

YOUTH SERVICE BUREAU OF ILLINOIS VALLEY

AGENCY WIDE CQI MEETING

EXECUTIVE SUMMARY

4<sup>TH</sup> QUARTER – FY 2016

On 8/12/16, an Agency Wide CQI meeting was convened to review the information and data gathered at the program level CQI quarterly meetings. All programs and CQI Teams were represented. The meeting focused on the qualitative analysis of the process and the data used to implement quality improvement in the programs with an emphasis on identifying trends or opportunities for improvement and developing plans or strategies to address the trends/opportunities identified by the data.

This summary represents a snap shot of the agency’s efforts at Quality Improvement for the 4<sup>th</sup> quarter of FY 2016 with year-end totals in each Quality Improvement category reviewed by the agency: Unusual Incidents, Accidents and Grievances, Outcomes, Surveys, Peer/Record Reviews and Improvement Projects. Some categories will contain comparison data from FY 2015 to FY 2016. This report may or may not capture every program’s report for this quarter. Only significant trends and actions/strategies are cited in the various categories of Quality Improvement. YSB currently has 17 CQI Teams that meet quarterly for the following programs: Youth and Runaway Youth/Homeless Services, TLP, Redeploy, Second Chance, JSOP, Hope House, Treatment (Solutions Counseling, Child First and Medicaid), YSB Child Development Center, LADD, Hispanics Services, Foster Care, Specialized Foster Care, Licensing, Intact Family Services, and the Parenting Program. In addition to the programs listed above, the Administration Team and the Office Support Personnel participate in the CQI process.

**A. UNUSUAL INCIDENTS, ACCIDENTS AND GRIEVANCES (UIR’s):**

Program	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Total FY 16	Total FY 15
FC – Aurora	32	22	21	16	91	97
FC – Glen Ellyn	21	7	6	7	41	90
FC – Ottawa/Princeton	4	7	14	8	33	86
FC – Rockford	4	11	6	13	34	55
FC – Specialized	21	63	98	63	245	(Only 4 <sup>th</sup> Qtr)10
Intact Family Services-OTT	7	5	5	7	24	35
Intact Family Services-WDS	Not reported	Not reported	Not reported	8	8	---
Licensing	10	7	7	3	27	36
Parenting	0	0	1	0	1	0
Treatment	6	2	3	8	19	20
RHY/TLP	4	3	9	6	22	28
Redeploy/Juvenile Justice	5	1	0	1	7	5
Hispanic Services	0	0	0	0	0	3
Administration	2	1	0	0	3	17
Hope House	1	0	0	0	1	2
Office Support	0	2	2	0	4	5
YSB Child Dev. Center	0	1	0	0	1	1
<b>Totals</b>	<b>117</b>	<b>132</b>	<b>172</b>	<b>140</b>	<b>561</b>	<b>490</b>

**Summary:**

In comparing the number of UIR’s reported from the 3<sup>rd</sup> Quarter of FY’16 to the 4<sup>th</sup> Quarter of FY’16, it is noted that the number has decrease. The majority of the UIR’s reported remain from Child Welfare Services that include Foster Care, Licensing and Intact Family Services. The Specialized Foster Care continues to experience a high number of UIR’s overall with a decrease from last quarter. A majority were in the category of residential settings. The team reports that residential settings require a UIR for any incident no matter how small it may seem. The workers will continue to focus on meeting with staff and youth in the residential settings to help facilitate a decrease in the number of UIR’s. The team recognizes that many of these youth have mental diagnoses, and will ensure that their services and treatment plans are appropriate. The Licensing Unit continues to see a trend of lower numbers of investigations overall, and this quarter they had no UIR’s involving inadequate discipline with relative foster homes.

The total number of UIR’s for FY 2016 is 561 compared to 490 in FY 2015, it should be noted that Specialized Foster Care accounts for approximately 44% of the total UIR’s for FY 2016 and this is the first full fiscal year tracking for this team. Three of the four traditional Foster Care teams saw a significant decrease in their UIR’s for the FY 2016. Administration also saw a significant decrease in UIR’s from 17 in FY 2015 to 3 for the FY 2016. The agency remains at low risk regarding

the type of UIR's reported, and are typical to a child welfare agency providing a broad spectrum of services to individuals, families and youth.

