

**Quarterly Performance
& Quality Improvement
Report**

2020



First Quarter

ADVOCATES FOR CHILDREN



Quarterly PQI Report

Introduction

In March of 2020 Advocates Board of Trustees approved Advocates agency-wide Performance and Quality Improvement Plan. This plan will help Advocates improve our services and help us provide the highest quality of programming.

Advocates values a culture of continual improvement and is committed to change as a process that facilitates growth and positive change. The Performance and Quality Improvement (PQI) Program is still in the early phases of development, but adequately supports the collection of data from its many stakeholders. The Board of Trustees and Senior Leadership of Advocates are committed to allocating resources, both monetary and human, to ensure innovating programming based on data learnings and integration into the organizational culture.

Advocates has several programs and departments, each of these has a unique set of goals and outcomes that are measured as part of PQI. Each program or department was required to develop separate logic models to identify areas of measurement. In this first report we will share our goals for you and share how we did in the first quarter of 2020. As we continue to strive for excellence in our programming and to improve our PQI program, we invite any and all feedback. We value the opportunity to improve and encourage you to contact our PQI Coordinator, Krystal Raines, at 678-605-9023 ext. 221, with any suggestions or questions.

Every family in our community is building a life where they are safe, thriving, and loved.

Overview

As this is Advocates first quarterly report, we want to outline the specific measures for each program and department. As we progress in our understanding and evaluating measures, we hope to include information that is valuable to all our stakeholders, including client satisfaction surveys, financial overviews, progress on the organization's annual plan and other relevant information.

Advocates has two main Program Departments – Residential Services and Advocacy and Prevention Services. Residential Services consists of the Flowering Branch Children's Shelter and the RISE Youth Rapid Rehousing program. Under the Advocacy and Prevention Services department services are provided through the Children's Advocacy Center, Court Appointed Special Advocates and Hope in Your Home programs.

Outputs

Advocates measures several outputs and two outcomes for each program. Many of these measures are required by funders, whether they be related to a government contract or a foundation award. On the following page you will see the basic output of numbers served for each program. This information is compared to the same year to date period as 2019. Other items that we measure but will not be reported on during this period include items such as:

- # of additional children in Victim's household referred to Community Services
- # of kids deemed appropriate/referred to receive a forensic medical exam
- # of kids (referred) who receive a medical exam
- # of Active CASA Volunteers
- # of Children in Foster Care
- # of children entering DFCS custody this month
- Average # of Days in FBCS Care
- # of safe nights of rest provided
- # of advocacy will be provided annually
- # of transportations services completed annually



**Advocates
for Children**

Summary of Programs As of March 31st, 2020

	Number of Children Served:	January - March	Prior Year Comparison	All of 2020
Flowering Branch Children's Shelter:				
	DFCS Children:	8	13	
	RHY Children:	3	8	
	Children Given Safe Place Presentations:	1812	13	
Hope In Your Home Program:				
	PPP Evidence Based Abuse Prevention:	75	104	
	PAT Evidence Based Abuse Prevention:	81	90	
	First Steps New Born Hospital Visits:	63	170	
RISE Independent Living Program:				
	Client Interviews:	15	0	
	Youth Placed in Hotel:	8	0	
	Youth Placed in Apartment:	6	0	
Child Advocacy Center:				
	Forensic Interviews:	88	86	
Court Appointed Special Advocates:				
	Children Receiving Monthly Services:	132	182	
Rainbows:				
	Jan-May	220	112	
	Aug-Dec			
Total Children Served:		2511	778	
Total Number of Adults Served:		599		
Other Significant Numbers:				
	FBCS Declined Referrals:	31	50	
	Volunteer Hours Contributed to Services:	1884	1346	



