



Quality Improvement Report

2nd Quarter 2022
April-June



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Teaching Parent Satisfaction Survey

In April 2022, Teaching Parents completed a Teaching Parent Satisfaction Survey. This survey helped us collect valuable information in regards to training and services offered by PPI to Teaching Parents and Children.

A few takeaways from the survey included:



98% of TPs

Very Satisfied or Satisfied
w/ Pre-Service Training



96% of TPs

Very Satisfied or Satisfied with the
quality and quantity of PPI Training



98% of TPs

Very Satisfied or Satisfied with Support
offered by PPI Staff



100% of TPs

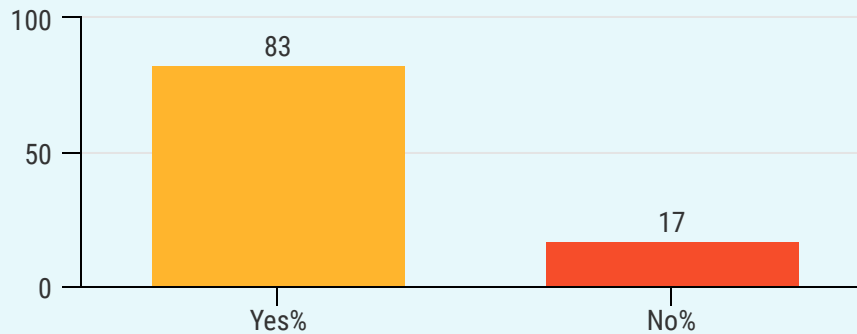
Very Satisfied or Satisfied with PPI's
Efforts to meet the needs of children in
care

Customer Satisfaction Survey Results

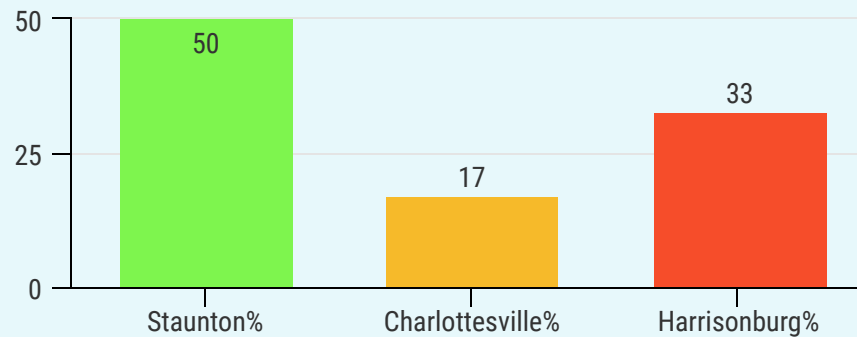
April - June 2022

6 Total Respondents

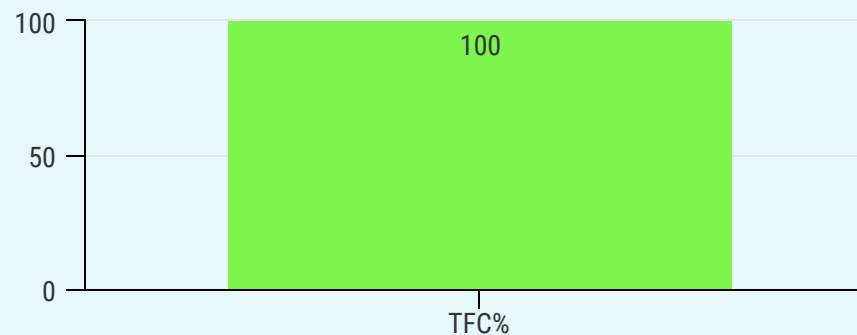
Would you recommend People Places' services to a friend or co-worker?



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 Feedback

April - June 2022



Anonymous

I enjoyed working with the provider for the most part. There seemed to be a need for additional staff which seemingly would aid in the effectiveness and efficiency of the services being provided."



Anonymous

"All of the professionals I have worked with are very knowledgeable about the children, their needs, and the needs of the family. I am particularly impressed with "Staff Name" and "Staff Name", as well as "Staff Name". There are all exceptionally caring individuals."



Anonymous

"Staff Name" and "Staff Name" are amazing!"



Anonymous

"It would be helpful if more placements could be offered to children from our local DSS. We often have older youth that are being denied for services due to not having placement availability or the youth looks bad on paperwork but services were offered and the youth is in a better place doing better overall."



Anonymous

"People Places is easy to work with. They are very thorough and very nice when making a referral. They also have great foster families."

Teaching Parents Recruited

Teaching Parents recruited Jan-July 2022



10

Teen Focus



Teaching Parents Available for Teen Placements 13-18 years Old

30

Strategic Plan Goal 35



Percent of Teen Referrals Matched

4%

Strategic Plan Goal 12.5%

Individuals Served

January-June 2022

<u>Program</u>	<u># Individuals Served</u>
Treatment Foster Care	91
Family Mentoring	36
Therapeutic Mentoring	37
Counseling	9

*Clients may participate in more than one Service.

Foster Care Referrals Matched

Percent of Foster Care referrals who have been matched with a current certified Teaching Family Jan-June 2022



12%

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 -June 2022.



63%

Foster Care Resiliency.

% of individuals discharged from Foster Care January - June 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.



40%

Individuals Served by Prevention Programs

Number of individuals served by the Mentoring and Family Mentoring programs in 2022.



73

Youth Remain in Home

Reporting on Family Mentoring clients discharged from services in 2022



100%



CQI Team Corner

During the past 3 months the CQI team continued to diligently work on improving the processes of the agency. In June, the team was excited to kick off the 2nd Annual Quality Improvement Awareness Month where the staff won prizes, received treats and learned more about PPI CQI processes and team members. Thank you to the PPI staff for your continued support and ideas for improvement. Please continue to share your suggestions and thoughts on how we can grow and continue our rise to excellence.



Do you have an idea for improvement?

The CQI Team welcomes improvement suggestions from any PPI staff member. No idea is too small!

Email monique.brabham@peopleplaces.org with your ideas.

