



**People
Places**

Fostering hope for
children and families.

People Places, Inc. Quality Improvement Report 2025



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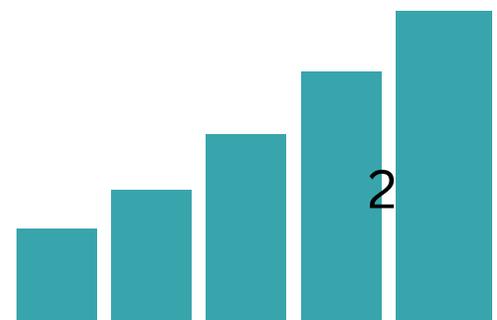
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Vision and Mission



Vision

- **Inspiring hope for children and families.**

Mission

- Our mission is to foster resilience in children and families so they can thrive.

Core Values

- **ACCEPTANCE.** We treat all individuals with compassion and kindness and practice acceptance of each person exactly as they are.
- **COLLABORATION.** We actively engage customers, families, and partners in our work to improve outcomes and long-term success.
- **INNOVATION.** We embrace ongoing creativity, change, exploration, and the implementation of data-informed ideas.
- **INTEGRITY.** We act with honesty, transparency, and accountability to build trust and achieve results.

Program Evaluation and Improvement



Data Collection, Analysis, and Reporting

People Places, Inc. utilizes the Foster Focus electronic records system to collect data on individuals served through Treatment Foster Care and Community-Based programs. Data are summarized and analyzed quarterly to monitor progress toward program goals and to identify areas for improvement.

Agency outcome data are available for ongoing review through the public-facing dashboard linked on the agency website. In addition, annual satisfaction surveys are distributed to clients and customers, including Department of Social Services partners, to assess program effectiveness and social validity.

Access to and Use of Evaluation Data

People Places, Inc. is committed to transparency, accountability, and the ethical use of data to promote trust and support continuous quality improvement. The agency maintains a publicly accessible dashboard that provides staff, stakeholders, and the community with real-time data on key outcome measures.

Quarterly Quality Improvement reports are published on the agency website, and an annual comprehensive report summarizing program performance, outcomes, and clients and customers satisfaction from the prior year is prepared and shared with agency staff, the Board of Directors, and other stakeholders.

Evaluation findings are reviewed by agency leadership and program managers and are used to inform service enhancements, staff training priorities, and ongoing quality improvement initiatives. Quality indicator data are analyzed quarterly and annually to identify trends, assess program effectiveness, and determine areas of strength and opportunities for improvement.

