



Quality Improvement Report

2022 1st Quarter
January-March



Reporting on This Quarter...

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Focus on Teens

Working to increase our capacity to serve teenagers in foster care.



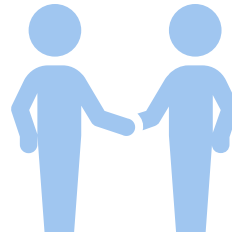
34

Teaching Parents
Currently available
for teen
placements

Our goal: By the end of 2022 we will have at least 35 certified families willing to accept 13-18 year old placements.

5%

of teens referred
to foster care
matched January
1-March 31, 2022



Our goal: Achieve a match rate of 12.5% of 13-18 year old referrals made between January 2022 and Dec 2022.

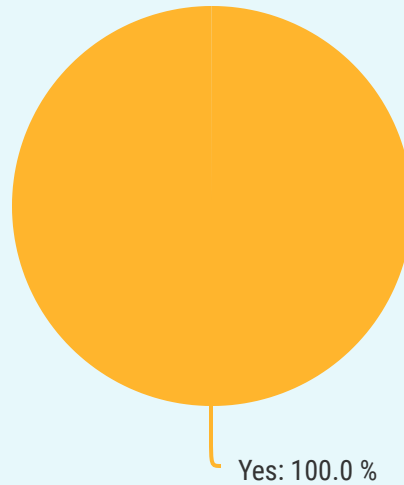


Photo credit: Depositphotos.com

Client Satisfaction Survey Results 2022

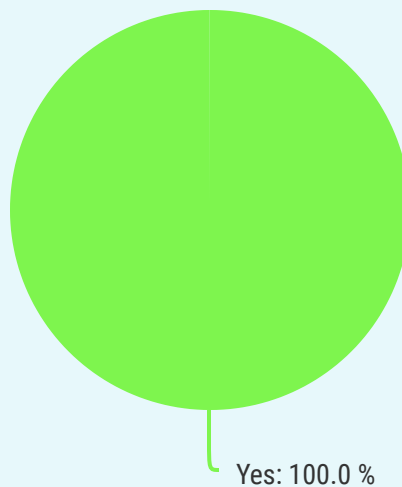
Family Mentoring*

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



Our goal for 2022: 97%
Our results from 2021: 100%
2022 GOAL MET!

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



*Survey results received from 6 respondents

| What do you like about the family mentoring program at People Places? | What would make the family mentoring program at People Places better? |
|--|---|
| <p>"helpful give idea I have never thought of before"</p> | <p>"have some family outing with mentor. people places our mentor is wonderful"</p> |
| <p>"I'm understood by my mentor and she listens"</p> | <p>"I wouldn't change anything"</p> |
| <p>"Friendly staff and has many good suggestions"</p> | <p>"No suggestions"</p> |
| <p>"They really do help me with my parenting"</p> | <p>"Nothing they are fine the way they are"</p> |
| <p>"My worker is very committed and a blessing to have"</p> | <p>"My worker is perfect so I have nothing to add"</p> |

Hours of Family Mentoring Programming Provided January 2022-March 2022



Number of Individuals Served by the Family Mentoring Program January 2022-March 2022



Our goal: In 2022 we will provide 112 individuals with Prevention Services (Mentoring and Family Mentoring)

Foster Care Prevented

Percentage of Family Mentoring clients discharged from services from January 1, 2022-March 31, 2022 who maintained their children in the home.

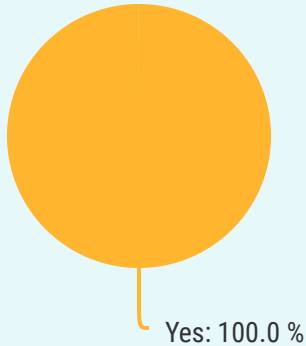


Our goal: 85% of families will maintain their children in the home.

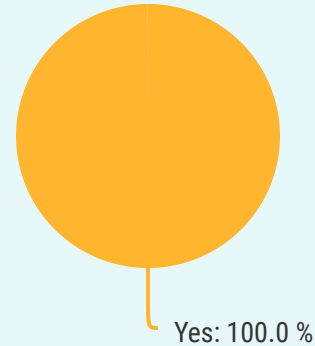
Client Satisfaction Survey Results 2022

Mentoring*

Are you satisfied with the Mentoring Program at People Places?

