



Quality Improvement Report

2022 3rd Quarter
July-Sept



Reporting on This Quarter...

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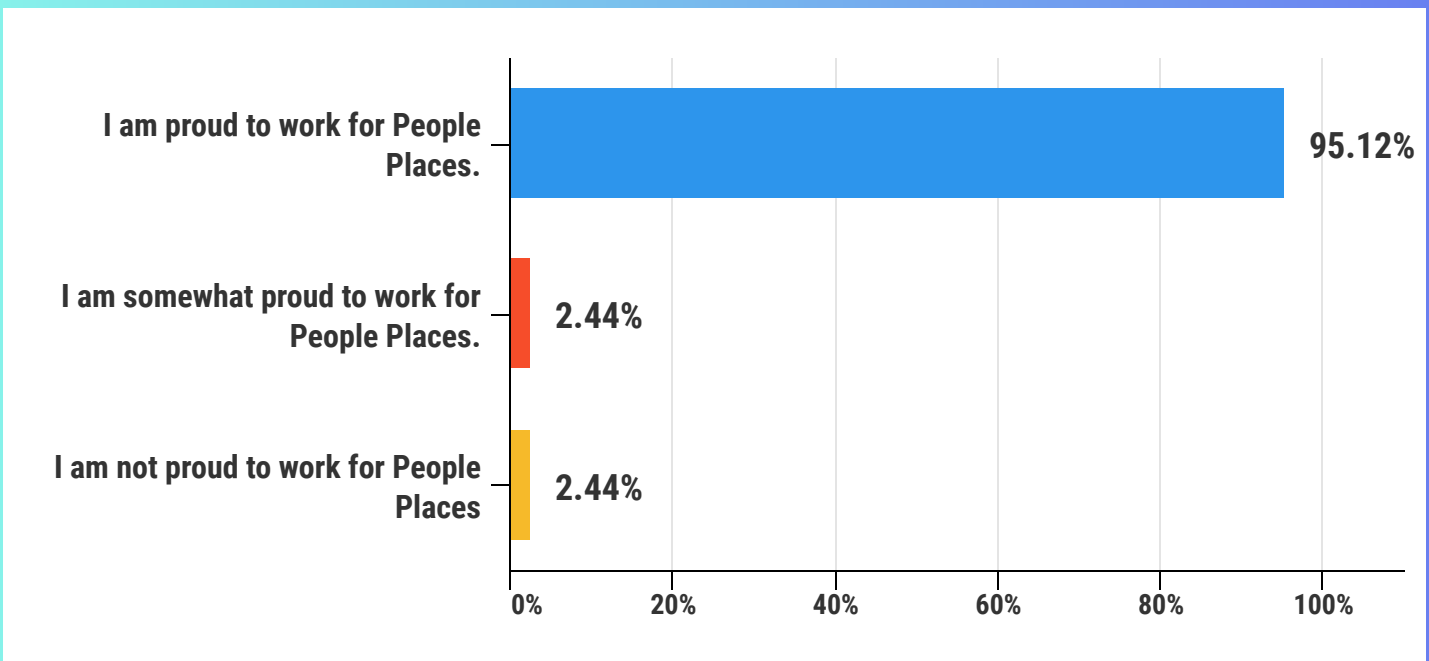
Staff Satisfaction Survey 2022

Survey Setup:

- Online survey link was emailed to all staff.
- 79 staff viewed the survey. 66 staff responded at least partially, 43 staff completed the survey.
- Roughly 65% of staff completed the survey.
- Respondents included 44 full time staff and 16 part time staff.
- Some questions had follow-up questions for neutral or negative responses. This helped us collect more specific feedback about certain topics.

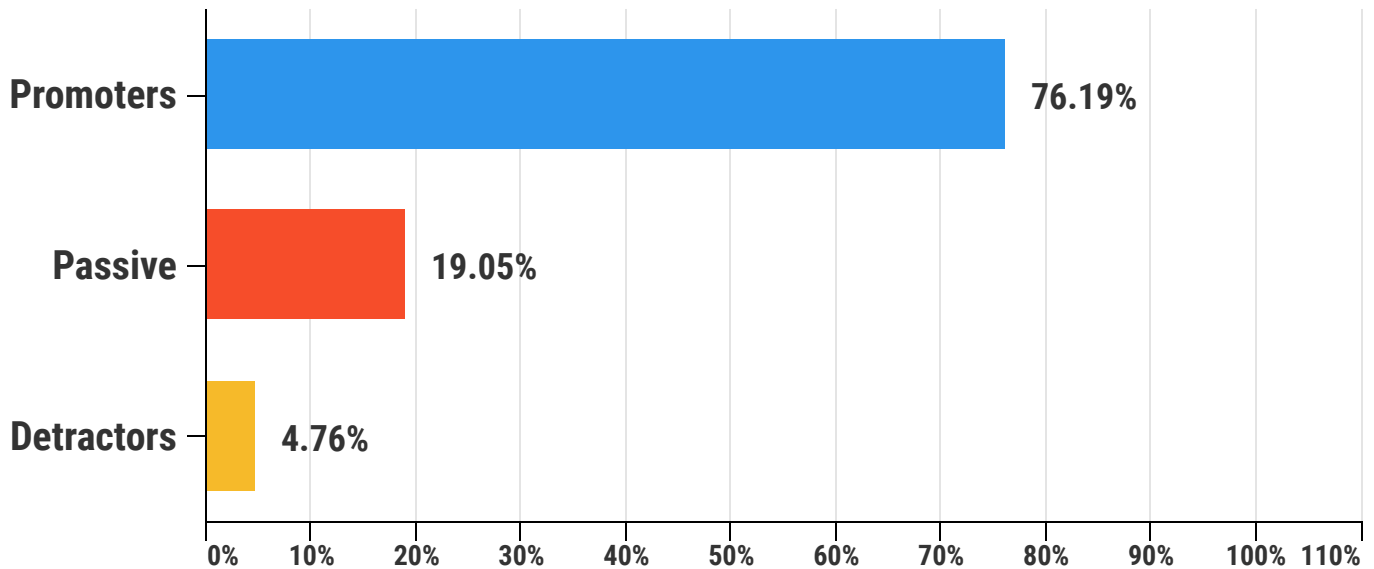
Survey Highlights:

