPI programs on the Dashboard anytime! Check it out at:

**<https://dashboard.peopleplaces.org>**