**B. PROGRAM OUTCOMES:**

**Summary:**

As reported in the Agency Wide CQI Summary report, a majority of the programs are meeting or exceeding their established program goals and outcomes. The number of clients served in the agency program's remains relatively stable as compared from the 3rd Quarter FY'16 to the 4th Quarter FY'16. The largest program based on the reported number of clients remains the Foster Care program with a 4th Quarter end of 444 children in care, including 29 specialized children. The program ended the FY 2016 with 638 children served in the Foster Care Program for the year. The Foster Care Program has maintained its' improved its performance in the IL DCFS Dashboards. All teams continue to struggle with meeting the Dashboard goal of Weekly Child-Parent Visits on Return Home cases. The program has developed Quality Improvement Plans per team to address this issue, as well as all measures within the Dashboard. Licensing reports 19 new licensed foster homes; 5 traditional, 14 relative homes, and 0 specialized. The team reports a steady number of recruited homes this quarter with 12 total, 11 Traditional homes and 1 Specialized home. The relative licensure status report has proven to be helpful in tracking relative licensure progress. In regards to Dashboard, three of the six foster care teams met or exceeded to the goal of 70% relative licensure.

See table below regarding the number of permanencies achieved by the agency with a comparison from the previous Fiscal Year. The number of Reunifications dropped dramatically during the fiscal year, and Adoption increased slightly.

<b>Child Welfare-Foster Care Permanencies</b>	<b>FY 2016</b>	<b>FY 2015</b>
<b>Reunifications</b>	36	94
<b>Adoption</b>	85	73
<b>Guardianship</b>	14	16
<b>Independence/Emancipation</b>	10	7
<b>After Care</b>	25	56
<b>Totals</b>	<b>173</b>	<b>246</b>

The Intact Family Services program ended the FY' 16 with an overall score of 89.02% of Families Remaining Intact with the goal at 90%, two of the four teams exceeded this goal. The program served 173 families for the FY 2016 compared to 82 families the previous fiscal year. The program also expanded to include a team located in Woodstock in April 2016. The Intact Family Services program continues to do well and remain consistent in meeting its most of the goals as established by the IL DCFS Dashboards.

The Treatment Program reports total clients served in the 4th Quarter were 306, with a year-end total of 521 clients served in counseling and 514 clients served in the Child First program. The Program reports the goal of trauma symptom reduction is being met and 60% of clients discharged received a status of successful discharge however still does not meet the 70% goal. The team continues to have clients who attend only 1-2 sessions receiving unsuccessful discharge because they are not returning to sign treatment plan and address goals. To obtain better data they will separate out Solutions clients with separate discharge code to provide for data that is more accurate on successful vs. unsuccessful discharge.

The Hispanic Services program signed up 71 more participants for food stamps in the current quarter, far exceeding the goal of 48 per quarter. The increased participation is viewed as an effect of the outreach efforts of the program's participation at health fairs, radio, and distribution of flyers. The program served a total of 869 clients for the FY 2016.

The Youth Outreach/Homeless Youth (RHY/TLP) programs report the results of the five areas measured: Permanency (Goal: 90%) 95%, a slight increase from the previous quarter; Safety (Goal: 95%) 100%, the same as the previous quarter; Functioning (Goal: 80%) 84%, a slight increase from the previous quarter; Child Welfare (Goal: 90%) 95% an increase from the previous quarter; Juvenile Justice( Goal: 85%) 92%, the same as the previous quarter; Community Service (Goal: 80%) unavailable. The TLP program reports that following outcomes: 100% for Permanency, 100% for Safety at exit of program, 100% for Wellbeing with a goal of 80%, 100% for Connections with a goal of 90%, and 71% in Community Service with a goal of 80%. The program had 3 new clients this quarter and 1 client successfully closed. The programs served 295 homeless and runaway youth this fiscal year.

The Parenting Program reports 45 clients (100% enrolled) earned a certificate of completion this quarter. This program continues to meet and/or exceed their established goals. The Parenting Program is currently not providing the M.I.S.T.E.R Program due to cuts in funding, however they continue to provide the Traditional and Probation Parenting Classes and maintain their contract with DCFS. This program served 245 participants in 25 different groups offered throughout the FY' 16. In addition the program provided 3 Community Partnership Parenting Workshops serving 57 participants, for a combined total of 302 clients served this past year.

The YSB Child Development Center is now using a standardized measurement tool through [www.gold.teachingstrategies.com](http://www.gold.teachingstrategies.com). The program is able to establish and track performance indicators per classroom category/developmental stages for each child in the Early Preschool classroom, the Preschool classroom and the Pre-K classroom. This is a newly implemented tool, and the program is working to establish overall target outcomes per classroom using this data. The Child Development Center served 84 children this past fiscal year.