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.

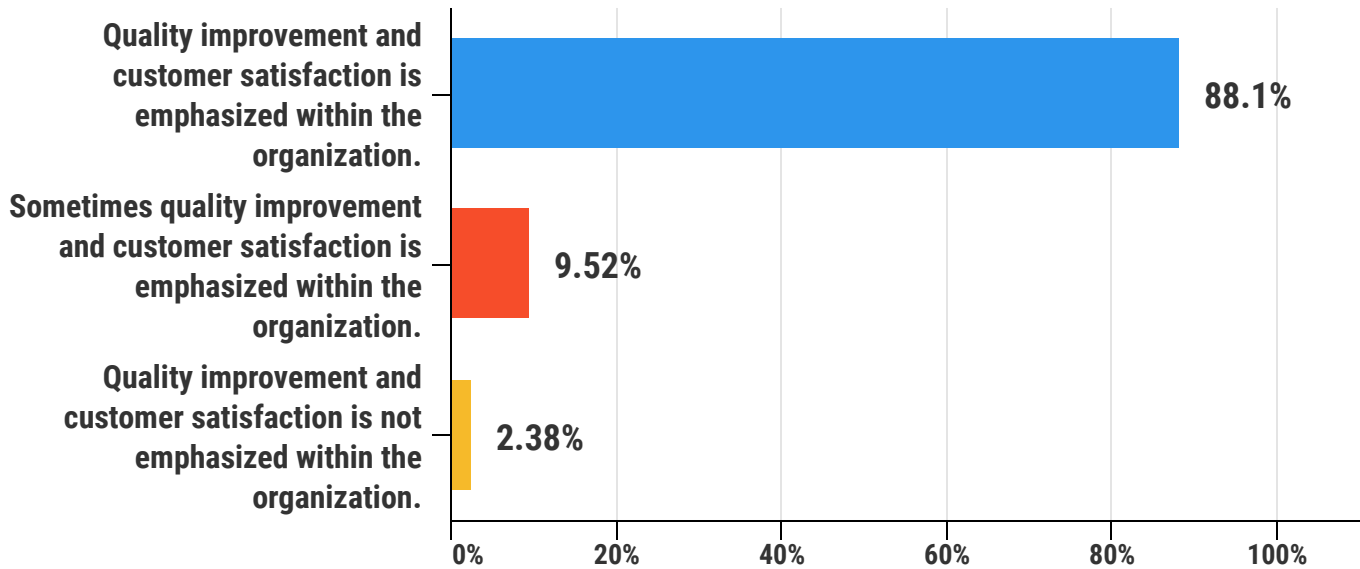
Passives (Rated 7 or 8)- employees who are neither emotionally invested nor disengaged.

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 71.43!

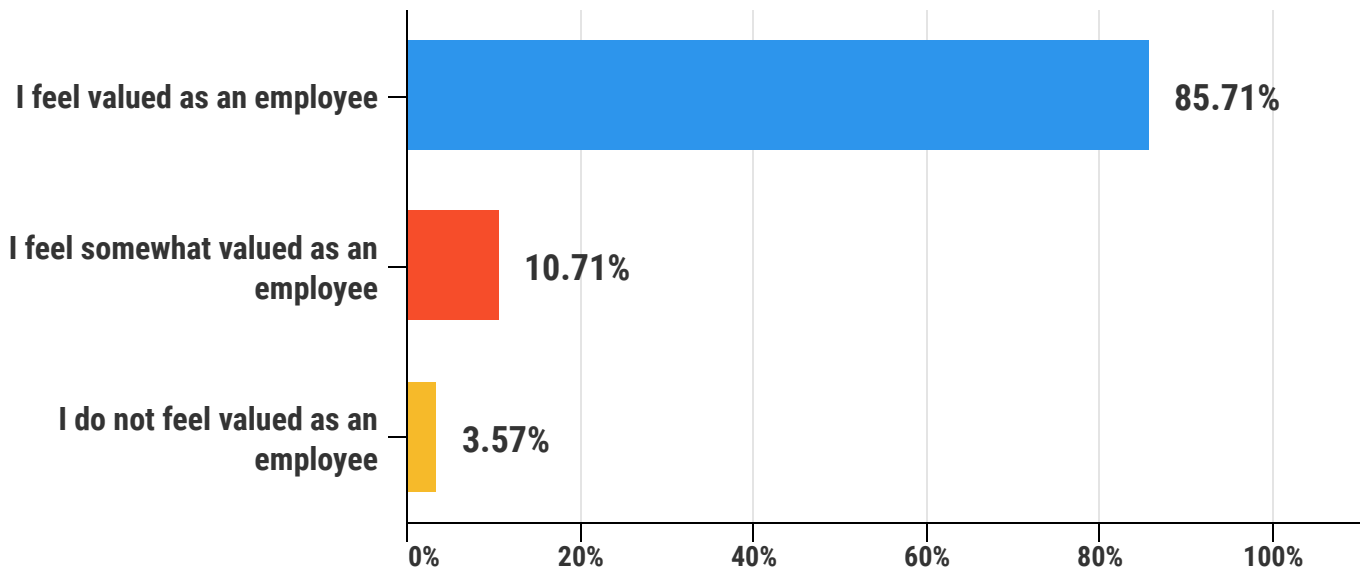
*1 being not at all likely, 10 being extremely likely

