



Quality Improvement Report

2021 4th Quarter
October-December



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Teaching Parent Engagement Survey

In October, Teaching Parents completed a Teaching Parent Engagement Survey. This survey helped us collect valuable information on best times to schedule events, what activities were preferred and how we can improve future activities. A few takeaways from the survey included:

- ***92% of Teaching Parents who have participated in Support Groups found the group "helpful" or "very helpful".***
- ***85% of Teaching Parents who have participated in Book Clubs found the club "helpful" or "very helpful".***
- ***97% of Teaching Parents who have participated in Virtual Training opportunities found the training "helpful" or "very helpful".***

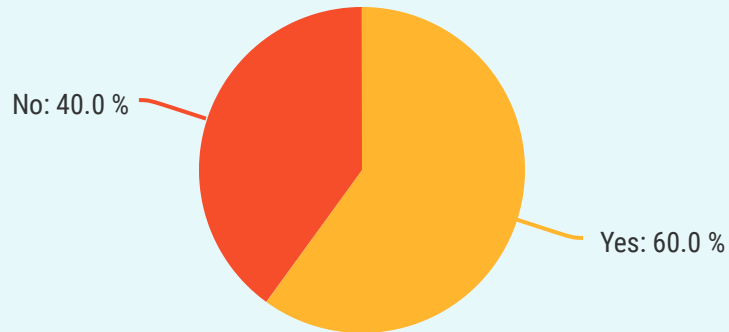
The main barrier to attending TP activities was identified as "The days/times don't suit my schedule."

Customer Satisfaction Survey Results

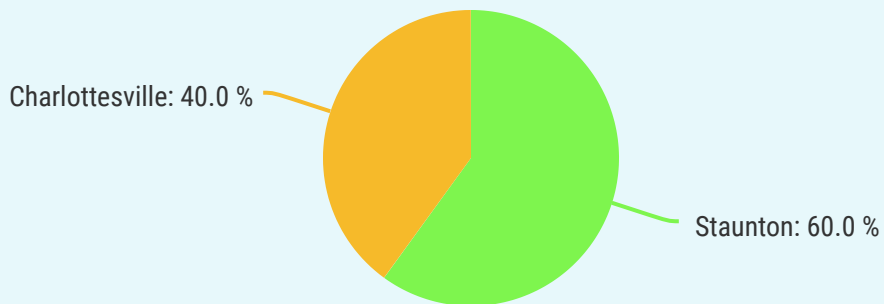
October 2021- December 2021

5 Total Respondents

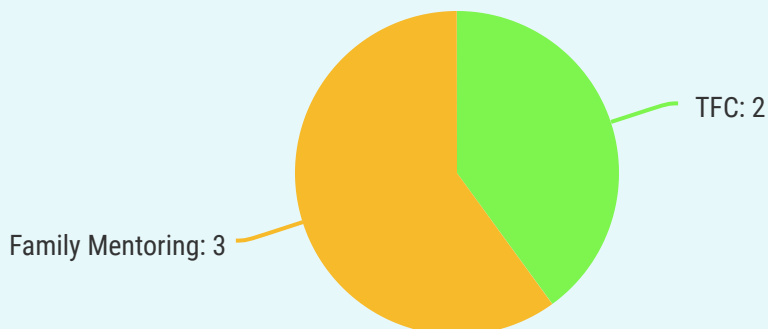
Would you recommend People Places' services to a friend or co-worker?



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
October 2021-December 2021

Feedback Provided:

"People Places is a top-tier agency."

"As always, great communication and excellent organization as well as being very accessible and responsive."

" (Staff name) did an excellent job working with an exceptionally difficult client and went above and beyond in his persistency to serve this client ..."

"(Staff name) consistently met the clients needs and created an appropriate working relationship with the client. (Staff name) ensured he was knowledgeable in regards to the family's needs as a whole, and could clearly advocate for the family to the department and community partners."

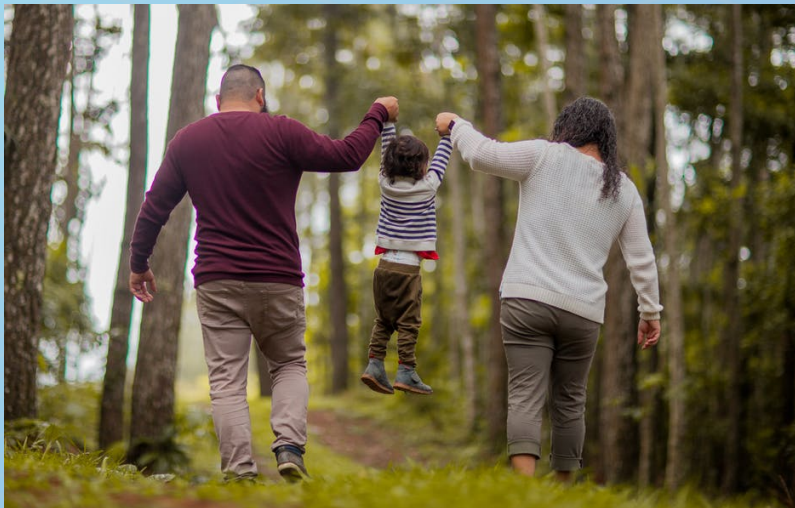
"There is a staggering difference in consistency from mentor to mentor."

Teaching Parents Recruited

Teaching Parents recruited Jan 2021-Dec 2021

18

Goal for 2021: 39 Teaching Parents Recruited



Individuals Served

January 2021-December 2021

<u>Program</u>	<u># Individuals Served</u>
Treatment Foster Care*	137
Family Mentoring*	55
Therapeutic Mentoring*	62
Counseling*	11

*Individuals may be served by more than one program. The unique number of individuals served in 2021 was **223**.

Goal for 2021: 351 individuals served

Foster Care Referrals Matched

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



14%

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–Dec 2021.



68%

Goal for 2021: 86%

Foster Care Resiliency.

% of individuals discharged from Foster Care January 2021- Dec 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.



55%

Goal for 2021: 60%

Hours of Prevention Programming Provided

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



6814

Goal for 2021: 7332

Foster Care Prevented

Percentage of Family Mentoring clients discharged from services from January 1, 2021 to Dec 31, 2021 who maintained their children in the home.



71%

Goal for 2021: 97%



CQI Team Corner

The CQI Team has been busy over the last three months. The team began working on a project to improve the placement review process. The team enjoyed having several program supervisors make guest appearances at our meetings to teach us more about the placement review process! The team designed several initial modifications to the process and met with staff involved in the placement review process to present the initial changes to help with communication and data collection. The team will collect data on the process and make additional changes after analyzing 3 months of data.



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.