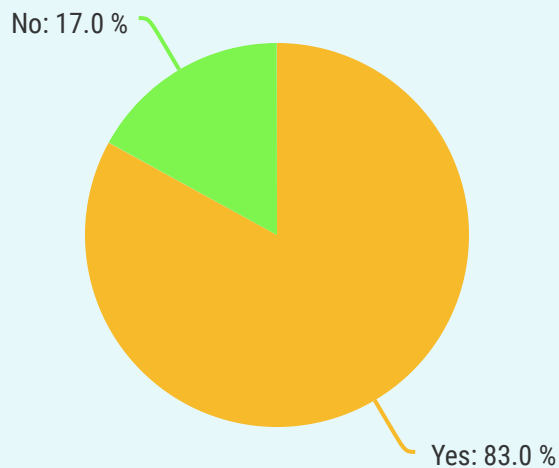


Has the People Places Mentoring Program made your life better?



Our goal for 2022: 97%
Our results from 2021: 100%
2022 GOAL MET!

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



Our goal for 2022: 97%
Our results from 2021: 100%

*Survey results received from 6 respondents

| What do you like about the People Places Mentoring Program? | What would make the People Places Mentoring Program better? |
|--|--|
| "Role model as well as someone she is able to connect with and share things" | "Nothing that I can think of. (Staff Name) has been wonderful" |
| "It helps my son out alot" | "Nothing yall r wonderful" |
| "(Staff Name) helps us communicate with work, social service, and helps us learn English, issues with DMV and all appointments." | "Don't want to lose Service" |
| "It's alright" | "I'm happy with it" |

Hours of Mentoring Programming Provided January 2022-March 2022



Number of Individuals Served by the Mentoring Program January 2022-March 2022

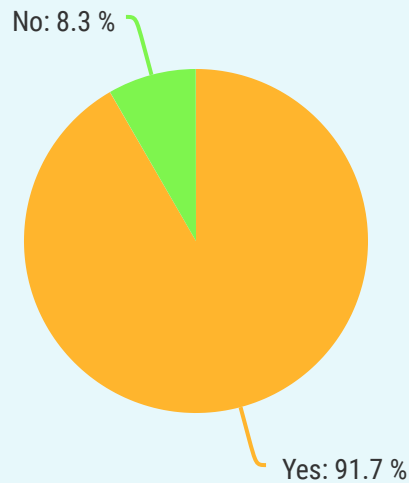


*Our goal: In 2022 we will provide 112 individuals with
Prevention Services (Mentoring and Family Mentoring)*

Client Satisfaction Survey Results 2022

Foster Care*

Are you satisfied with foster care at People Places?

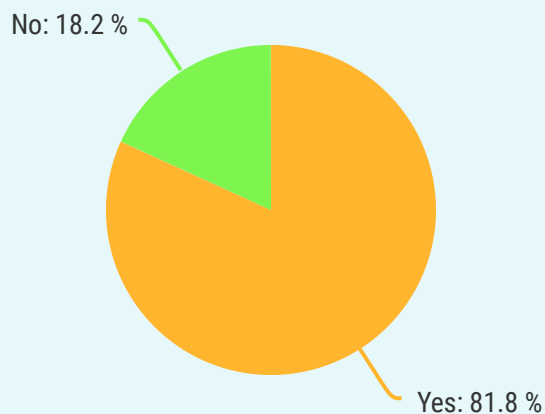


Our goal for 2022: 90%

Our results from 2021: 89%

2022 GOAL MET/IMPROVED FROM 2021!

Has People Places foster care made your life better?



*Survey results received from 12 respondents

What do you like about People Places foster care?

"The benefits"

"That I can have someone that cares about me. Also, that can help me with growing up and learning life lessons"

"That they take care of me and they take care of little children and they keep me safe"

"They're really nice and they take good care of me"

"It's pretty fun and u do fun activities and I meet different people"

"That when you need something or something happing they try to help"

"They help me control my emotions"

"I like being put in a better home."

"Cool I guess"

"Kindness, respect, dedication"

What would make People Places foster care better?

"I just can't really think of anything"

"I not really sure what is wrong with People Places foster care system."

"If there less strict on rules"

"Nothing they suck as it is"

"I don't know. FC should bring cake when he comes to my house."

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 2022-March 31, 2022.



40%

Our goal: 86%

Foster Care Resiliency

% of individuals discharged from Foster Care January 1, 2022-March 31, 2022 demonstrating increased resiliency from the time of intake. Determined via an improvement in the client's Child and Adolescent Needs and Strengths assessment score.