Quality Improvement

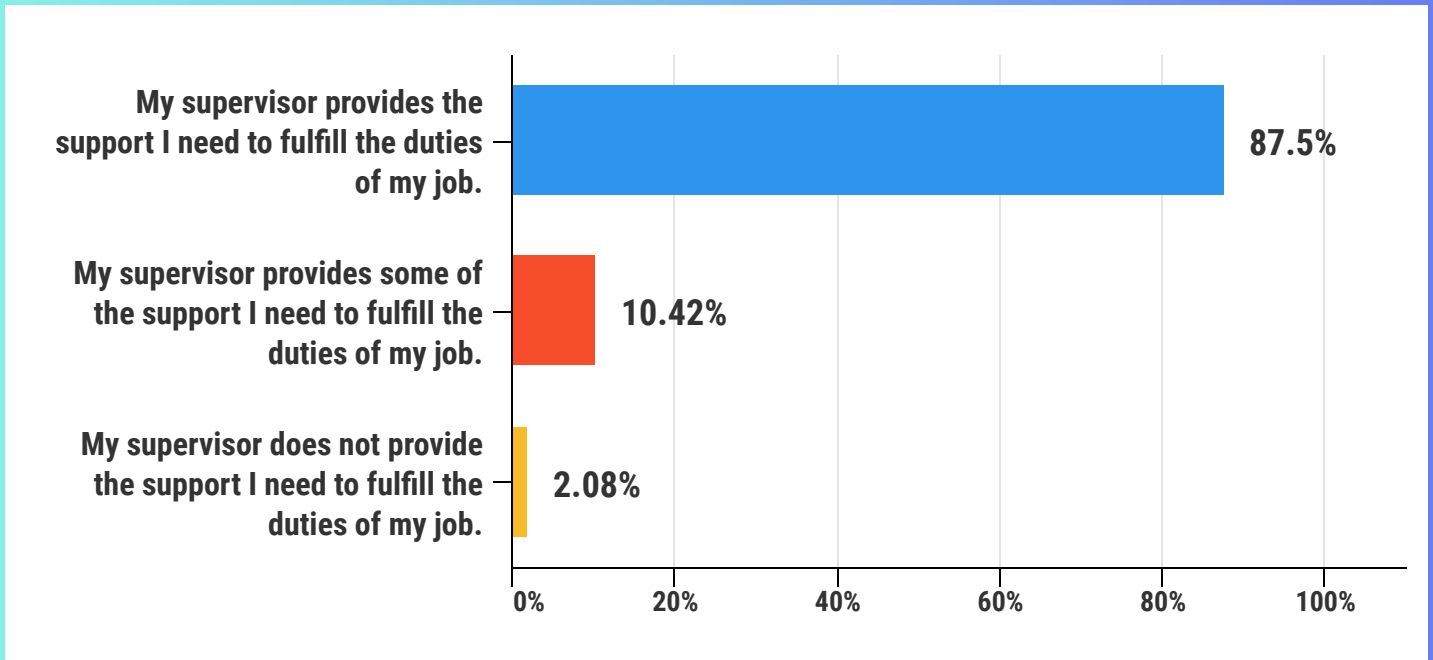


Change from previous year: In the 2021 staff survey **98%** of staff reported that quality improvement and customer satisfaction is emphasized with in the organization.

