

**Agency Wide CQI/Executive Summary
1st Quarter FY 2014**

This summary represents a snap shot of the agency's programs performance for the 1st quarter of FY 2014. The following information is reported at the quarterly CQI meetings held at the end of each quarter. This report may or may not capture every program in each quarter. However, the agency operates the following programs: Youth and Runaway Youth/Homeless Services formerly "Community Services" (Redeploy, Second Chance, JSOP, Hope House), Treatment (Solutions Counseling, Child First and Medicaid) Community Outreach (CCBYS, BCG TLP, Street Outreach, Kids Place, LADD, Hispanics services).

Child welfare – (Foster care, Parenting Program, Licensing, M.I.S.T.E.R., Hope House, Intact, SOC and Specialized Foster care.

The following information is provided by our internal IT system tracking system or by the supervisor of the program reported.

Clients served this Quarter per programs

Treatment – 328

Runaway Youth/Homeless (Outreach) – 86

Foster care – 464

Aftercare – 37

Intact – 86

Licensing – Traditional – 157; HMR – 126; Pending Traditional – 9; Pending HMR - 70

Specialized – 12

Restitution/Community Services - 65

Redeploy/Second Chance – 16/11 clients

Safe Haven/Hope House – 36 children

JSOP – 13

SOP – Adults 38; Children 7

TLP – Adults 23; Children 13

Hispanic services – IFRP – 1007 families

M.I.S.T.E.R. Parenting – 31 Clients

Kids Place- 68 children

Incidents, Accidents, Client Grievance

The following is a breakdown of children and families served. Incidents, outcomes for children, peer reviews, satisfaction surveys and program corrective actions in this quarter.

Foster care – There was a total of thirty-seven (37) unusual incidents involving children in foster care, zero (0) in Treatment, none reported by Office Support Ottawa/Aurora/ Elgin/ Glen Ellyn or Rockford offices. There were fifteen (15) hotline calls with 8 indicated in the IFS program. Outreach did not submit a report.

Break out by programs and offices.

Incidents, accidents, client grievances and Unusual Incidents (UIR's):

Ottawa Admin	3/1
Aurora Foster Care	1
Elgin Foster Care	1
Glen Ellyn Foster Care	7
Ottawa Foster Care	4
Rockford Foster Care	24
Intact Family Services	15
Licensing	6
Runaway/Homeless (Outreach)	0
Rockford Parenting	0
Ottawa/North Staff Support	0/0

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Treatment 0

Incidents, accidents, client grievances & UIR's – Elgin FC reported one (1) incident where a child was hit by school principal. Glen Ellyn FC reported one (1) arrest, two (2) attacks, one (1) school suspension, one (1) runaway, and two (2) car accidents, one of which resulted in treatment for a broken arm. The trend tends to be troublesome teens and the team plans to attend training in Kane County regarding juvenile justice to be better prepared to deal with these more serious issues. Aurora FC had one (1) unfounded hotline call to DCFs. Ottawa FC reported one (1) pregnant ward, two (2) children admitted to residential, and one (1) medical issue at school. Rockford FC reported twenty-four (24) UIR's but no details were provided. Licensing reported six (6) investigations of homes. One (1) in Ottawa, supervision; four (4) in Rockford, discipline/drug issues; one (1) in Glen Ellyn, protecting children from abuse; and none (0) in Aurora. The team is seeking additional parenting/discipline training. Intact Family Services had fifteen (15) hotline calls with eight (8) indicated with drugs/alcohol as the problem. They are looking into a CADC therapist to provide more supportive service in this area. There was also a discussion of the need for anger management training. Currently there is no formal program in place. It was noted that Lindsay Whitecotton has her Masters and is CADC certified so there is potential within the agency for program development. The administrative team reported three (3) incidents for Workman's Compensation. Two (2) were reports only and they anticipate a payout on one (1) incident. One (1) employee grievance went to Personnel Committee and was resolved.

Outcomes for children: Directly relates to children attaining the goal of permanency

There were a total of thirty-seven (37) reported children that achieved permanency. Six (6) children were adopted, nineteen (19) were returned home, and three (3) achieved guardianship. Six (6) children are in aftercare, one (1) child aged out, and three (3) cases closed. There were another thirty-seven (37) children reported moved which is viewed by the system (Feds and DCFs) as negative. Discussion regarding moves centered on HMR placements that are determined to be inappropriate after placement. It was suggested that examining all potential relatives before placement is made could alleviate some moves by identifying a more appropriate placement. Some moves are the result of discipline issues where additional training could prevent circumstances that make moves necessary.