Quality Indicators

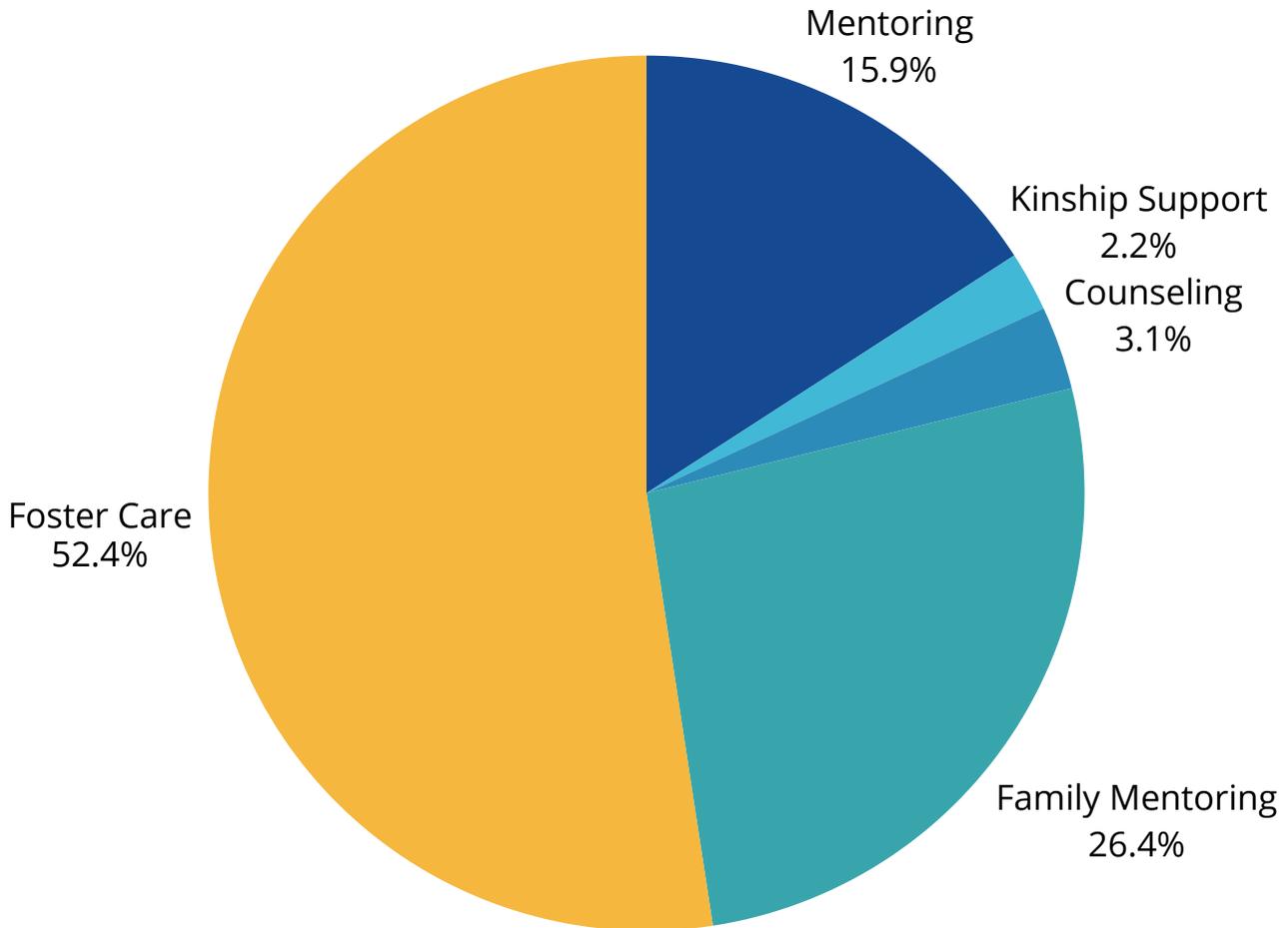
The following indicators are used to assess the effectiveness of Treatment Foster Care and Community-Based services:

- Number of referrals
- Number of admissions
- Number of discharges to permanency
- Family Mentoring: number of service hours provided
- Family Mentoring: foster care prevention outcomes
- Therapeutic Mentoring: number of service hours provided
- Customer satisfaction
- Client satisfaction and impact

Whole Agency Data



Individuals Served



Total Individuals Served in 2025:

227

Treatment Foster Care Referral Data



In 2025, People Places, Inc. received 821 Treatment Foster Care referrals, representing a year-over-year increase of 149 referrals. The average age of clients referred was 10.5 years.

Referrals were received from 69 Local Departments of Social Services (LDSS), with Shenandoah Valley DSS accounting for the highest volume. The table below presents LDSS agencies that referred more than 10 children during the year and includes key performance indicators for each agency, including total referrals, number of children placed, and placement conversion rates (the percentage of referrals resulting in placements).

Referral Agency	Number of Children Referred	Number of Children Placed	Percentage Placed
SVDSS	127	10	8%
Harrisonburg/Rockingham	126	24	19%
Franklin Co.	60	0	0%
Albemarle Co.	59	5	8%
Charlottesville	51	1	2%
Page Co.	37	2	5%
Roanoke Co.	31	0	0%
Newport News	24	0	0%
Montgomery Co.	21	0	0%
Winchester Co.	20	0	0%
Alleghany/Covington Co.	20	5	25%
Warren Co.	19	0	0%
Shenandoah Co.	18	0	0%
Orange Co.	17	3	18%
Hanover Co.	16	0	0%
Madison Co.	13	1	8%
Greene Co.	12	0	0%
Frederick Co.	10	1	1%
Alleghany Co. Human Services *	3	1	33%

*Counties where placements were made but less than 10 referrals were received.