Feeling Valued

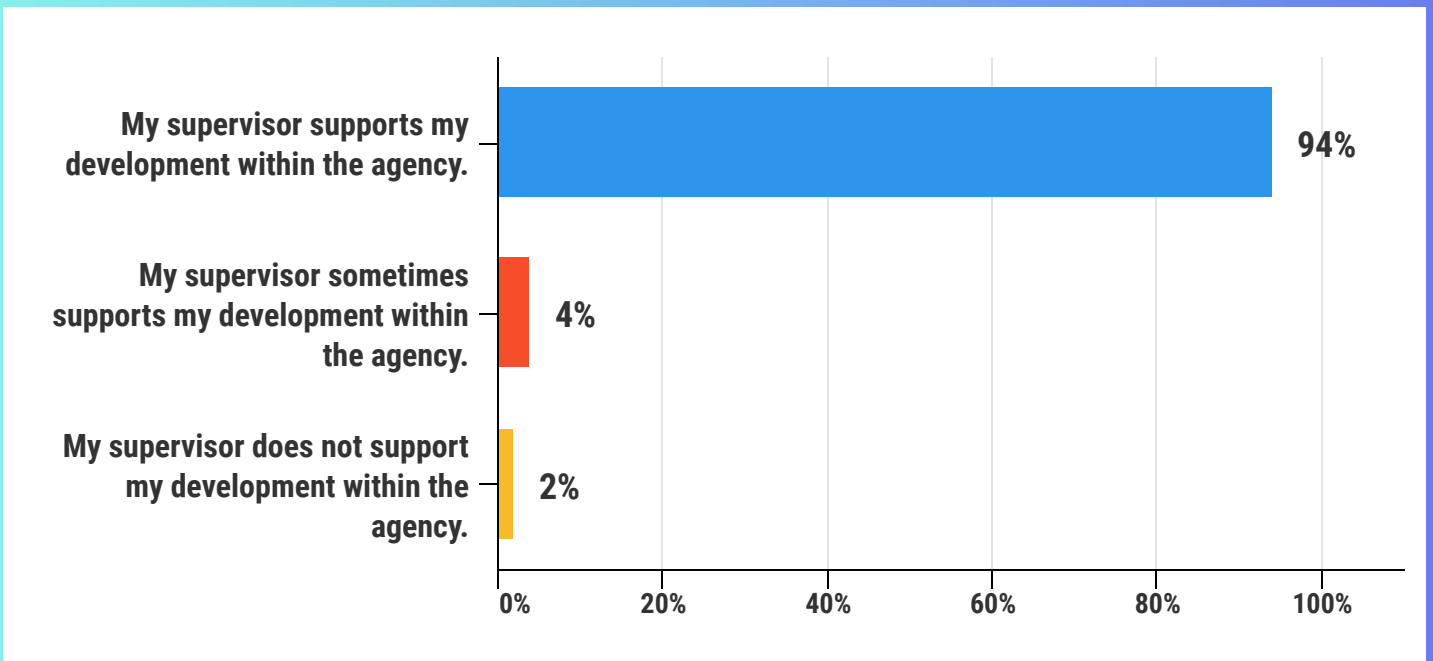


Support From Supervisor



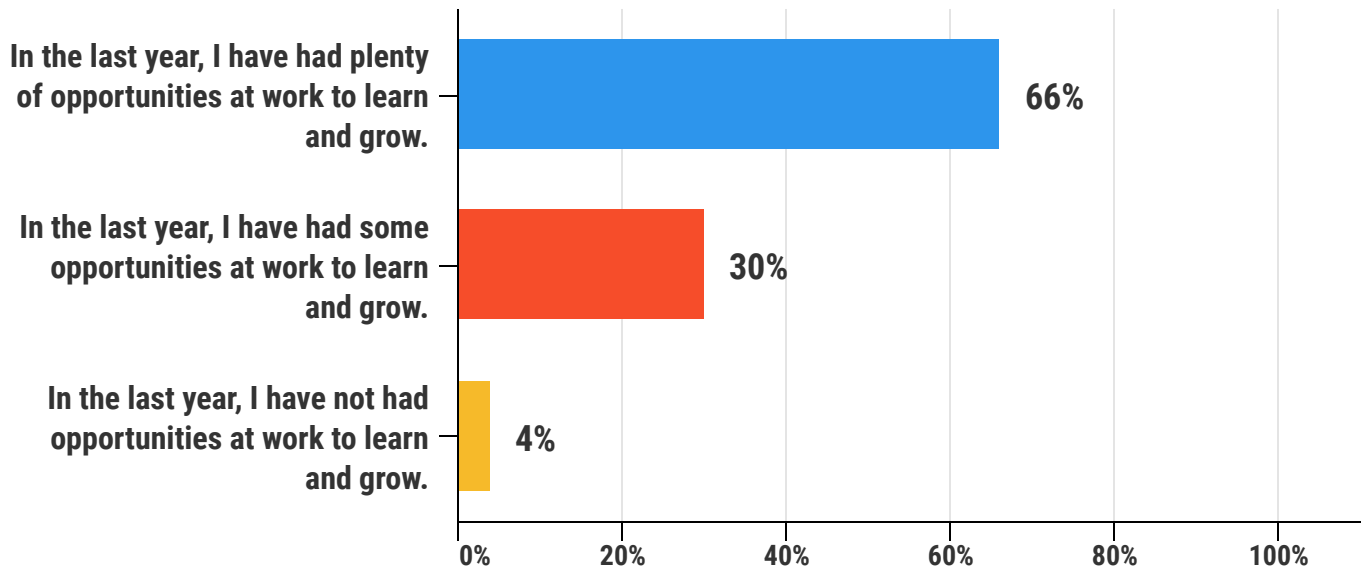
Change from previous year: In the 2021 staff survey **95%** of staff reported that their supervisor provides the support they need to fulfill the duties of my job.

