

YSBIV Executive Summary
3rd Quarter FY 2013

This summary represents a snap shot of the agency's programs performance for the 3rd quarter of FY 2013. 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: 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, Mister, Hope House, Intact, SOC and Specialized Foster care.

The following information is provided from our internal IT system tracking system and by the supervisor of the program:

Clients served this Quarter per programs

Treatment – 395
Outreach – 126
Foster care – 574
Aftercare – 61
Intact – 70
Licensing-Traditional – 158 Relative – 142
Specialized – 12
Redeploy/Second Chance – 15 clients
Safe Haven – 14 fourteen children
Hope House – 45
JSOP – 15
Hispanic services – 252
Mr. and Parenting – 54 Clients
Kids Place- 61 children

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-eight (38) unusual incidents involving children in foster care. Two (2) In the Outreach program, Two (2) in Treatment, and Two in the Intact program.

Break out by programs and offices.

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

Ottawa Admin	5
Aurora Foster Care	10
Elgin Foster Care	5
Glen Ellyn Foster Care	4
Ottawa Foster Care	13
Rockford Foster Care	No reported due to change in supervisor
Ottawa/North Intact	2
Ottawa/North Licensing	6
Ottawa Outreach	2
Rockford Parenting	0
Ottawa/North Staff Support	0
North Treatment	0
Ottawa Treatment	2

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

There were a total of twenty-one (21) children that achieved permanency. Four (5) of which were adoptions. There were another nineteen (27) children that moved which is viewed by the system (Feds and DCFS) as negative. These children were moved because of one of the following reasons: at the foster parent request, safety or for sibling's reunification. Some of these moves may also be a result of an inappropriate placement made by the DCFS with a relative that the agency may not be able to license.

Break out by offices: Permanencies/Moves

Aurora Foster Care: Two (2) adoptions

Elgin Foster Care: Four (4) permanencies with two (2) returned home, one (1) adoption, one (1) (12) moves.

Glen Ellyn Foster Care: Seven (7) permanencies Three (3) returned home two (2) adoptions, two (2) guardianship and (9) moves.

Ottawa Foster Care: Eight (8) permanencies, (6) moves.

Rockford Foster care: No reported due to change in supervisor

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

Intact

98% of families will remain intact throughout service period. 100% of families will not be indicated. 78% of initial in person contact with child and caregiver will occur within two business days of case assignment.

Outreach:

84% permanency, 100% safety, 100% well-being, 75% JJ status, 84%, CW.

Parenting program:

The program had total of fifty-eight (58) intakes. Seven classes in total was held throughout Rockford Fifteen (15) clients were discharged without completing the program for a combination of reasons including but not limited drug abused mental health issues or in incarceration

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 No survey were done

Aurora Foster Care Six (6) sent out and two (2) were returned.

Elgin Foster Care Eighteen (18) foster parent surveys sent with four (4) returned. Nine (9) youth sent with zero (0) returned. Twenty-four (24) children sent with four (4) returned. Fourteen (14) parents sent with two (2) returned.

Glen Ellyn Foster Care (49) children survey sent out no report of returns.

Ottawa Foster Care	Twenty (20) parent surveys sent with fourteen (14) returned. Seven (7) youth surveys sent with five (5) returned. Eight (8) Children sent with eight (8) returned.
Rockford Foster Care	No report due to change in supervisor.
Ottawa/North Intact	Nine (9) surveys returned and all were positive.
Ottawa/North Licensing:	Thirty-four (34) were sent out with six (6) returned.
Ottawa Outreach	Two (2) adult crises, nine (9) adult outreach, five (5) youth outreach/crisis, two (2) children, six (6) youth and seven (7) street outreach.
Rockford Parenting	Five (5) surveys were completed by clients enrolled in the parenting out of seven class participants. Another 5 surveys completed from a workshop presented by staff. Please note - there were 54 clients enrolled in this quarter in the parenting. Program but surveys are not completed until the end of each circle. That information will be reported in the 4 th quarter.
North Treatment	No information available (due to glitch with data base)
Ottawa Treatment	Twenty-nine (29) adult, four (4) youth done

Record/Peer Reviews

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

Ottawa Admin	Completion of employee evaluation has improved. DCFS licensing reviews was Completed by DCFS satisfactorily, the agency was released from level 2 to 1 (See foot notes) The agency successfully complied with the corrective action. received its COA accreditation approval
Aurora (Foster Care)	No reviews – Twenty (20) files to be reviewed- Actions to be taken: Each worker will be required to review five (5) files before the next CQI meeting.
Elgin (Foster Care)	Ten (10) files reviewed - Missing birth certificates and social security cards, client's rights and responsibilities forms.
Glen Ellyn (Foster Care)	Thirty-two (32) files reviewed. Need to update yearly photos and current consent. The team will do peer reviews by 5/10/13 and update child's photos by 6/13.
Ottawa (Foster Care)	Fifteen (15) files reviewed. Need to return all corrections by the date on sheets.
Rockford (Foster Care)	Twenty (20) reviews were done. Trends birth certificate and SS card and consent.
Ottawa/North (Intact)	Five (5) files reviewed. Missing assessments need to be printed and put into the files. All file corrections must be done within thirty days.

Ottawa (Outreach)	Thirty-five (35) files reviewed. Program Supervisor will develop templates for TLP be to capture review information.
Rockford Parenting	Fifty four Peer reviews were completed. No Trends.
North Treatment	File review reported as done by the supervisor. No data to report due to glitch with network.
Ottawa Treatment	File review reported as done by the supervisor. No data to report due to glitch with network.

Monitoring/ Correction plan.

The agency aftercare program was put on a ninety (90) day corrective action plan by DCFS, due to insufficient contacts and incomplete CERAPS. This was successfully achieved. The agency was informed on 3/7/2013 that after DCFS review the agency was returned to level one (1) status. Please note that our internal review by QA reveal the same information.