



Quality Improvement Report - 4th Quarter 2023

Overview

PURPOSE	Covers a number of key areas, including Teaching Parent Recruitment, Customer Satisfaction, and Prevention Programs.
REPORTING FREQUENCY	Quarterly
DURATION	October 1, 2023 - December 31, 2023

January -December 2023

Teaching
Parents
Recruited

18

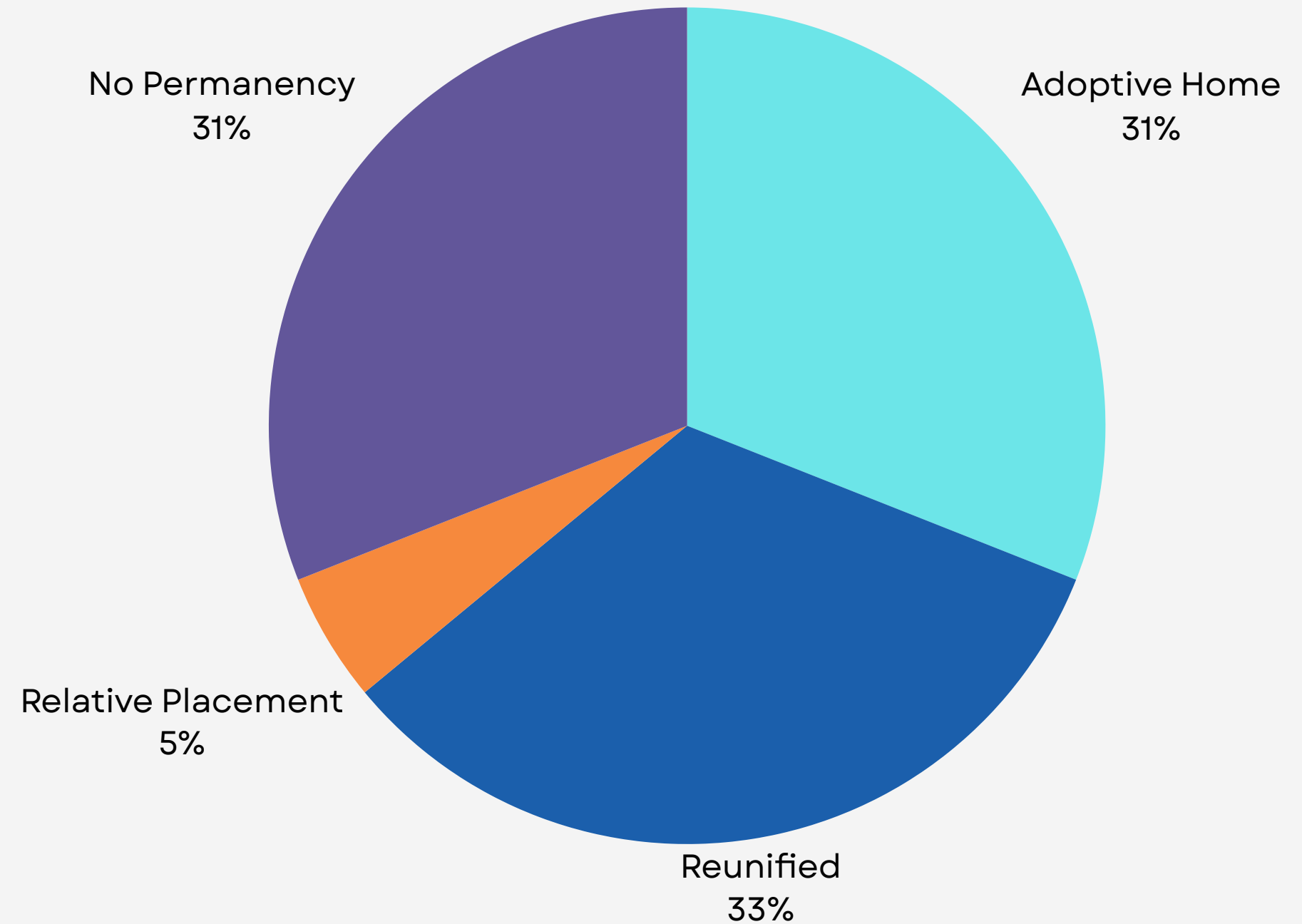
Individuals
Served

Program	Number Individuals Served
Therapeutic Foster Care	109
Family Mentoring	66
Family Check Up	4
Therapeutic Mentoring	49
Counseling	3

Treatment Foster Care

**Number of Referrals:
January -December 2023**

519



The chart illustrates the rate of permanency for children exiting the TFC in 2023.

Prevention Programs

Hours Served :

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

7456

Individuals Served:

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

119

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

Prevention Programs - Family Mentoring

Where are youths after receiving services:

(Reporting on Family Mentoring clients discharged from services in 2023.)

- Youth who stay at home: 76.5% (13)
- Youth who enter foster care : 23.5% (3)

Customer Satisfaction 2023

Responses collected via online survey from Referring Agents on a annual basis for any client ending any service in 2023.

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



100%

Do you have any additional comments or feedback for us?

- “...it has been an absolute pleasure to work with People Places. All of the case managers are responsive and knowledgeable and maintain close relationships with our workers. We would not be able to achieve the level of support for our clients or efficacy of our goals without the People Places. Thank you so much!”
- “Keep hiring capable people and adding community-based interventions --thank you!
- ‘The mentor that works with my youth is ..has been a constant support since his placement into care. I appreciate the ongoing relationship he has with my youth and his dedication to this case.’

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