Supporting Professional Development

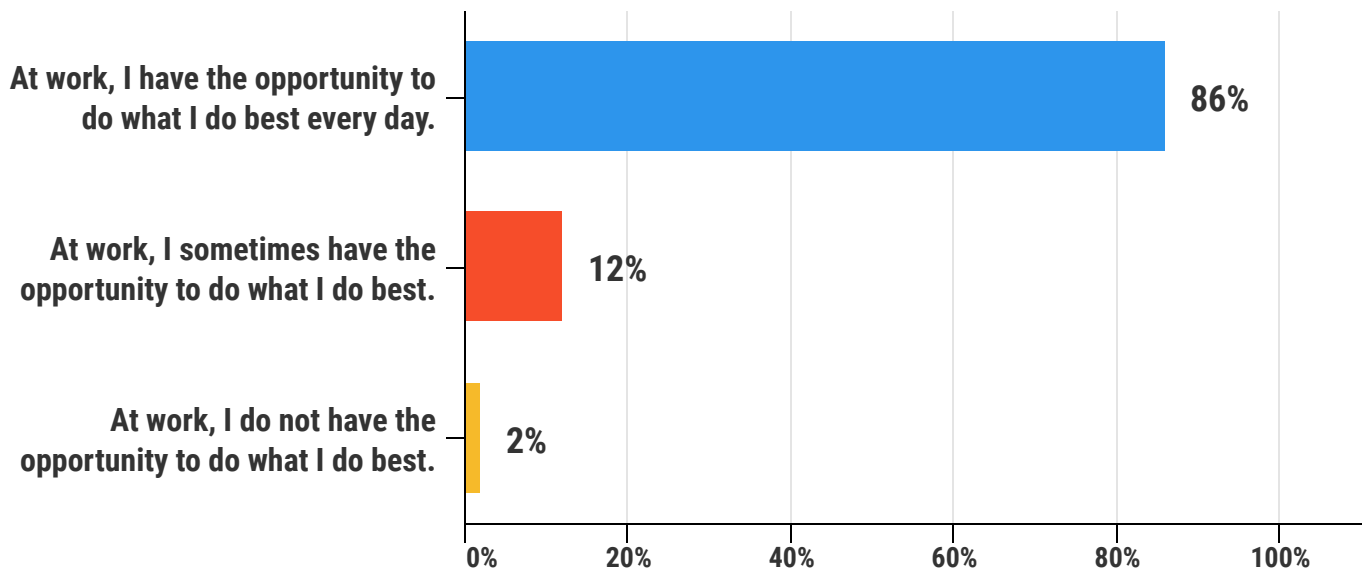


Change from previous year: In the 2021 staff survey **89%** of staff reported that their supervisor supports my development within the agency.

