

YSBIV Executive Summary
2nd Quarter FY 2013

This summary represents the snap shot of the agency's programs performance for the 2nd 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, Aftercare, Solutions Counseling, Outreach Counseling, Parenting, Licensing, Mister, Hope House, Hispanic Services, The Kids Place, Intact, Foster care and Specialized Foster care. Please see attached a copy of the clients served report.

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

Foster care – There was a total of (48) unusual incidents involving children in foster care. (5) in the Outreach program (3) in Treatment and the Intact program (5).

Break out by programs and offices.

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

Ottawa Admin	3
Aurora Foster Care	7
Elgin Foster Care	6
Glen Ellyn Foster Care	6
Ottawa Foster Care	5
Rockford Foster Care	11
Ottawa/North Intact	5
Ottawa/North Licensing	10 (Licensing Investigations of foster homes)
Ottawa Outreach	5
Rockford Parenting	0
Ottawa/North Staff Support	0
North Treatment	1
Ottawa Treatment	2

Please note that there has been spike in the number of UIR's in the foster care program this quarter in comparison to the previous quarter. The numbers from the last quarter were: foster care (24), Intact (6), Outreach (3), Treatment combined (7).

An analysis shows that this seems to be systemic as the holidays and the winter months normally see these numbers.

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

There were a total of (34) children that achieved permanency. (15) of which were adoptions there was another (16) children that moved which is viewed by the system (Feds and DCFS) as negative. However, these children were moved because of one of the following reasons: at the foster parent request, safety or for sibling's reunification.

Break out by offices:

Aurora Foster Care: (2) permanencies achieved (1) adoption one (1) guardianship (3) moves

Elgin Foster Care: (7) permanencies, returned home (1) Adoption (5) moves.

Glen Ellyn Foster Care: (5) permanencies (3) returned home (2) adoptions, (1) guardianship and (4) moves.

Ottawa Foster Care: (2) permanencies both by adoptions and (4) moves.

Rockford Foster care: (20) permanencies, (11) return home and (9) adoptions

Note – Staff feedback on moves = several of these moves could have been avoided with better planning of the initial placement.

Both the Intact/ Outreach programs set and achieved their goals.

Intact

90% of families will remain intact throughout service period. 85% of families will not be indicated. 90% of initial in person contact with child and caregiver will occur within two business days of case assignment.

Outreach:

99% permanency, 99% safety, 72% well-being, and JJ status 60%, CW 90%, 80% community service and 25 kids closed.

Parenting program:

The program had a total of (51) intakes. A total of 40 participants graduated. There were 11 discharges for various reasons.

Satisfaction Surveys:

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

Admin/HR	(14) employee separations in the last quarter, no written surveys were returned.
Aurora Foster Care	(29) surveys were sent out with (25) returned, 11 children and 14 Foster parent adults. 2 of the 25 were negative.
Elgin Foster Care	Could not account for the number of surveys that when out but reported the following. (1) foster parent, (1) youth and (2) children surveys returned.
Ottawa Foster Care	24 parents' surveys went out with (17) returned. (29) youth surveys went out with 15 returned. (9) children were sent out with 9 returned. Mostly all positive feedback.
Rockford Foster Care	No information available.
Ottawa/North Intact	(8) surveys returned and all were positive. No account as to how many went out. Staff will keep a count of the number of surveys sent out and the supervisor will tally them.

Ottawa/North Licensing:	New process, currently developing procedure with new supervisor.
Ottawa Outreach	(3) adult crisis, (4) youth crisis, (9) adult outreach, (13) youth outreach, (1) street outreach were returned. No account as to how many was sent out.
Rockford Parenting	(46) completed, (45) participants were very satisfied with the progress they made in the program. (43) indicated that they would recommend this class to other parents.
North Treatment	(25) adult surveys was sent out with (9) returned. (4) youth were returned without a number of how many were sent out. (2) children surveys went out with 2 returned.
Ottawa Treatment:	24 adult, (5) youth and four (4) children were returned. No account as to how many was sent out.

Record Reviews

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

Ottawa Admin	Employee's evaluations continue to be an issue. All managers need to complete them in a timely fashion and in keeping with contractual and motoring standards.
Aurora (Foster Care)	(42) children files were reviewed, issues identified- missing social cards security cards, finger prints and photo id.
Elgin (Foster Care)	(7) files were reviewed – nothing identified
Glen Ellyn (Foster Care)	(32) files reviewed- missing consents and updated photos
Ottawa (Foster Care)	(15) files reviewed –missing documentation on dental and medical records.
Rockford (Foster Care)	(36) record reviewed. Nothing identified
Ottawa/North (Intact)	(9) files reviewed. Nothing identified
Ottawa (Outreach)	(25) files reviewed. Nothing identified
Rockford Parenting	Peer reviews not done.
North Treatment	No records reviewed this quarter.
Ottawa Treatment	(21) records reviewed. Nothing identified

The agency aftercare program was put on a 90 day corrective action, due to in sufficient contacts and in complete CERAPS. This was successfully achieved. The agency was informed on 3/7/2013 that after DCFS review it would be removed from that status.