Break out by offices: Permanencies/Moves

Aurora Foster Care: No (0) permanencies; one (1) case closure, two (2) moves.

Elgin Foster Care: Nine (9) permanencies; one (1) adoption; two (2) case closures; six (6) aftercare; nineteen (19) moves

Glen Ellyn Foster Care: Nine (9) permanencies; four (4) adoptions; one (1) guardianship; three (3) return home; one (1) aged out; and six (6) moves.

Ottawa Foster Care: Four (4) permanencies; 2 Guardianship, 1 Return Home, 1 Adoption; 10 moves.

Rockford Foster care: Fifteen (15) cases returned home.

Licensing: Recruitment initiatives included an event in Rockford that did not result in any inquiries. A meeting took place in Ottawa with Pastor Laura to recruit homes willing to take in teens. Foster parents are the best source for recruitment of new families willing to provide care. Staff will continue to focus on recruitment efforts.

The following are goals set by program contracts and their monitoring systems.

Intact

86 out of 86 families remained intact for 100% exceeding the goal of 90% for the service period. 78 out of 86 (90%) families were not indicated exceeding the goal of 85%. 8 were indicated with 1 pending. 17 out of 24 (70%) initial

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visits were on time, still short of the goal of 90%. IFS caseworkers will work with supervisor and staff the initial placement circumstances for permission to make contact without investigator to schedule the initial contact within 2 days of the referral date.

Runaway Youth/Homeless (Outreach): Did not attend. Reported 91% achieved permanency; 100% achieved safety; 72% achieved well-being; 82% Juvenile Justice; 97% Child Welfare; 82% community service; 33 cases closed for quarter.

Community Services:

YSB/IFRP (The Youth Service Bureau of Illinois Valley/Immigrant Family Resource Program) first quarter numbers were generated by the ICIRR (Illinois Coalition for Refugee Rights) data base. The program served 1007 families in the first quarter and completed 106 new applications for public benefits (TANF, SNAP, & Medicaid).

Parenting program:

Due to delays in the renewal of the Parenting contract new classes were delayed. Out of 57 intakes enrolled in the 4th Quarter of 2013, 43 participants graduated in August for a 75% graduation rate from the program in the 1st Quarter of 2014 exceeding the goal of 60%. In the first quarter of FY14 there were 31 intakes; (8) classes offered (Rockford – 5, Probation – 1, M.I.S.T.E.R – 1, Freeport – 1) A training was given with the Rockford case aides on Sept. 12, 2013 to familiarize them with their role, support needed, visit preparation, guidelines, parental encouragement, and de-escalating situations when needed during visits.

Administration

It was reported that employee turnover was 14 in the 1st Quarter, consistent with other quarters. There will be a closer look at retention and training for supervisors for the hiring process. The Director of HR and the Director of Training will be reviewing training guidelines and how they are being met.

Satisfaction Surveys:

The agency is required by COA monitoring standards to conduct surveys of staff, clients and vendors. The following programs reported on surveys for the last quarter.

Admin/HR

Fourteen (14) employees left and 7 exit interviews were conducted with good feedback regarding work experience at YSB. They are reworking the exit interview and looking at in-person/phone discussion with departing employees. No Surveys conducted.

A focus group was conducted at the request of the new executive director. The admin team was present with written documentation and asked for feedback this was also shared with the YSB board of directors. There are ongoing discussions as to how to proceed from the information gathered. The Director has requested that a minimum of two Focus groups occurs each year. There are two more planned within the next 6 months.

A staff survey will be conducted in March 2014 prior to the agency's annual Strategic Planning meeting.

Office Support Office support Staff from Aurora, Glen Ellyn, Elgin, and Rockford will conduct more comprehensive surveying twice a year. The next survey is scheduled for the beginning of November. THE Ottawa support staff Surveys have been sent out with no results submitted