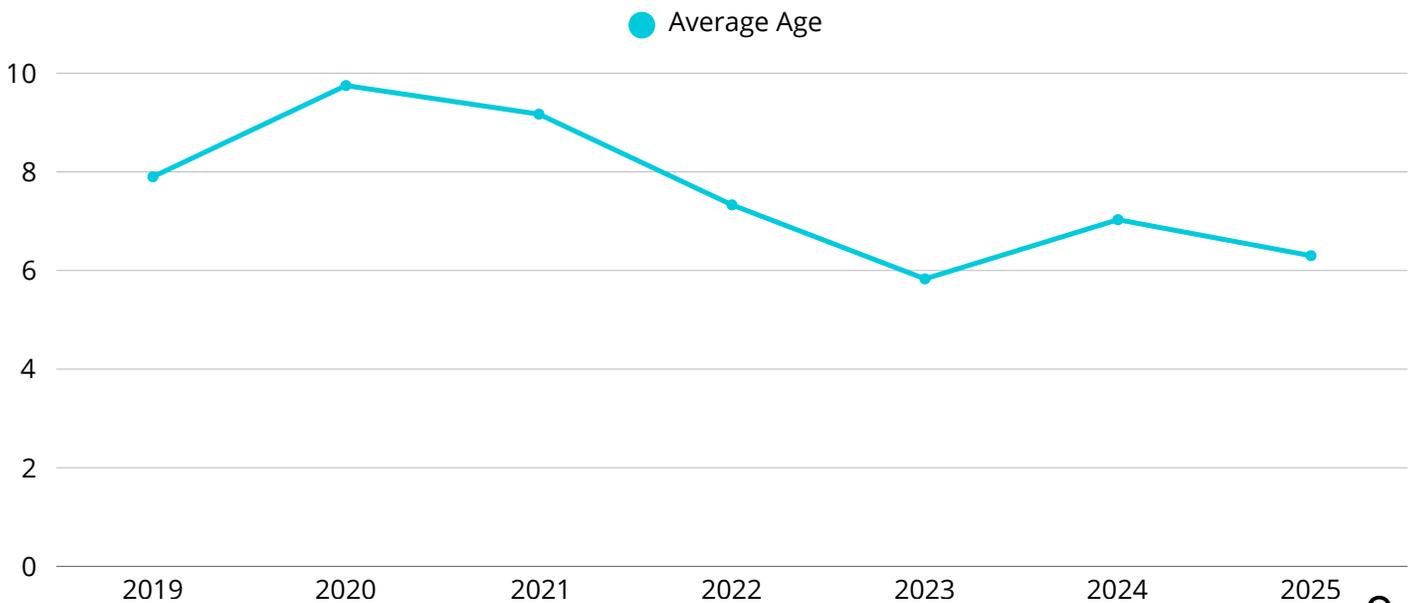
Treatment Foster Care Admission Data



In 2025, 55 children were admitted to the Treatment Foster Care (TFC) program, reflecting a 19.6% increase compared to the previous year. A slight majority of these children were female (51%). The average age of children admitted to the TFC program was 6.3 years. There was variation in the average age of children admitted across office sites, as shown in the table below.

Office Site	Average Age of Children Admitted 2024	Average Age of Children Admitted 2025
Charlottesville	6.9 years	8.7 years
Staunton	8.1 years	5.2 years
Harrisonburg	6.1 years	5.1 years

The average age of children admitted to the TFC program has fluctuated year-to-year. The graph below illustrates a five-year trend comparison of the average age of children admitted to the program.

