



Quality Improvement Report - 3rd Quarter 2023

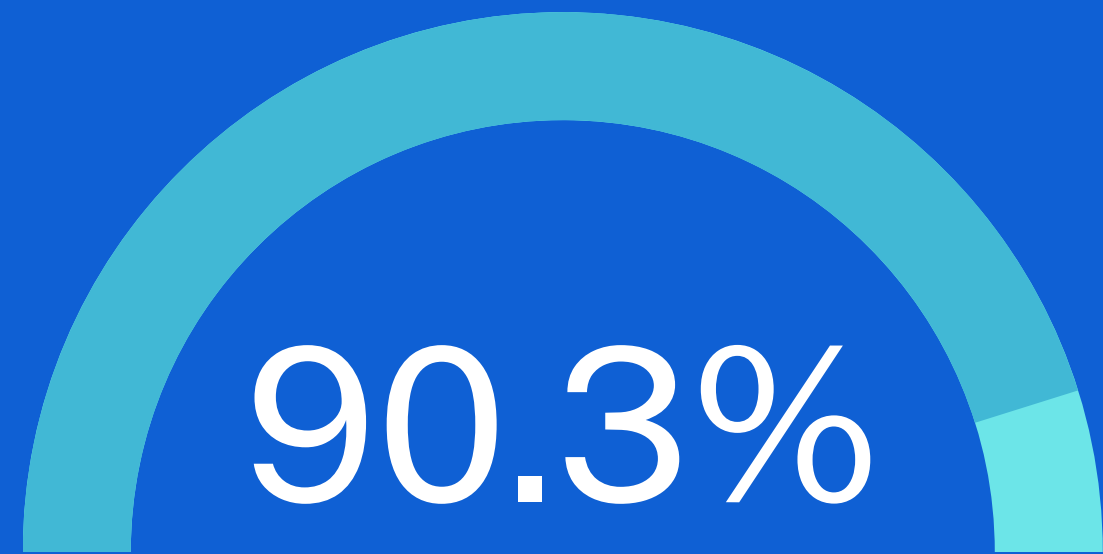
Overview

PURPOSE	Covers a number of key areas, including Teaching Parent Closure Survey, TFC Teen /Teen Family Capacity, and Prevention Programs.
REPORTING FREQUENCY	Quarterly
DURATION	July 1, 2023 - September 30, 2023

Staff Satisfaction Survey 2023

Employee Net Promoter Score

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



In general an employee net promoter score of 50 is considered excellent. PPI's overall employee net promoter score is 90.32!

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.

Teaching Parent Closure Survey

Results from 3rd Quarter 2023

Only one family was closed during this quarter. No results from survey.

January -September 2023

Individuals Served

Program	Number Individuals Served
Therapeutic Foster Care	96
Family Mentoring	62
Family Check Up	3
Therapeutic Mentoring	46
Counseling	2

Teaching Parents Recruited

11

Treatment Foster Care

Teaching Parents Available for Teen Placement

Strategic Plan Goal: By the end of 2023, we will have at least 38 certified families willing to accept 13-18 year old placements.

37

Percent of Teen Referrals Matched

Strategic Plan Goal : Achieve a referral match rate of at least 15% of 13-18 years old between January 2023 and December 2023.

4.4%

Prevention Programs

Individuals Served:

Number of individual served by the
Mentoring, Family Check Up, and Family
Mentoring Program in 2023

111

Number of individuals served by the
Mentoring and Family Mentoring programs in
2023. Strategic Plan Goal: 118 individuals will
receive prevention services in 2023

Do you have an idea for improvement?

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

email: cqi@peopleplaces.org
with your ideas