The Redeploy and Second Chance program were 100% effective this quarter, the same as last the categories of Successful completion, Avoid Incarceration, Increased YASI scores, and Life Goal accomplishments. Redeploy and Second Chance will continue to provide individual, family and group therapy in caseworker and therapist teams as this has continued to prove effective in treating the Juvenile Delinquent Population that the Redeploy/Second Chance grant is established to serve. This program served 44 at-risk youth this past fiscal year.

### C. SURVEYS:

Program	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3rd Quarter	4th Quarter	Totals FY' 16	Totals FY' 15
FC – Aurora	34	0	31	0	65	81
FC – Glen Ellyn	0	26	1	5	32	24
FC – Ottawa/Princeton	33	17	40	40	130	175
FC – Rockford	17	8	0	0	25	63
FC – Specialized	0	0	6	0	6	0
Intact Family Services	20	14	18	27	79	57
Licensing	21	8	30	26	85	90
Parenting	35	41	5	40	121	168
Treatment	71	48	102	108	329	355
RHY/TLP/SOP	6	23	43	39	111	174
Redeploy/Juv. Justice	9	6	10	12	37	30
Hispanic Services	10	15	17	10	52	22
Hope House	0	0	4	0	4	6
Admin	4	1	2	2	9	Not reported
YSB Child Dev. Center	34	0	19	19	72	Not reported
Support Staff	0	0	75	0	75	Not Reported
<b>Totals</b>	<b>294</b>	<b>207</b>	<b>403</b>	<b>328</b>	<b>1232</b>	<b>1245</b>

### Summary:

Surveys continue to be distributed and completed across most of the programs/teams on a consistent basis with generally positive comments towards the work being done at YSBIV. The number of surveys slightly decreased this quarter, but there was an emphasis on engaging clients in completing the COA Client Survey for the upcoming reaccreditation, with 187 Clients, 43 Foster Parents and 70 foster youth participating. An emphasis will continue to be made to ensure distribution of surveys on a regular basis for all programs. Surveys are extremely important as they provide valuable feedback for areas to improve upon when needed. The HR Department continues to explore strategies as to the best way to increase completion of the employee exit survey at termination of employment.

### D. PEER/RECORD REVIEWS:

Program	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3rd Quarter	4 <sup>th</sup> Quarter	Totals FY' 16	Totals FY' 15
FC – Aurora	10	24	0	12	46	80
FC – Glen Ellyn	0	19	27	19	65	72
FC – Ottawa/Princeton	17	17	18	16	68	63
FC – Rockford	31	29	10	25	95	92
FC- Specialized	0	0	0	0	0	0
Intact Family Services	19	25	20	29	93	75
Licensing	82	21	44	26	173	178
Parenting	121	97	0	120	338	253
Treatment	44	37	26	58	165	168

RHY/TLP	11	15	35	15	76	101
Redeploy/Juvenile Justice	12	9	14	32	67	62
Hispanic Services	141	72	80	30	323	245
Administration	6	2	3	0	11	142
Hope House	0	0	4	4	8	26
YSB Child Dev. Center	50	0	0	0	50	Not reported
Totals	544	367	281	386	1578	1557

**Summary:**

The Peer Reviews continue to occur in most of the programs with a review of open and closed cases, this past quarter there was an increase in the number of files reviewed with only one programs reporting (0) files reviewed. The YSB Child Development Center’s files will reviewed again in September 2016 by the DCFS monitor. The number of files reviewed FY’ 16 as compared to FY’ 15 are relatively the same, and meets the goal of reviewing 30% of all clients served by the agency.

Many of the programs report that the files reviews indicate most files are in compliance. The following programs continue to see the following trends: The Foster Care unit noted a trend of improvement with missing birth certificates and social security cards. They also report missing medicals on the teens in care as it difficult to get them to comply with the exams. They continue to work on the Clients Rights & Responsibilities, and missing documents that require printing from SACWIS. The Licensing unit noted a trend of missing documentation for the 590-A. They will continue the strategy to obtain updated pet inoculations and insurance information as the 6-month monitoring visit. The Intact Family Services program continues to note missing documentation for Reasonable Efforts to Locate Relatives, CANS and monthly counseling reports. The Parenting Program trends noted were caseworkers’ failure to sign consent/release exchange of information form as the witness. The Quality Improvement Unit will continue to do random file audits in the different programs. The agency will remain vigilant in improving the identified trends to ensure quality files.