Opportunities to Learn and Grow

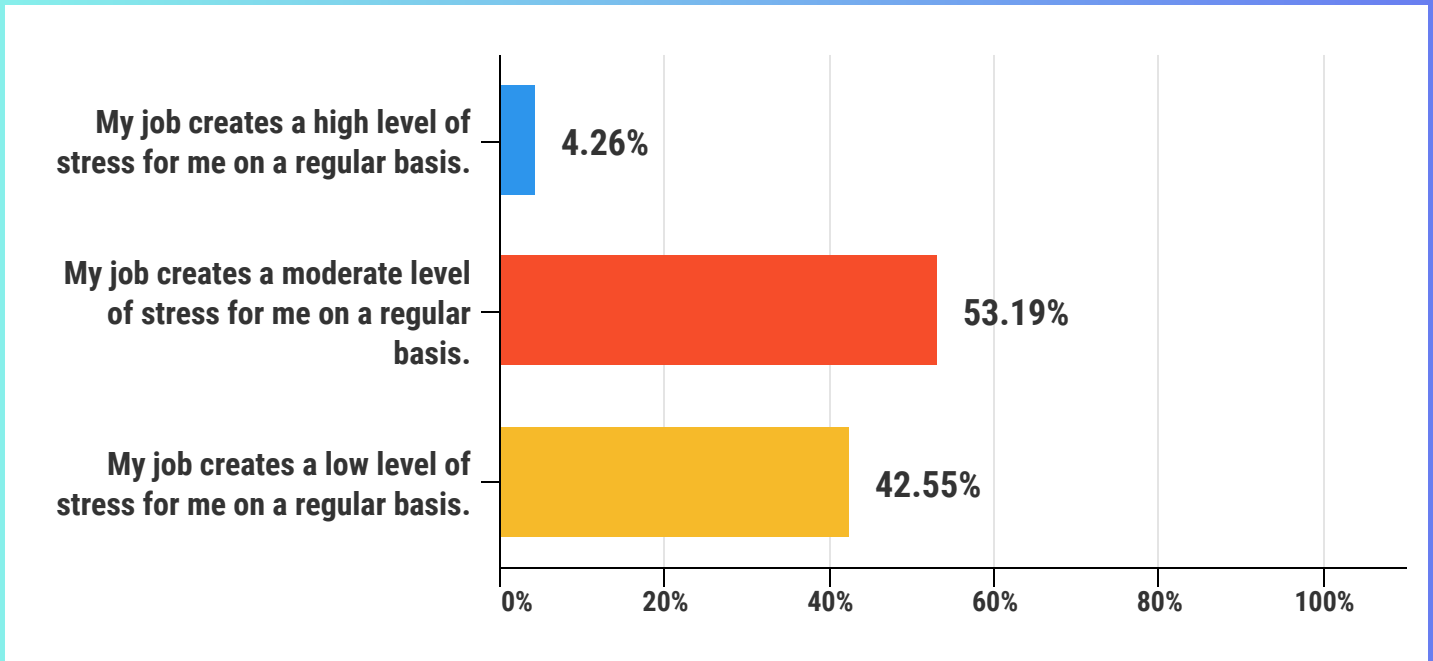


Opportunity to Do What You Do Best



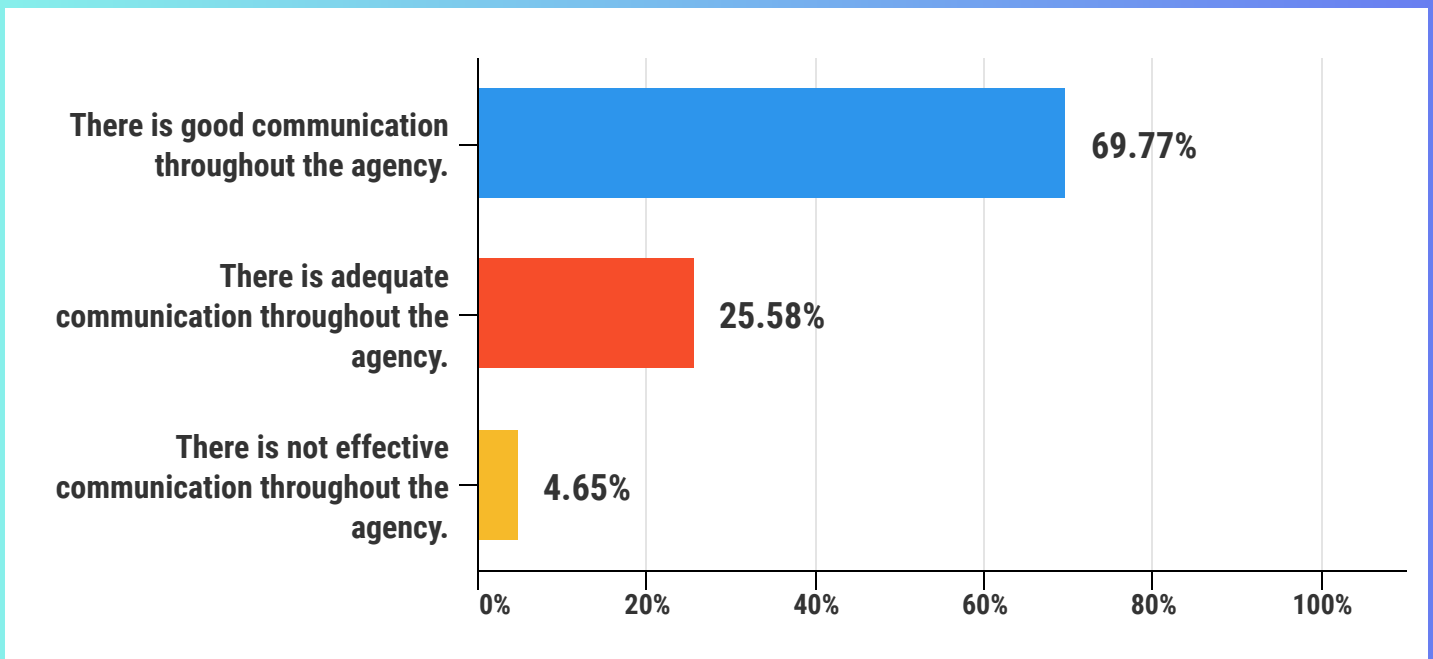
Change from previous year: In the 2021 staff survey **86%** of staff reported at work, I have the opportunity to do what I do best every day.