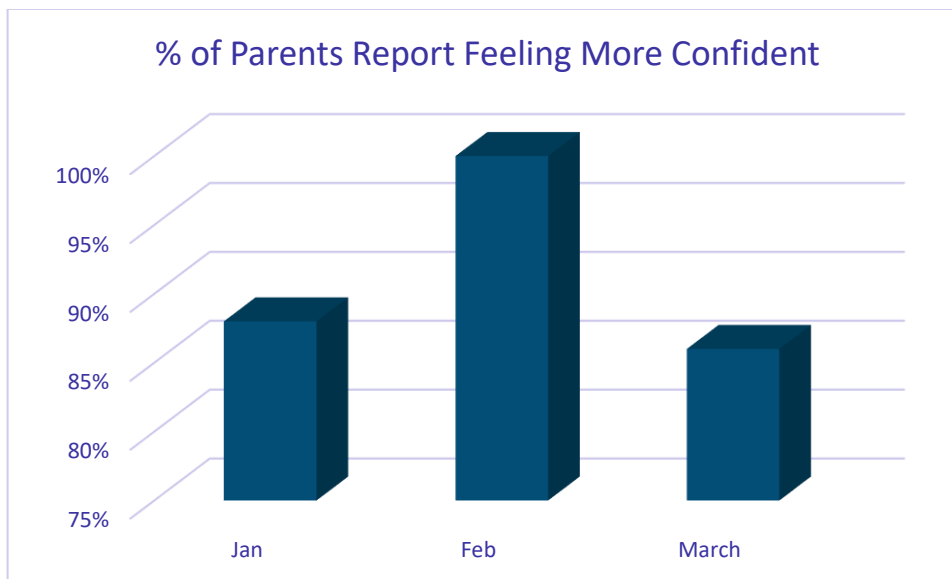
Outcomes

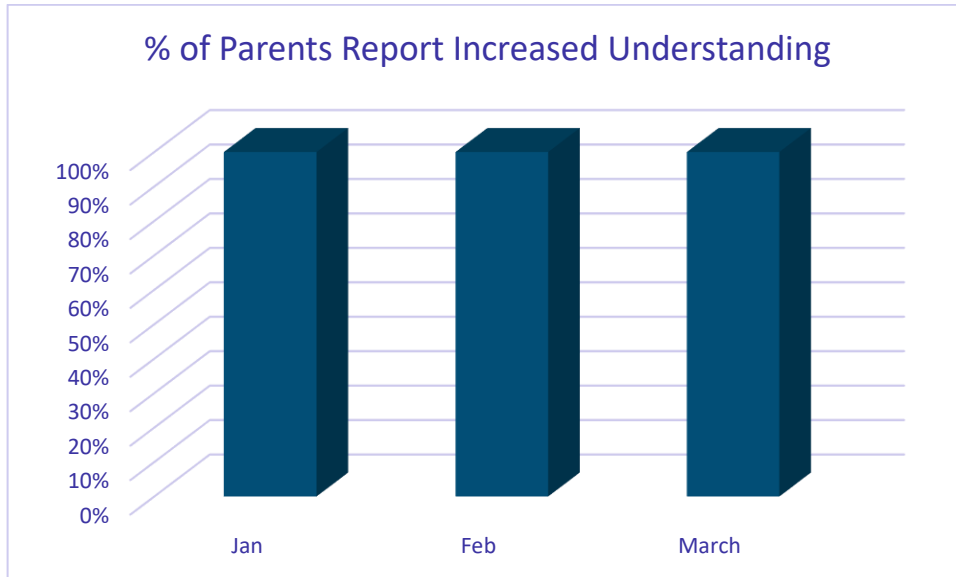
Outcomes focus on sustainable change that demonstrates our interventions work and clients and the Advocates team are making progress towards their goals. These outcomes are evidence based and are dependent upon the specific tool that is being used by the program or department. Outcomes information is collected monthly and measured on a quarterly basis.

The following are the outcomes and their first quarter progress by Department:

Children's Advocacy Center (CAC)

- **50% of parents who complete exit surveys report feeling more confident locating resources in the community at the time the case is closed**
- **50% of parents who complete exit surveys report having a better understanding of the rights of child abuse victims**

