

AGENCY WIDE CQI/EXECUTIVE SUMMARY  
2<sup>ND</sup> QUARTER – FY2014

This summary represents a snap shot of the agency's programs performance for the 2<sup>nd</sup> quarter of FY2014. 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.

YSBIV operates the following programs: Youth and Runaway Youth/Homeless Services, (Redeploy, Second Chance, JSOP, Hope House), Runaway and Homeless Youth (formerly Outreach), Kids Place, LADD, and Hispanic Services; Child Welfare Foster Care, Parenting Program, Licensing, M.I.S.T.E.R, Hope House, Intact Family Services, SOC, and Specialized Foster Care.

**Reported Areas:**

Incidents, outcomes for children, peer reviews, satisfaction surveys, projects and program corrective actions in the quarter.

**Incidents, Accidents, Client Grievances**

Foster Care – There was a total of twenty-two (22) unusual incidents involving children in foster care reported by the Aurora, Glen Ellyn and Rockford offices (Ottawa did not report), zero in Treatment, 2 reported by Office Support Ottawa/Aurora/Glen Ellyn or Rockford locations. There were 11 hotline calls with 4 indicated in the IFS program. Runaway and Homeless Youth reported 4.

Break out by programs and offices:

Incidents, accidents, client grievances and Unusual Incident Reports (UIRs):

Ottawa Admin	1
Aurora Foster Care	4
Glen Ellyn Foster Care	14
Ottawa Foster Care	-
Rockford Foster Care	4
Intact Family Services	11
Licensing	4
Runaway and Homeless Youth	4
Rockford Parenting	2
Ottawa/North Staff Support	2
Treatment	0

Incidents, accidents, client grievances & UIRs – Aurora reported 4 incidents with one child being hospitalized on four occasions for suicidal/homicidal thoughts. The child is now in residential placement. Rockford had 3 recordable incidents; 1 child was medical for flu; 1 child was psychiatric for suicidal thoughts; and 1 child medical for asthma. Another child has incurred 6 or 7 UIRs, however there were a number of changes at the group home where the child resides and the formal reports have not been sent by new management. Glen Ellyn reported 14 incidents including: 1 medical for a broken arm; 1 school suspension; and 1 arrest. There were 10 incidents for 1 child placed in a group home for behavioral problems. Staff is paying attention to this issue and plans trainings regarding children placed in group homes and children involved in the criminal system. IFS reported 11 hotline calls with 4 indicated citing lack of supervision. Parenting experienced 2 incidents: 1 client came to training intoxicated and 1 client left the building with children without authorization. Both clients were discharged from the training and one was followed up with caseworker as legal issues were involved. Administration reported only 1 incident involving a foster parent grievance that escalated to administration and was successfully resolved. Licensing reported 4 incidents. Rockford had 3 investigations involving inadequate supervision, alcohol added to cough syrup, and inappropriate sleeping arrangements. Glen Ellyn has 1 possible medical neglect. Runaway and Homeless Youth (formerly Outreach) reported 4 hospitalizations. The team is looking into additional training on 'cutting' at North Central and suicide training at Linden Oaks. Office support reported 2 incidents involving staff falling and appropriate paperwork was filed. None of these incidents affected any of these children adversely and all had appropriate follow up reported by the worker and supervisors involved.

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

Break out by offices: Permanencies/Moves

Aurora Foster Care: Six (6) return home; five (5) case closed; 4 Moves – *one child moved 4 times from home to hospital.*

Rockford Foster Care: Nine (9) adoptions; nine (9) return home; one (1) loss to adjudication; 15 moves – *3 (three) negative moves, others for sibling consolidation, moves home, others to hospitalization.*