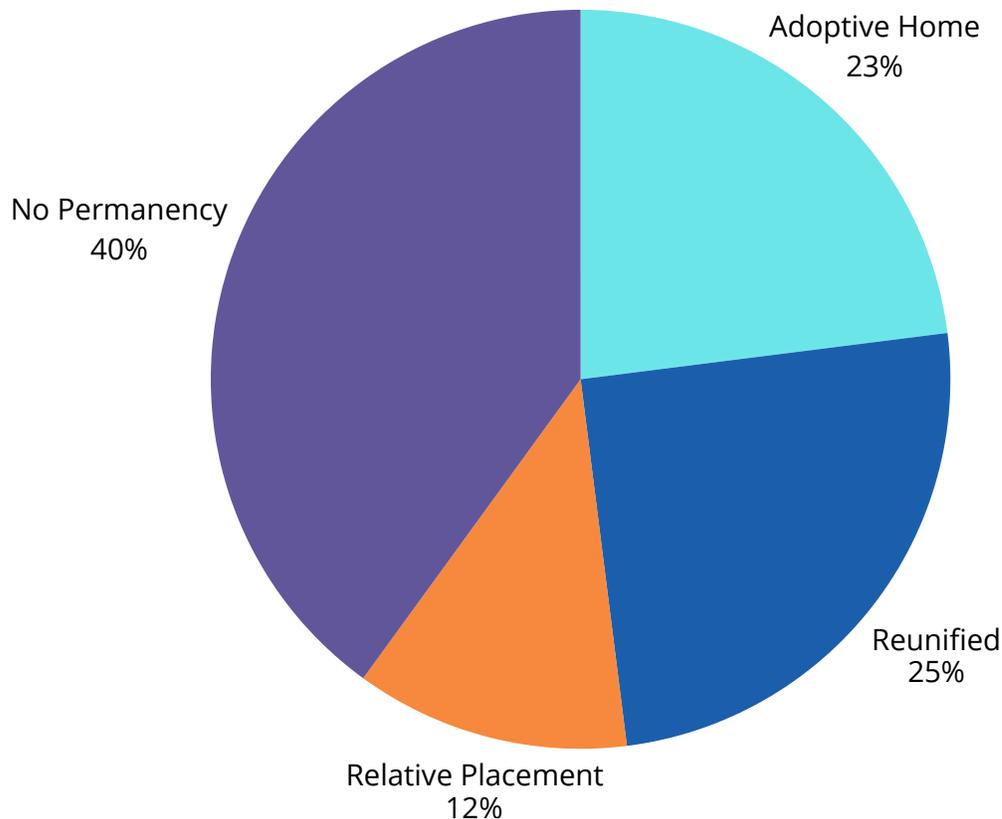


Treatment Foster Care Permanency



The Virginia Department of Social Services defines permanency for a child in foster care based on placement at the time of discharge. A child achieves permanency when they are reunified with their birth parents, have legal custody transferred to a relative, or are legally adopted.

In 2025, 60% of children discharged from the TFC program achieved permanency through placement in a permanent living situation. The chart below illustrates the permanency outcomes for children exiting the TFC program, based on a total of 52 discharges: 15 from Harrisonburg, 20 from Charlottesville, and 17 from Staunton.



TFC Clients
Served in
2025

119

Teaching Parents



Throughout the year, Teaching Parents were provided with a variety of meaningful opportunities designed to support learning, connection, and family well-being. These opportunities included two People Places, Inc., hosted virtual trainings focused on Adoption Through Foster Care and Digital Safety, which offered practical guidance and skill-building in key areas impacting families.

Teaching Parents also had access to 28 in-person support groups held across Charlottesville, Harrisonburg, and Staunton, as well as three all-office virtual support groups, creating consistent spaces for encouragement, shared experiences, and peer connection. In addition, families were invited to participate in two book clubs, *A Soft Place to Land* and *Raising Kids with Big, Baffling Behaviors*, which promoted reflective discussion and strengthened parenting strategies. To further support and recognize families, People Places Inc. hosted a Parents' Night Out at the Waynesboro YMCA and organized two appreciation picnics at Charlottesville's Pen Park and Valley Grand Caverns, offering opportunities for rest, connection, and celebration. The year concluded with a special Santa Train event, providing teaching parents and their families with a memorable and joy-filled experience.

New Teaching
Parents
Recruited in
2025

17

Prevention Programs

Family Mentoring



Program	Number of Individuals Served
Family Mentoring	60

**Number of
service hours
provided:**

4,502.75

Post-service outcomes indicate that **81%** of youth were able to remain or be reunified in their homes following participation in Family Mentoring services.

- Youth who remained in the home: 58% (15)
- Youth who entered foster care: 19% (5)
- Youth who were reunified with their families: 23% (6)

Prevention Programs

Therapeutic Mentoring



Program	Number of Individuals Served
Therapeutic Mentoring	36

Program impact data demonstrate strong positive outcomes for youth participating in Therapeutic Mentoring services.

- 100% (9) of youth surveyed responded “Yes” when asked, “Has the People Places mentoring program made your life better?”
- 88.9% (8) of youth surveyed responded “Yes” when asked, “If something important happens, can you talk to your mentor about it?”

Number of service hours provided:

3,503

Prevention Programs

Kinship Support



The Kinship Support Program was launched in April 2025 and is a goal-oriented, time-limited transition service designed to support placement stabilization and provide weekly education for kin caregivers when a child has been placed with a relative either prior to or upon entering foster care.