Job Stress

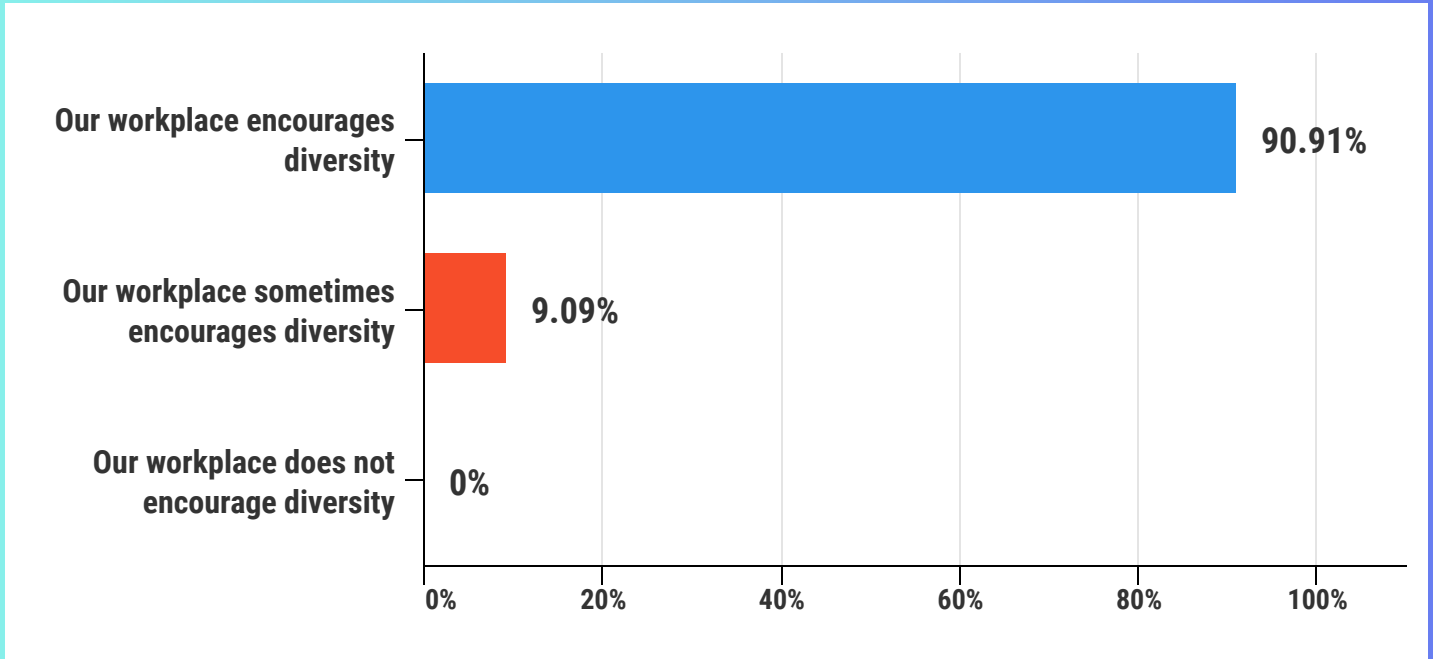


Change from previous year: In the 2021 staff survey 7% of staff reported that their job creates a high level of stress for me on a regular basis.

Communication

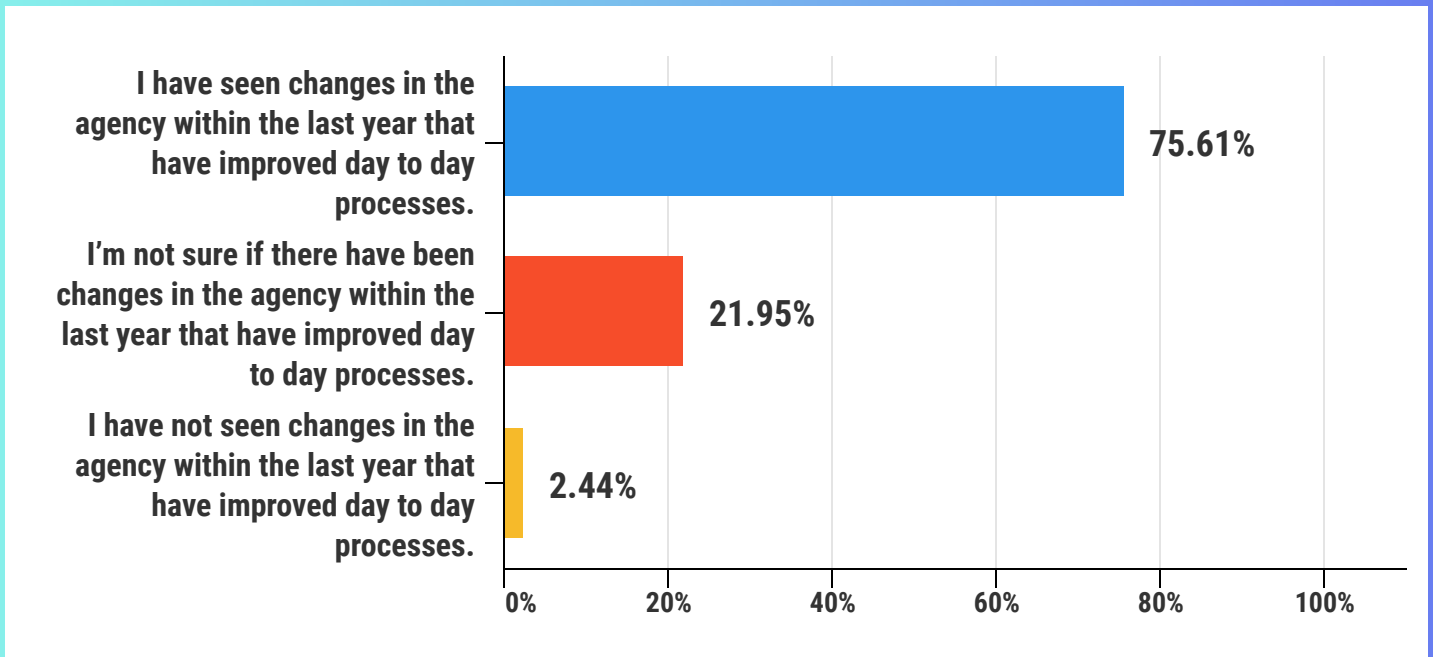


Diversity



Change from previous year: In the 2021 staff survey **83%** of staff reported that our workplace encourages diversity.