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- Glen Ellyn Foster Care: Five (5) adoptions; one (1) guardianship; five (5) return home; 13 moves – *moved sibling inappropriate placements*.
- Ottawa Foster Care: No report submitted (Absent from meeting)
- Licensing: Bench mark set by DCFS is 90% of HMR homes are to be licensed. The agency is struggling to attain this goal. Currently the percentage of licensed HMR homes is at 61%. The supervisor has devised accretive plan to include “Individual staff will devote 5 (five) hours per month to recruitment activities”. Foster homes that have not accepted a placement in the last 12 to 18 months will be reviewed regarding their placement requirements and if they should be closed. Program will look at total number of home in process of being licensed. Each office will look at tracking number of homes in process and projected number of homes due to close. This should help the team to focus on meeting the benchmark. A corrective action is in place.
- Intact: 90% of families will remain intact throughout the service period. 77 out of 79 remained intact for 97%. 85% will not be subject of indicated action. 75 out of 79 were not indicated for 94%. 90% of clients will be contacted within 2 days. 61% contacted were on time. Transitional first time visits are to be scheduled with the investigator. However, this is not always possible and if needs be staff will go without investigator. Also, it can be difficult to schedule a time around the availability of the parents.
- RHY (formerly Outreach): In Runaway and Homeless Youth (RHY) 85% achieved permanency (Benchmark 90%). 85% achieved safety, with 2 children indicated to DCFS care. (Benchmark 95%) and 85% achieved increased functioning. (Benchmark 70%).
- Parenting/M.I.S.T.E.R: Parenting reported an enrollment of 64 (33 intakes and 31 carried over from 1<sup>st</sup> quarter). 43 graduated from parenting program, at 67%. Program goal is 60%. Nine (9) classes were offered; 5 in Rockford, 1 at Probation, 1 M.I.S.T.E.R., 1 in Freeport, and one at the Community Joint Resource Center. There were 21(twenty-one) discharges including: 14 attendance issues, 2 substance abuse, and 5 other reasons. Staff is taking action to reinforce the importance of attendance at intake orientation.
- Counseling: Counseling closed seventeen (17) cases with 12 clients showing improvement in symptoms, and 5 remaining the same. CANS measurements indicated 9 (nine) clients reported improvement; 1 client reported increased symptoms; and 1 remained the same. Counseling is developing evaluations to measure progress/outcome data to meet specific program needs. There were a total of 80 discharges with 45 successfully meeting all treatment goals. 13 clients reported partial achievement of treatment goals, 8 were unsuccessful in meeting goals and 3 were unsuccessful with goals partially met. 11 clients moved, refused service, or services were not recommended.
- Administration: The employee turnover report was reviewed and fifteen (15) employees left the agency in the last quarter; a similar rate to the last 4 or 5 quarters. The Safe Haven program was closed due to lack of funding and 4 employees lost jobs. Supervisors will be given additional training to address employee turnover/ reduction. Balanced budget by the end of this fiscal year looks possible.
- Office Support Staff: IT is scheduling two days of computer orientation. With the last eight (8) new hires, completing computer training within 45 days of hire was achieved. Support staff in the other offices has developed measurable parameters for the tasks that they are involved in; aftercare reports, foster parent surveys, UIR reporting, Big 10 guidelines and a centralized filing and report posting on the K drive. The intent is to get the Ottawa support staff in line with the same system.
- Satisfaction Surveys:
- Aurora Foster Care: Four (4) were sent out; none returned. It was unclear if the report was for 4 surveys, or if 4 caseworkers sent out surveys. During the third quarter staff will take surveys directly to families in the first month. They will then pick up surveys at the next monthly visit, and prepare report in the third month of the quarter. Corrective action need from the supervisor.

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- Rockford Foster Care: Rockford did not have a report for surveys. They are working on developing a tracking system so that they know when the survey was distributed and when it was returned. They determined it would be best if one person handled all incoming surveys. (Peter reminded all foster care staff present that the surveys should all go to the supervisor for processing.)
- Glen Ellyn Foster Care: Glen Ellyn reported 19 surveys completed. One (1) parent responded out of 80% of the parents who were sent surveys. They are planning on delivering the surveys in person to increase response rate. The team also indicated a need to have surveys in Spanish. Dave Conrad indicated that Hispanic Services could assist in that area if needed or they can handle themselves.
- Ottawa Foster Care: No report submitted. (Absent from meeting.)
- Parenting/M.I.S.T.E.R: Forty-three (43) out of sixty-four (64) surveys returned. 39 out of 43 reported being very satisfied with the program. 41 out of 43 (95%) would recommend the program to others exceeding the contract goal of 85%. The 21 who were discharged were not surveyed. These people will be followed up and surveyed.
- Counseling: Northern region sent out fifteen (15) surveys; 9 to children, 5 adults, and 1 to a youth. The 9 children received the 'face' survey and all indicated the 'smiley face.' One child indicated they did not want to see their worker. The adults indicated agree or strongly agree with satisfaction. One person indicated they would not recommend YSBIV services. The southern region gave out 55 surveys with 32 completed. There were 19 child surveys given out and completed, youth 24 with 5 completed. They give out the surveys in person with sealed envelopes that are completed at the time of delivery.
- IFS: Thirteen surveys completed with good comments. One person stated that work interrupted. Program will survey clients quarterly.
- Licensing: Forty-one (41) surveys were given out to families with placements with 8 returned. General responses were positive. It was suggested by Dave Conrad that perhaps Constant Contact surveys could be used with foster parent surveying. Frank Vonch offered the suggestion of conducting surveys during the required six (6) month visits.
- RHY (formerly Outreach): Completed ten (10) youth surveys; 8 positive responses, 2 negative. Seven (7) adults surveyed; 6 positive, 1 negative responses. One child was surveyed. Nine (9) youth crisis were surveys completed with 8 positive and 1 negative response. There were seven (7) adult crisis surveys completed. Street Runaway and Homeless Youth (RHY) and Transitional Living each reported one (1) survey completed. Redeploy will begin reporting on their program separately in the future and is formulating a survey to meet their needs.
- Administration: Four (4) written exit interviews were completed. Human Resources is also conducting exit interviews. Turnover among case aides is related to job dissatisfaction and is being addressed. HR will implement additional training for the Kids Place to reduce turnover issues in that program.
- Support Staff: The Ottawa office surveyed thirty-seven (37) staff members. General feedback included information regarding staff confusion over to whom some information should be submitted and is being addressed. Aurora/Glen Ellyn and Rockford offices surveyed all YSBIV staff via a Constant Contact survey. Thirty-four staff members responded and were generally very positive. However, it appears that using 'All Users' may not have reached all staff because not everyone is set up right in the system. So, during the next survey period in May the distribution will be handled differently.

