

## **AGENCY WIDE CQI MEETING MINUTES**

**Date: Feb 17**

**FY 09 QUARTER 2nd**

### **Staff Present:**

- **Admin – Reggi, Dave**

**Community Service – Nancy Bukantis**

**(Includes Family Literacy, Hispanic Services and Restitution)**

- **Family Advocate – Cindy Haligiere**
- **Family First – Missy Benjamin**
- **Foster Care – Lacey brought book but had to leave.**
- **Outreach – Denise Rick**
- **Support – Not present**
- **Treatment - Michelle**

**Reggi started the meeting by talking to the leaders about what would be the best way to address the areas of concern that came out of the all staff survey about CQI. One area is training. Should training be offered to whoever wants to come or should Reggi attend a staff meeting for each program and provide training. Leaders thought it would be better if training was done at program staff meetings to insure everyone is trained. Also talked about the need to have direct service staff take ownership of CQI process and what information is valuable to look at in order to improve services.**

### **1. Incidents, Accidents and Client Grievances (Unusual Incidents):**

**Admin- Admin had 2 grievances. Both reported by Reggi. One was foster care and one was family hab.**

**Action: All admin need to remember to record client grievances.**

**Community Service – None reported**

**Action: No action needed**

**Family Advocate – None reported**

**Action: None needed**

**Family First -2 indicated DCFS reports**

**Action: None needed**

**Foster Care – 6 incidents**

**Action: None needed**

**Outreach – 6 Unusual Incidents 4 lockouts, one hospitalization, and one risk of harm**

**Action: No action needed**

**Support – None**

**Action: None**

**After School – no incidents**

**Action: No Action needed.**

**Treatment –11 Unusual Incidents 6 sexual abuse reports made, 4 physical abuse reports made, 1 cutting staff believed this to be a positive trend that clients were opening up more.**

**Action: Continue getting clients to open up about abuse in their lives, so it can be dealt with in therapy.**

## **2. Customer Satisfaction (Surveys):**

**Admin – No exit interviews this quarter**

**Community Service – None done this quarter**

**Action to be taken: None**

**Family Advocate – None done this quarter.**

**Action to be taken-Survey all clients next quarter**

**Family First – 2 done Both were positive.**

**Action to be taken: None**

**Foster Care – surveyed Foster parents, parents, and youth and all were positive.**

**Action to be taken: None**

**Outreach – Started doing new crises survey. Results were good but need to do more surveys.**

**Action to be taken: Survey more clients. All crisis kids should be surveyed.**

**Support – did not do surveys this quarter. Instead they attended staff meetings and asked staff what they could do to help them.**

**Action to be taken: Help Kelly clean out storage locker from TLP. Take over doing office fire drills for all offices.**

**After School Program – Survey twice a year. None in this quarter  
Action to be taken: None**

**Treatment –eleven surveys**

**Action to be taken: all positive**

**Reggi spoke to all leaders about making sure their programs do enough surveys and if the feedback is always all positive consider changing your survey to illicit feedback that can be used to improve the program.**

### **3. Program Evaluation Data (Outcomes):**

**Admin – Productivity Reports were reviewed.**

**Action to be taken: Reports will be done every month now and Outreach has set up additional reports to look at consistency with clients.**

**Community Service- Teen Committee to be developed / Volunteer Recruitment going well**

**Action to be taken: Follow through**

**Family Advocate –100% for permanency and 100% for safety**

**Action to be taken: None**

**Family First –Outcomes weren't good due to two cases having indicated reports during the quarter.**

**Action to be taken: none**

**Foster Care-2 permanencies and 7 moves**

**Action to be taken: none**

**Outreach – 87% permanency /96% safety/ 71% client functioning improved/ 47% community service project completed by client**

**Action to be taken: Make sure all staff are using the new form that added community service as an outcome.**

**Support –NA**

**Action to be taken:**

**After School –Need to put together a report for outcomes.**

**Action to be taken: start documenting outcomes**

**Treatment – Had all positive outcomes and was able to report on 7 cases.**

**Action to be taken: Find a way to put outcomes into a understandable format for the board and stakeholders.**

**Reggi asked all leaders to take back to their programs the need to make outcomes simple and understandable to the public and stakeholders. Each supervisor is required to provide a one page report on outcomes for the board each quarter. Staff need to start providing an outcome report for clients and parents of clients when they have them fill out the satisfaction surveys.**

#### **4. Record Review (File Reviews):**

**Admin – Quarterly Personnel File Review: Monthly Evaluation Report Review:**

**Action to be taken: Evaluations need to be caught up for all staff.**

**Community Service – NA**

**Action to be taken:**

**Family Advocate – Reviewed 10 files and did all corrections.**

**Action to be taken:**

**Family First-Five reviewed. Only one thing missing.**

**Action to be taken:**

**Foster Care –15 reviewed.**

**Action to be taken: Bev needs to remind workers to get corrections done.**

**Outreach - 18 reviewed 16 were corrected**

**Action to be taken: Need to do more files each quarter. Should be doing 50 a quarter.**

**Support - NA**

**Action to be taken:**

**Teen REACH-Do all the files twice per year.**

**Action to be taken:**

**Treatment – Reviewed files for Medicaid review and made corrections. Files are much better than used to be.**

**Action to be taken:**

## **5. Improvement Project (Projects):**

**Admin –Completing accreditation**

**Action to be taken: Review progress at weekly admin meetings.**

**Community Service – Complete the updating of program binder.**

**Action to be taken:**

**Family Advocate –Seek out training.**

**Action to be taken: Supervisor to watch for appropriate training for staff.**

**Family First – Gave up on the video they were putting together on parenting.**

**Action to be taken: Find good parenting tapes for clients.**

**Foster Care – Complete all training for foster homes on CPR and first aid**

**Action to be taken:**

**Outreach – Set up office in Minonk.**

**Action to be taken:**

**Support –Setting up how to do fire drills in all offices.**

**Action to be taken:**

**After School Program – Setting up a quarterly report for the board and stakeholders.**

**Action to be taken:**

**Treatment –Set up a quarterly report for the board and stakeholders.**

**Action to be taken:**

**Reggi told all leaders they would need to go back to their programs and discuss having a one page quarterly report on the outcomes of the program that will be given to the board, mailed to referral sources and community stakeholders and all clients when they do satisfaction surveys.**