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Aurora Foster Care	Four (4) foster parents surveyed, none returned; seven (7) birth parents surveyed, none returned.
Elgin Foster Care	Twenty-six (6) surveys sent out; seven (7) foster parent, 2 returned; seven (7) birth parent, 3 returned; ten (10) child surveys, 5 returned, and 2 youth. The response trend was positive for all.
Glen Ellyn Foster Care	None were completed in the first quarter. Goal is to survey 50 birth parents and 50 children by December 2013. Strategies to meet goal are to always carry surveys in caseworker street file and use the time at court or when visiting to get surveys completed. Also leave with office support staff and approach parents while in office.
Ottawa Foster Care	Twenty-eight (28) foster parents surveyed, 25 returned (89%), twenty-eight (28) birth parents surveyed, 24 returned (86%), youth surveyed 10, 10 returned (100%), eleven children surveyed, 11 returned (100%). Goal of 85% met or exceeded. Foster parent surveys positive and noted good service/work. Birth parent surveys were positive with a few negative. Youth and child surveys were positive.
Rockford Foster Care	No surveys were done in the first quarter of FY2014. Surveys will be completed in the second quarter.
Intact Family Services	Eighteen (18) surveys completed and were positive and noted case workers available and 'good listeners.' 10% is met and there is room for improvement. Team will maintain or improve number of surveys.
Licensing:	Sixteen (16) surveys were returned. (No number for total sent.) No negative comments or trends.
Runaway Youth/Homeless	Did not attend meeting. Program reported that the following were surveyed: eighteen (18) crisis youth; eighteen (18) adult crisis surveys returned; seventeen (17) adult – open completed; twelve (12) children – open completed.
Rockford Parenting	49 surveys were completed from a total of 60 participants. 46 were from the Parenting Program which had 57 participants and 3 surveys from the Case Aide training which had 3 participants. Parenting participants response was 85% very satisfied and 11% satisfied. 89% indicated they would recommend the program to other parents. The Parenting contract goal of 85% satisfaction was achieved. Case Aide training participants indicated 100% as very satisfied and 100% would recommend this training.
Treatment	<p>Aurora, Elgin, Glen Ellyn, Rockford sent out a total of 25 surveys the following is the breakdown: 12 surveys sent children, 4 youth, and 8 adults. Children responded; 4 – No, 4 – OK, 4 – Yes; Youth response included 1 – Strongly disagree, and the balance were neutral to strongly agree; Adult responses were Agree or Strongly Agree. The team identified the need to have more surveys completed and John Coutre will remind team.</p> <p>Ottawa twelve (12) total returned; three (3) child, all positive; one (1) youth, positive with no comments; eight (8) adult, all positive except one (1) disagreed about helping with service plans. Team will survey at the beginning of the first</p>

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of month of the quarter and return surveys by the middle of the third month of the quarter directly to Lisa Gustafson.

Record/Peer Reviews

DCFS regulations/COA's standards and the agency's own internal guidelines requires that the agency schedule regular record reviews and conduct them per standards to ensure quality of service to clients.

Ottawa Admin	Administrative staff examining staff performance evaluations. Additional training of supervisory staff recommended. The tracking of current driver's licenses and automotive insurance has improved. An audit that was performed did not indicate any problems.
Office Support North	N/A Each department takes care of their own file reviews.
Aurora (Foster Care)	Sent out 11. Did not indicate number returned.
Elgin (Foster Care)	Total number of files reviewed not indicated. Trends noted were fingerprints are missing as well as signed copies of the Rights and Responsibilities.
Glen Ellyn (Foster Care)	5-6 files reviewed. Plan to update consents/new guardians by December 2013; peer review scheduled by December 2013; client photos updated with month and year indicated by December 2013.
Ottawa (Foster Care)	15 files were reviewed. Eleven (11) files were corrected and returned. Four (4) were not completed.
Rockford (Foster Care)	Twelve (12) cases were reviewed during the first quarter using the agency performance case record review form. An additional 12 cases are scheduled to be reviewed in the second quarter.
Licensing	Thirty-six (36) files reviewed and found paperwork regarding well water, car insurance, and driver's license missing. A number of 590-A's were missing, and training information was incomplete. Staff will concentrate on all forms being completed and up-to-date.
Intact Family Services	Fifteen (15) files reviewed out of eighty-six (86). Trend is missing home safety checklists, background checks, and current releases. Action plan is to review at least 20 files per quarter, beginning immediately. Staff will schedule formal and informal reviews with co-workers by next quarter.
Runaway Youth/Homeless	Did not attend meeting. Reported 10 files are reviewed per month and overall quality of files is good.
Rockford Parenting	Fifty-seven files reviewed in the first quarter; however the files were from fourth quarter enrollment in May. Classes did not complete until August 2013. Trends were referral paperwork received from caseworkers at various agencies were over 50% incomplete and not received within deadline. Files were not in systematic order. Thirty-on (31) Intakes completed in first quarter September 2013 from various agencies were within deadline and complete, and increase of 75%. Notices were sent out in August to various agencies which resulted in the improvement. Filing system is being adjusted to maintain and facilitate appropriate filing.