**Record/Peer Reviews:**

- Aurora Foster Care: There were no reviews in the last quarter. Going forward staff will conduct reviews following the monthly team meetings. Corrective actions need from the supervisor
- Rockford Foster Care: There were no reviews reported for the last quarter. The team has set March 6<sup>th</sup> for their quarterly review. Each person will be responsible to peer review 3-4 cases per quarter.

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- Glen Ellyn Foster Care: Each case worker reviewed the files for 3 to 4 children. It was noted that there has been an improvement in the files with the inclusion of current photos of children with the date taken noted. The team will change their procedure to an interview style review so that there can be an immediate discussion of the file at the time of review.
- Ottawa Foster Care: No report submitted. (Absent from meeting.)
- IFS: Fifteen (15) files were reviewed. They noted a trend of missing background checks, CANS, Home Safety Checklist and signatures missing on Service Plans. Corrections will be made and reviewed by supervisor by February 28, 2014.
- Licensing: Twenty-five (25) files were reviewed. It was noted that in homes with pets, the veterinary papers were missing. License agreements and current car insurance documents are needed in files. Licensing procedure is to review 5 files at each monthly staff meeting.
- Parenting/M.I.S.T.E.R: No peer file reviews were done in the second quarter. File reviews for the third quarter are scheduled to be completed by March 31, 2014.
- RHY (formerly Outreach): The program reviews ten (10) files per month with corrections being reviewed by program supervisor. Redeploy will schedule their files review in the future.
- Counseling: The Ottawa counseling team reported thirty-five (35) files reviewed. All corrections have been made and reviewed. Team is working on better tracking of review dates. The northern region reported that forty-seven (47) files were reviewed by counseling administrator and supervisor, with a few done by staff. Staff was reminded that this process is a *peer review* and reviews need to be conducted by fellow staff members.
- Administration: The review of the HR evaluation report revealed that supervisors were behind in their employee evaluations. It was noted that because of the salary freeze there may not have been an incentive to get these completed on time. Driver's license and car insurance information is being submitted on a more timely basis. The fiscal audit was completed and presented to the board of directors.
- Office Support Staff: Ottawa office reported that programs do their own file reviews and they are not involved. The northern support office staff reported they are completing file conversion to new format. They did not do a file review during the second quarter, but plan to resume bringing 2-3 files with them for face to face meetings to ensure that how files are put together are consistent across the offices. All staff was reminded that the process needs to be the same in all offices.
- Projects:**
- Aurora Foster Care: The Aurora observation room is in need of better monitoring. They are currently using an inexpensive baby monitor and need to upgrade to improve parent observation. The team will improve case notes by noting attempted visits, and to add explanations for cancelled visits in the narrative.
- Rockford Foster Care: Due to the turnover in staff, the Rockford team is concentrating on getting to know one another. They are getting together to talk about procedures and support one another as they learn their jobs. Since these changes are difficult for the foster families involved as well they are working on showing them appreciation by sending letters and perhaps cards.
- Glen Ellyn Foster Care: This team noted the challenges being experienced by the other foster care teams and they got together and created care packages for the other offices that were well received.
- Ottawa Foster Care: No report submitted. (Absent from meeting.)
- Licensing: The team is doing three month reviews of inactive homes. The DCFS benchmark of 90% licensed homes is an ongoing project. Recruitment is ongoing. Team is planning a potluck.
- IFS: The team is working on improvement of their Integrated Assessments by printing out the new SACWIS questions and having them on hand when interviewing the client to be sure all are asked.