The Kinship Support Program lasts 12 weeks, beginning with an assessment in the first week to determine the family's needs and concluding with a final review and discharge during the last week. Between these sessions, caregivers participate in 10 weeks of face-to-face visits, each lasting 1-2 hours.

Sessions focus on goal-driven skill development and tailored support to help caregivers feel more confident in their role.

Services offered through the Kinship Support Program include:

- Parenting Guidance and Stability – Supporting caregivers as they adjust to their new role by establishing routines and implementing effective parenting strategies.
- Managing Behavioral Challenges – Providing tools to support children coping with trauma, instability, and emotional challenges.
- Trauma and Child Development Education – Increasing understanding of how trauma affects behavior and strengthening trauma-informed caregiving skills.
- Additional individualized supports based on family needs.

This program is not a crisis intervention service and does not provide crisis support.

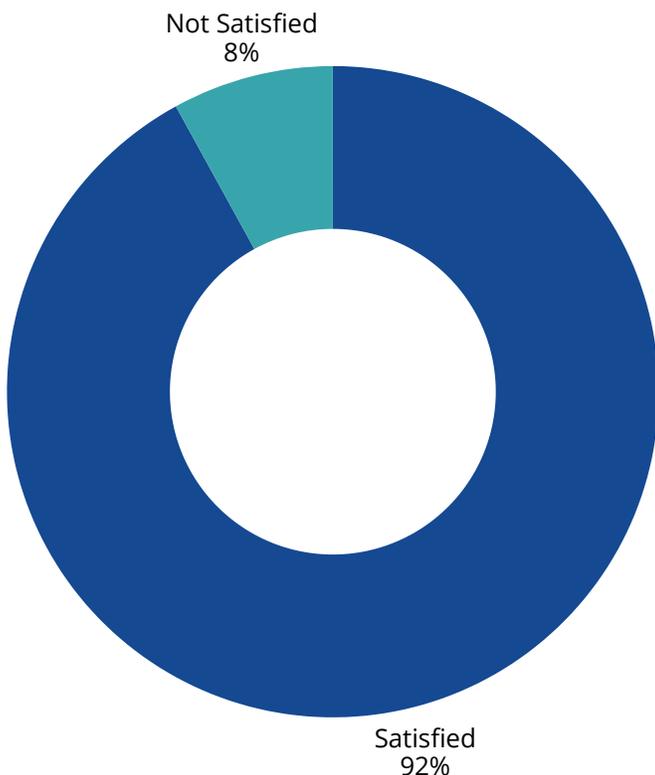
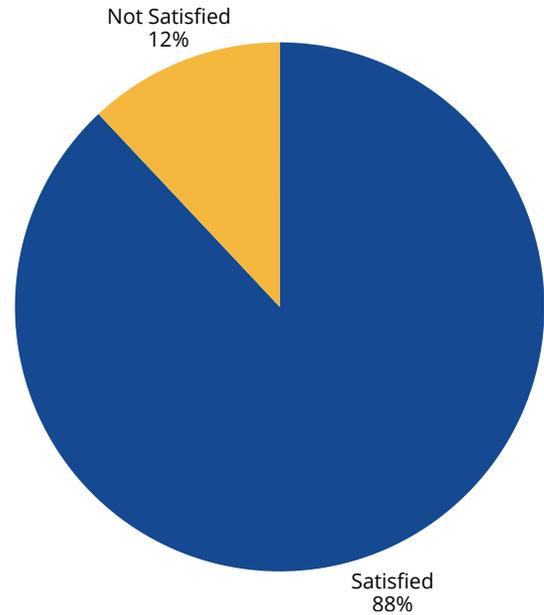
Referrals can be made on our agency website:
<https://peopleplaces.org/family-mentoring-referral-form/>

Program	Number Individuals Served
Kinship	5

Client/Customer Satisfaction



Each year, People Places Inc. surveys all clients across programs to assess satisfaction and determine client impact. **In 2025, 88% of clients surveyed reported that they were “Satisfied” with services received, while 12% reported that they were “Not Satisfied.”**



Customer satisfaction surveys are distributed to referral sources, including Department of Social Services staff. **In 2025, 92% of customers reported that they would recommend People Places Inc. programs to a friend or coworker, while 8% indicated that they would not.**