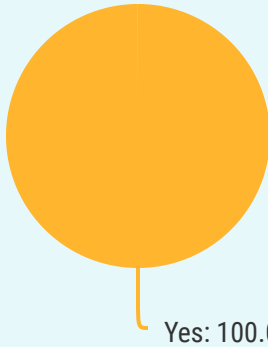


16%

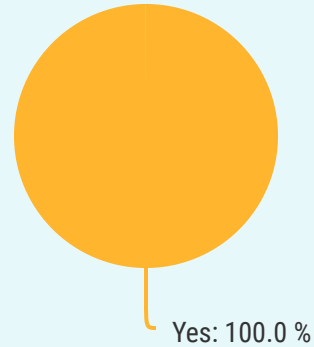
Our goal: 60%

Client Satisfaction Survey Results 2022 Counseling*

Are you satisfied with Counseling at
People Places?

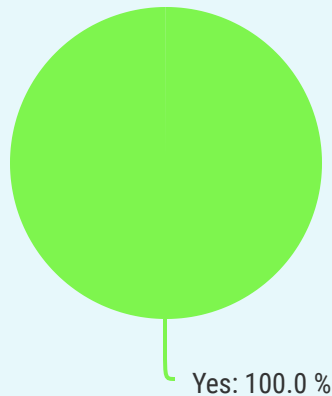


Has Counseling at People Places made
your life better?



Our goal for 2022: 97%
Our results from 2021: 100%
2022 GOAL MET!

Was your counselor helpful?



Our goal for 2022: 97%
Our results from 2021: 100%
2022 GOAL MET!

*Survey results received from 4 respondents

What do you like about counseling at People Places?

"She helps me make better choices and make my life better"

"I like to get snacks from here and to play with Legos"

(Staff Name) has really helped pave the way for (child) to work with trauma--and has been a huge support to me as both a parent and person"

"I like my counselor and how he helps me learn things. I appreciate the ability to talk freely."

What would make counseling at People Places better?

"No, she does enough"

"If we had slime!"

"Counselors with a background with adoption issues in adoption to trauma services would be great! "

"I can't think of anything that I would change."

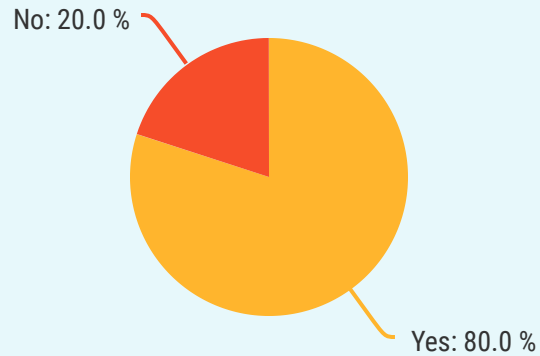


Customer Satisfaction Survey Results

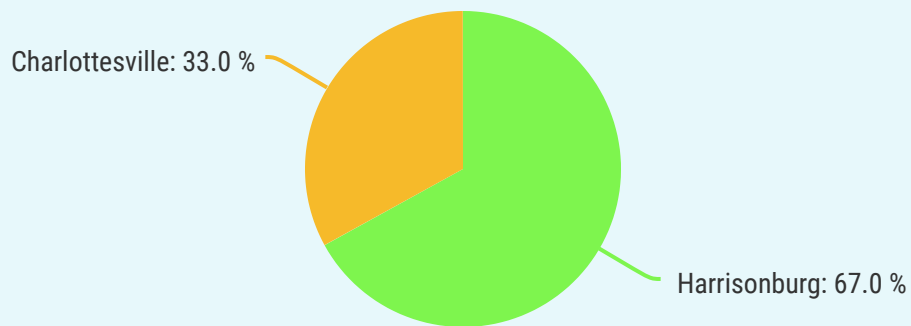
January 2022- March 2022

5 total respondents

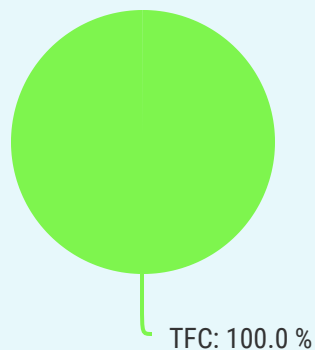
Would you recommend People Places' services to a friend or co-worker?



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

Jan 2022-March 2022

Comments from Respondents:

- *"Super helpful Foster Care Workers who have a wealth of knowledge."*
 - *"People Places provides excellent care to children and families served. As a local DSS worker/supervisor, I greatly appreciate their open communication!"*
-



CQI Team Corner

The CQI Team completed its pilot phase of the Placement Review Process. The team made adjustments to the process based on stakeholder feedback and will soon be presenting the process for approval for implementation.

Welcome New Members!!!!

The CQI Team would like to welcome Marilyn Segars and Jennifer Williams 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.