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- Parenting/M.I.S.T.E.R: The parenting team met their goal of having lunch as a team in the second quarter on October 23<sup>rd</sup>. The team is looking at the outcome indicators to keep them in line with the DCFS contracts.
- Treatment: Treatment staff was relocated in the Ottawa office to ensure adequate privacy. Team sweatshirts were ordered and are now being worn. A space heater is needed for the Streater office. They are reviewing the surveys for possible updating. The northern office is seeking additional training on Outlook to utilize features for tracking deadlines for paperwork.
- RHY (formerly Outreach): The staff has been involved with ongoing training including crisis and Obamacare. One staff person attended the Cognitive Behavioral Motivational Interview training and two staff the National Convention RHY in November. Redeploy participated in a Parenting with Love with Limits training. Street Runaway and Homeless Youth (RHY) attempted to do a teen drop in, but incentives to participate were unsuccessful.
- Staff Support: The Ottawa staff reported they are finishing updating the agency directory. The staff directory update is done. Data base is still a work in progress. Security system for the Kids Place needs repair. (Dave Conrad reported it was scheduled.) When new staff are in the Ottawa office for training, they will send out an e-vite to staff to join new staff for lunch to welcome and give everyone a chance to meet each other. The northern staff is working on the Staff Support file on the K drive to include information necessary to all offices. (It was noted that the email list needs to be reviewed and updated and have former employee names removed.)
- Administration: The Elgin office was closed and staff reassigned to other offices. Safe Haven lost grant support, but the agency was provided county funds to keep it open. Redeploy staff will be assigned space across the street.
- Closing Comments:** Frank Vonch reminded staff the CQI process is an important part of the agency and is vital to our success. Our focus is serving the client and this process allows examination of our practices to achieve the best possible service to our clients. This is the forum to examine what is and is not working. Any concerns of staff can be taken to the Director of Foster Care, Human Resources, or if needs be, the Executive Director. Any grievances by foster parents are handled by the Director of Quality and Training. Appreciation was extended to the staff, including those very new to staff, for participating in the CQI process.
- NB** The Agency Strategic Planning Meeting is scheduled for April 24<sup>th</sup>2014. Look for details regarding time.
- New Benchmarks: All foster care teams are expected to report on their performance as it relates to the Dashboard in the 3<sup>rd</sup> quarter.

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The following is a breakdown of children and families served, provided by IT tracking.

**CLIENTS SERVED**

<b>Program</b>	<b>Case Counts Jul-13</b>	<b>New Cases Aug-13</b>	<b>New Cases Sep-13</b>	<b>New Cases Oct-13</b>	<b>New Cases Nov-13</b>	<b>New Cases Dec-13</b>	<b>New Cases Jan-14</b>	<b>New Cases YTD</b>
<b>Treatment</b>								
Solutions	99	6	11	8	12	18	8	162
Foster Care Youth	73	1	9	2		5	7	97
Foster Care Bio Parent	50	3	2	5	2	2	2	66
Specialized Foster Care	7			1			1	9
Adoption Counseling	8							8
Intact Family Counseling	1		1					2
Child First	30	30	28	27	28	33	29	205
Private Agency Contract	1		1					2
DCFS Medicaid Counseling	6	1		1		1		9
Client Pay	30	2	3	3		2	3	43
JSOP	12		1		1			14
<b>Foster Care</b>								
Case Management	18		1	2		2	2	25
Aftercare	43	10	1	4	4	9	6	77
Non Relative	98	12	7	4	1	4	9	135
Relative	300	9	21	22	20	13	16	401
Specialized	12	1	3	1		1	2	20
Small Cook	5	2						7
Self-Select	4						1	5
<b>Licensing</b>								
Traditional	112	1	1	3	3	6	8	134
Relative (Unlicensed)	87	3	11	16	3	9	9	138
Relative (Licensed)	183	4	7		1		2	197
<b>Intact Family Services</b>	73	7	7	5	6	2	13	113
<b>SOC</b>	5	3	1		2			11
<b>M.I.S.T.E.R. Parenting Program</b>	36		45		46			127
<b>Runaway &amp; Homeless Youth</b>	80	22	15	22	19	15	14	187

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Transitional Living Program (TLP)	4	1		2		1		8
Street Runaway and Homeless Youth (RHY) Program (SOP)			2			1		3
Hispanic Services	175	167	170	212	292	106	93	1215
Kids Place	57	3	3	9	6	2	1	81
Community Services	21	15	7	74	6	146	2	271
Restitution	14	3	5			3	3	28
<b>Juvenile Justice</b>								
Redeploy	13		4	1	1			19
Second Chance	7		3	2				12
Safe Haven/Hope House	31	5						36
<b>TOTAL CLIENTS SERVED</b>	<b>1695</b>	<b>311</b>	<b>370</b>	<b>426</b>	<b>453</b>	<b>381</b>	<b>231</b>	<b>3867</b>