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**Treatment-Aurora
Glen Ellyn, Elgin, Rockford**

Thirty-five (35) files were reviewed. No trends were observed. Therapists will be trained on Outlook to be able to utilize system to input due dates for paperwork.

Ottawa Treatment

Ten (10) records reviewed. Trend seems to be expired releases or safety plans; missing signatures on final ITP. Action plan is to make at least three (3) attempts to get the signature. Send letters with attached plan once, with two (2) follow-up letters.

Improvements Projects

Admin

No plans for team building exercise. They are in process of evaluating facilities and needs of new property taking into consideration uses. The Building and Grounds committee of the Board is actively involved.

Office Support North

Team is focused on creating consistent forms (Visitor Sign-In, Vehicle Use, etc.) across the offices. Staff will create standard form to track the receipt of client birth certificates, social security cards.

Office Support Ottawa

Several improvement projects are in progress including: checking all employee phone numbers and updating staff directory, updating resource directory with phone numbers and names of contacts, meeting with supervisors to determine report needs for database updates.

Aurora (Foster Care)

Staff is working on revising the case aide manual.

Elgin (Foster Care)

Goal is to improve survey results. All caseworkers will send out, or take on visits and hand-deliver at the beginning of the quarter. Laura to follow-up with workers on surveys sent and results.

Glen Ellyn (Foster Care)

Foster care staff will either go apple picking or decorate pumpkins for office.

Ottawa (Foster Care)

Staff will assist with SACWIS conversion. Ensure that ACR's/Service Plans have required corrections, re-submit to court, update files. Have treats at next staff meeting; schedule a Thanksgiving potluck, schedule Christmas cookie exchange.

Rockford (Foster Care)

Team building breakfast was held on September 6, 2013. In the second quarter the team is planning a bowling event and a 'Secret Santa.'

Licensing

Raise percentage of HMR homes licensed with goal of 75%. Increase communication between CW staff and licensing staff to be able to meet with them when we get a new home. Close all inactive files. Staff will concentrate on licensure of homes. (Peter Woodbine suggested looking at percentage of occupied and inactive homes.) Staff will schedule a lunch.

Intact Family Services

Staff will improve and expand the IA questionnaire. Staff will conduct IA's with the available information the caseworker has and amend it when additional information is submitted by client. Staff will improve surveying of clients.

Runaway Youth/Homeless

Did not attend meeting. Program reported that Kelly will contact webinar people regarding problems logging in. Reggie will look into additional trainings.

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Drop in center at YMCA on Thursday from 3:30 to 5:50 pm for sixteen to twenty-one year olds.

Rockford Parenting

Update Parenting Program Agency forms with current staff information. Staff luncheon scheduled for November (missed last quarter). Staff training rescheduled from 3rd to 4th quarter. Delay in DCFS signing new contract caused delay in services to clients. Will discuss with administration to see what can be done to avoid situation in future. Will discuss which outcome/indicators to add to CQI report from WCFS & United Way outcomes to increase and strengthen quality of CQI meeting program goals.

Treatment

Treatment program plans to update their client surveys. Staff is considering polo shirts with YSBIV logo to wear with jeans or khakis for dress code compliance. Staff is seeking vendor donation for shirts. The Streator office is in poor shape and staff will seek management input regarding improvements.

Closing Comments:

Peter Woodbine reminded staff this CQI process is *critical* to our COA accreditation. It is not acceptable to have missing information. Staff was informed that a high quality report is expected from everyone next quarter.

Frank Vonch stated that the information submitted at this meeting is reported to the Board of Directors. Everyone appreciates the work involved in this process by the CQI leaders. This process is a commitment to consistency and uniformity of practice across all offices.

Christmas Party – Frank also asked for staff to consider some ideas for a staff Christmas Party that could be celebrated as an agency. Due to the distances between offices it is difficult, but is there a location or time that might be conducive to high level of attendance from all offices. Contact Frank with your suggestions.

Additional Notes:

Runaway & Homeless Youth (Outreach) Program did not attend CQI meeting. Rockford foster care staff, while they attended meeting were unprepared and did not supply all of the required information. Aurora Foster Care did not have a representative, but did have office support staff, Jill Orr present their CQI information.

NB

Program/ Team CQI representatives are expected to attend the quarterly all staff meeting or have another member of the program attend. Each program is expected to submit all required information in a high quality report quarterly.