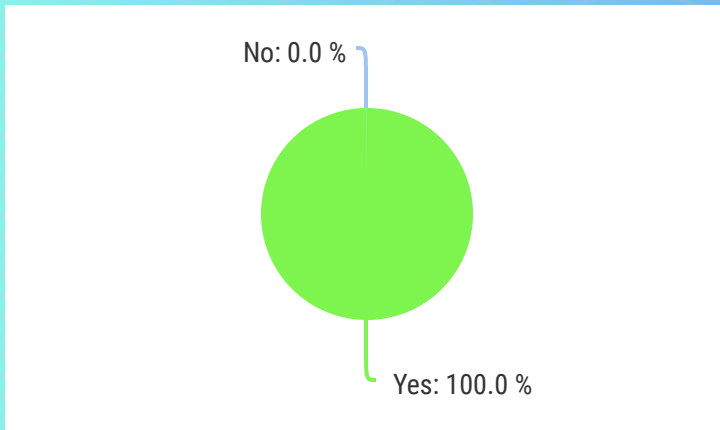
Improvements



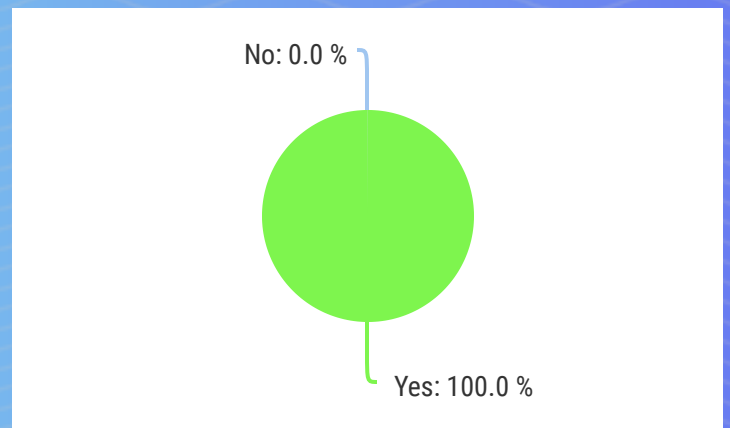
Teaching Parent Closure Survey
Results from 3rd Quarter 2022
6 respondents

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

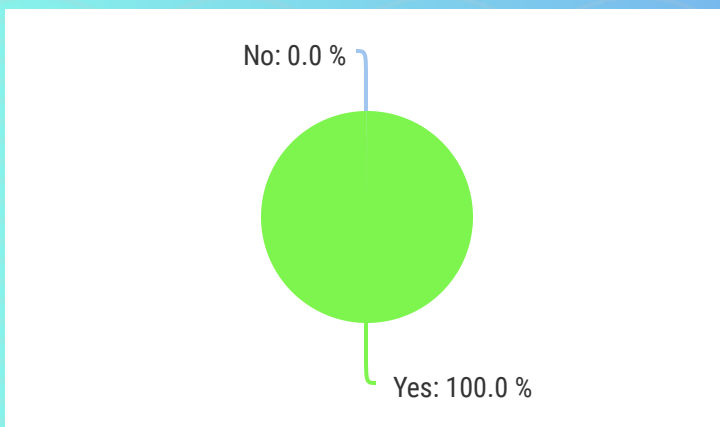
Do you feel you were able to make a positive difference in a child's life?



Did your family receive the level of support provided?

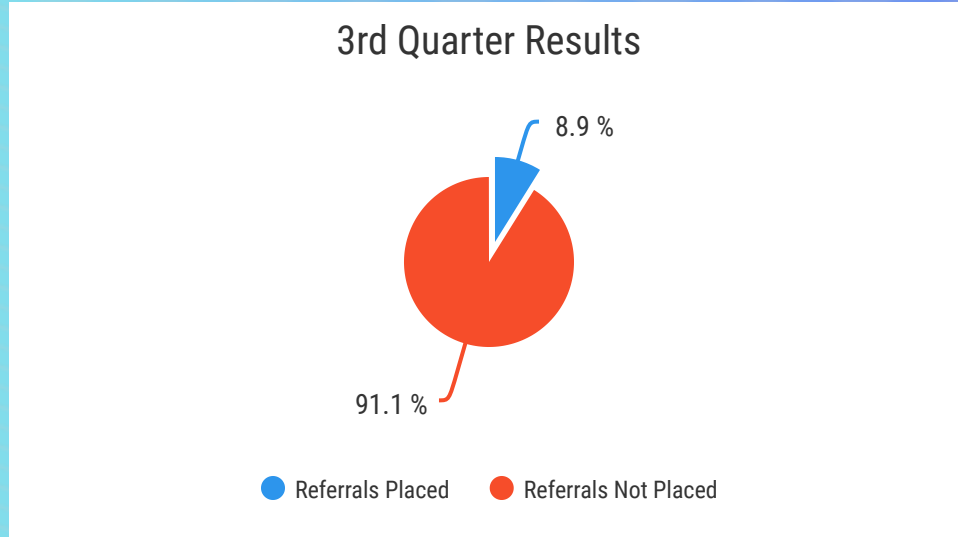


Would you refer PP to family/friends interested in fostering?



TFC Clients- Teens (% referrals matched ages 13-18)

Agency Strategic Goal: Achieve a match rate of 12.5% for 13-18 year old referrals made between January 2022 and Dec 2022.



TFC Teen Family Capacity (# of families willing to take teen placement)

Strategic Plan Goal: By Dec 31, 2022 have at least 35 certified families willing to accept 13-18 year old placements.

Results from 3rd Quarter 2022

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Prevention Programs Update

(Year to date results)

Individuals Served By Prevention Programs

Goal :Number of individuals served by the Mentoring and Family Mentoring programs in 2022. Strategic Plan Goal: 112 individuals will receive prevention services in 2022





CQI Team Corner

The CQI Team has been working hard during the 3rd quarter! The team is currently working on a new project. We are looking at Marketing Data and how the current data can influence marketing efforts.



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 or talk to a CQI Team Member!

Current CQI Team Members:

Sarah Gibson, Spencer Eavers, Jennifer Williams Marylinn Seagers, Mary Cummings, and Laura Flint