**E. IMPROVEMENT PROJECTS:**

**Summary:**

Some of the Foster Care teams’ improvement projects are focusing on developing better systems to ensure compliance with Peer Reviews and distributing surveys more consistently. The Glen Ellyn Foster Care team is working on organizing school supplies for foster children. The Specialized Foster Care team is working to develop a support group for their gay and lesbian youth. There is a lack of resources and support for these teens and caregivers in the Rockford Area. The Licensing Unit is working on more creative ways to advertise to become a foster parent. A newsletter for foster parents was developed and will be completed quarterly.

Intact Family Services continues to work on an improved method of completing CANS Assessments within the first 30 days of the cases and ensuring files are up to date.

The Parenting Program reports continued efforts at community outreach and collaboration with other agencies or community organizations.

The Treatment Program continues to work on proving appearances of the offices and ensuring appropriate space is available for therapy. They are working obtaining more supplies needed for therapy sessions especially with children.

The Redeploy/Second Chance team worked with the Restitution Program to create and tend a community garden with their clients needing community service hours. The garden was planted in late May and contains a variety of vegetables, such as potatoes, tomatoes, peppers, onions, and eggplant. The Redeploy/Second Chance team was able to teach clients how to plant, water, weed a garden, and look forward to harvesting in late August. The harvested food will be donated to clients in need.

The Hispanic Services team recently relocated to a new office. They will be creating new signage in English and Spanish to help clients locate them in the building.

Hope House developed new marketing materials to increase referrals, and will continue to distribute them, in person, to the local law firms.

The RHY/TLP/HY programs will be working on a committee for volunteering and fundraising. A preliminary committee has been established and they will report progress next quarter.

The YSB Child Development Center will continue to focus on the playground improvements, and the physical appearance of the classrooms.

The Administration team is focusing on the renovation of the building in Ottawa. The Renovation Project will continue to move forward with Frank/Dave working with the contractors and architects. This renovation will provide for 7 more offices, file room and a meeting area. Funding is being supplemented through Fairmont Minerals and the foundation board. The Administration team has also been working on updating the Operating Policies.

### **Analysis and Recommendations:**

After review of all CQI categories in the reports submitted by each program, the following observations, analysis and recommendations are noted.

In reference to number of UIR's generated in the Foster Care unit, it should be noted the highest category involved youth in residential/youth homes setting in the Specialized Foster Care Unit. Strategies implemented for increased contact with the clients, efforts at identifying client specific triggers of negative behaviors, and modifying services to minimize these triggers have had some impact on the older youth, but youth in residential setting remain a problem area. Foster Care teams should continue to review these UIR's closely and monitor strategies aimed at reducing the number of UIR's in this category. The number of UIR's for Abuse/Neglect remains constant and the Licensing Unit continues to focus on educating foster parents on appropriate discipline and supervision. No staff injuries were reported this quarter. The agency has revised the UIR policy to ensure consistency in reporting incidents and collection of accurate data, the data has been much more accurate.

The programs across the agency remain focused on meeting and/or exceeding their program goals and/or established outcomes, many of which are determined by program contracts or plans. Each program needs to ensure that their data collection is valid and a consistent method for aggregating the data is in place.

Child Welfare Programs exhibiting difficulties in meeting their established goals are developing Quality Improvement Plans per team to address areas of concern and the progress towards improvement will be monitored closely.

It continues to be recommended that all programs continue their efforts at distributing surveys on a consistent basis, as the surveys are the best indicators of how successful the agency is at improving the lives of the clients.

With regards to Peer/Record Reviews, all programs should adhere to the agency and COA requirements that the reviews be conducted on a regular basis. To maintain the integrity of the process, case files are being chosen at random via the agency's internal client information system.

The agency continues its commitment to move forward in the evolving, and ongoing, Continuous Quality Improvement process with a focus on using the data collected to identify areas in which to improve services to the clients.

Upon review of the UIR's and other information contained in the categories of review, it is assessed that the agency is experiencing a low potential for risk in the 4<sup>th</sup> Quarter, FY '16. All recommended strategies developed by the program level CQI teams should be implemented and monitored for improvements.

Respectfully submitted,

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Quality Improvement Department

10/6/16