

Agency Wide All Staff CQI Meeting Minutes  
YSBIV Executive Summary  
4<sup>th</sup> Quarter FY 2013

This summary represents a snap shot of the agency's programs performance for the 4rd 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 by our internal IT system tracking system or by the supervisor of the program reported.

**Clients served this Quarter per programs**

**Treatment – 289**

**Outreach – 111**

**Foster care – 556**

Aftercare – 63

Intact – 73

Licensing Traditional – 158; HMR – 142

Specialized – 12

**Community Services**

Redeploy/Second Chance – 19 clients

Safe Haven/Hope House – 45 children

JSOP – 14

Hispanic services – No Report Submitted

**M.I.S.T.E.R. Parenting – 58 Clients**

**Kids Place- 69 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 twenty-seven (27) unusual incidents involving children in foster care. Four (4) were reported in the Outreach program, three (3) in Treatment, five (5) in the IFS program, and three (3) by Office Support in the northern offices. No trends were reported.

**Break out by programs and offices.**

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

Ottawa Admin	0
Aurora Foster Care	6
Elgin Foster Care	5
Glen Ellyn Foster Care	4
Ottawa Foster Care	6
Rockford Foster Care	6
Ottawa/North Intact	5
Ottawa/North Licensing	0
Ottawa Outreach	4
Rockford Parenting	0
Ottawa/North Staff Support	3 (Rockford – 2; Elgin - 1)
North Treatment	1
Ottawa Treatment	2

Agency Wide All Staff CQI Meeting Minutes  
YSBIV Executive Summary  
4<sup>th</sup> Quarter FY 2013

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

There were a total of twenty-three (23) reported children that achieved permanency. Ten (10) children were adopted, eleven (11) were returned home, and two (2) achieved guardianship. There were another twenty-five (25) children reported 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: Six (6) permanencies with three (3) adoptions; two (2) return home; one (1) guardianship.

Elgin Foster Care: Seven (7) permanencies, four (4) adoptions; three (3) returned home, ten (10) moves.

Glen Ellyn Foster Care: Six (6) permanencies; three (3) adoptions; one (1) guardianship; two (2) return home; and four (4) moves.

Ottawa Foster Care: Four (4) permanencies as return homes; eleven (11) moves

Rockford Foster care: Did not attend meeting. No report submitted.

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

**Intact**

96% of families remained intact in the fourth quarter exceeding the goal of 90%. 64% were indicated and did not meet the goal of 85%. 42% of new referrals were met within the first two days not meeting the goal of 90%. Workers will focus on meeting the two day rule to meet families.

**Outreach:**

Did not attend meeting. No report submitted.

**Parenting program:**

The program had total of fifty-eight (58) intakes. Seven classes in total were held throughout Rockford. Eleven (11) clients were discharged without completing the program for a combination of reasons including but not limited to drug abuse, mental health issues, or in incarceration. 77% of parents graduated from the program in the fourth quarter exceeding the goal of 60%

**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** Tracking exit interviews; no trends; some positive some negative. Follow up will be part of focus group.

Agency Wide All Staff CQI Meeting Minutes  
YSBIV Executive Summary  
4<sup>rd</sup> Quarter FY 2013

<b>Office Support North</b>	Administration North sent out nineteen (14) surveys, seven (7) were returned. Responses were overall positive.
<b>Aurora Foster Care</b>	Five (5) sent out and one (1) was returned.
<b>Elgin Foster Care</b>	Eight (8) foster parent surveys sent with three (3) returned. Four (4) youth sent with three (3) returned. Nine (9) children sent with zero (0) returned. Four (4) parents sent with one (1) returned.
<b>Glen Ellyn Foster Care</b>	(106) children survey sent out; (9) returned. Twenty-five (25) child surveys sent and returned.
<b>Ottawa Foster Care</b>	Foster Parent – Returned 13 out of 19, 68%; Parent – returned 13 of 19; 68%; Youth – returned 6 of 9, 67%; Child – returned 9 of 12, 75%. Over all response was positive with one parent upset. Follow up will be done by supervisor.
<b>Rockford Foster Care</b>	Did not attend meeting. No report submitted.
<b>Ottawa/North Intact</b>	Seventeen (17) surveys returned and all were positive.
<b>Ottawa/North Licensing:</b>	Approximately thirty (30) surveys sent out (they were not tracked) and 9 were returned.
<b>Ottawa Outreach</b>	Did not attend meeting. No report submitted.
<b>Rockford Parenting</b>	42 out of 42 surveys were completed (100%) exceeding the goal of 85%. 83% of respondents indicated they were very satisfied, and 17% satisfied. It was noted that surveys were not being sent to those discharged from the program and staff will follow through surveying those discharged in the next quarter.
<b>North Treatment</b>	Adult – eleven (11) surveys; Youth – five (5) surveys; Child – eighteen (18) surveys. Of adults surveyed 85% were happy with services, 10% neutral, 5% were displeased. Youth indicated 60% were happy with services and 20% were neutral and 20% discontent. Seventeen of eighteen of the child surveys returned were positive with one child not understanding why they need to see worker. They will track total surveys the next survey period.
<b>Ottawa Treatment</b>	Fifty-five (55) surveys sent out: fifty (50) returned: fourteen (14) children; two (2) youth; thirty-four (34) adults

**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.

<b>Ottawa Admin</b>	Employee's record review showed improvement in the number of evaluations completed by supervisors.
---------------------	--

Agency Wide All Staff CQI Meeting Minutes  
YSBIV Executive Summary  
4<sup>th</sup> Quarter FY 2013

Office Support North	Northern office support staff reviewed eight (8) files for consistency across the offices. 85% consistent with DCFS file requirements.
Aurora (Foster Care)	Completed half in the first quarter, they are now working to review nineteen files (19) by the end of the week.
Elgin (Foster Care)	Eight files reviewed; (13 children) missing Clients Rights & Responsibilities
Glen Ellyn (Foster Care)	All files were reviewed. Birth certificates, Social Security cards and photos updated where needed. -
Ottawa (Foster Care)	15 files were reviewed and corrections made.
Rockford (Foster Care)	Did not attend meeting. No report submitted.
Rockford (Licensing)	All files were reviewed at the end of the last quarter and moving forward will have a 30 day deadline to put files together on an ongoing basis.
Ottawa/North (Intact)	Eight (8) files reviewed. Service plans out of date and corrected.
Ottawa (Outreach)	Did not attend meeting. No report submitted.
Rockford Parenting	No peer reviews completed this quarter. Reviews completed in previous quarter.
North Treatment	Twenty (20) files were reviewed. No trends were observed. Consents were updated where required.
Ottawa Treatment	Nineteen (19) charts reviewed. Eight (8) corrections; missing forms completed.