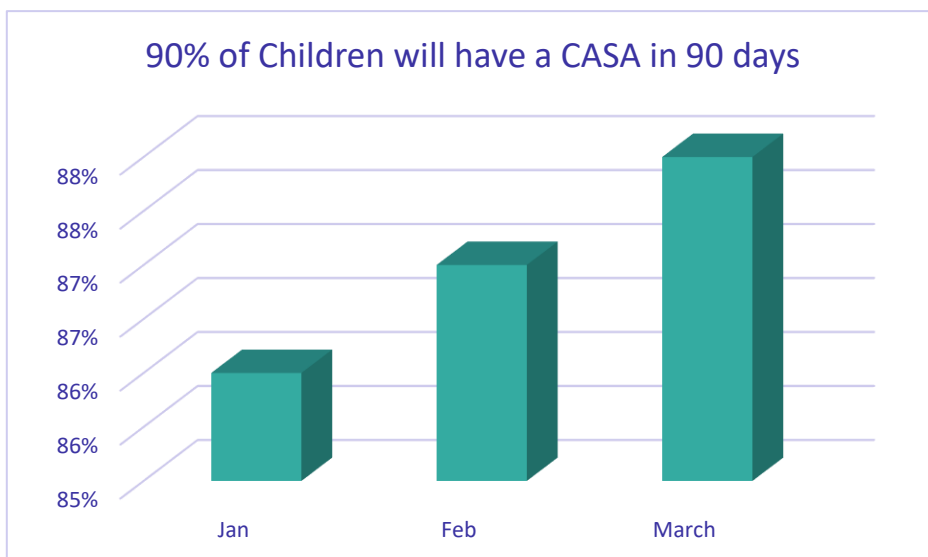


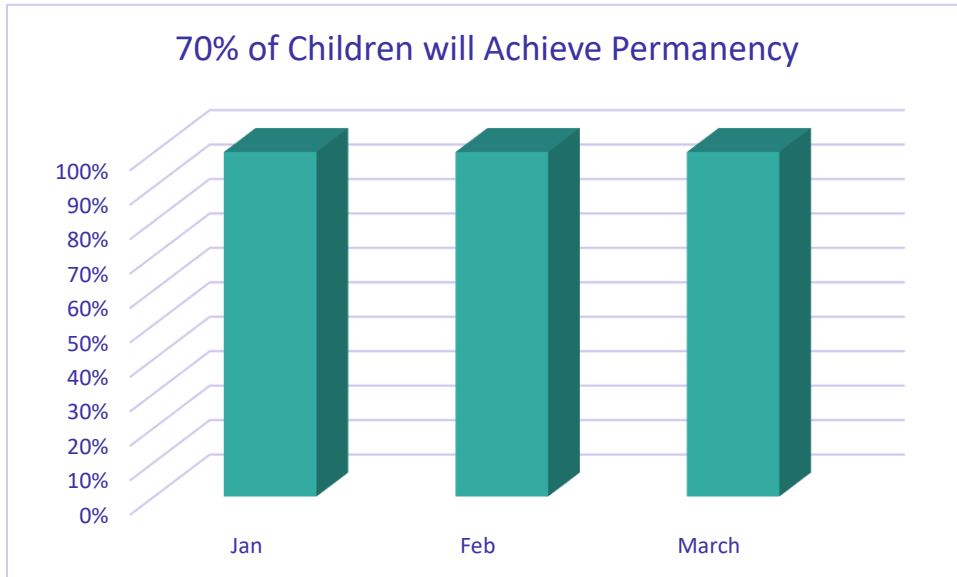


The CAC has exceeded its targets for the first quarter and is working with the PQI committee to develop a plan to address the appropriateness of these outcomes or if there is another measure where our attentions are needed in order to improve the services.

Court Appointed Special Advocates (CASA)

- **70% of children exiting CASA annually will achieve permanency**
- **90% of children in foster care will have a CASA within 90 of entering DFCS Care**

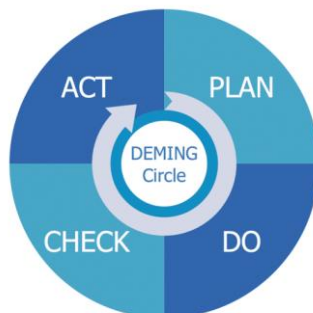




The CASA department has exceeded their goal for permanency of children leaving the foster care system, however they did not quite meet their goal for children being assigned a CASA within 90 days of coming into care. According to our Performance and Quality Improvement plan, each department must have a performance improvement plan. These plans can be related to anything identified in PQI planning, but if a program is deficient in meeting its goals a performance improvement plan related to the outcome that was not achieved must be created. The CASA team has developed a plan to improve in this area which consists of the following action items:

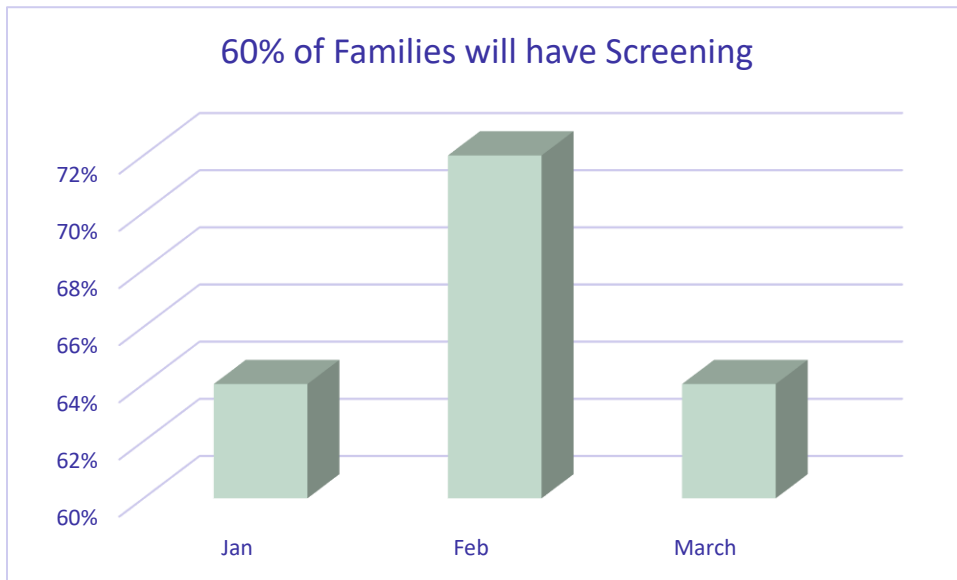
- CPRS Report will be pulled weekly
- Establish guidelines for eligibility of children receiving a CASA
- Create a "wait list" for children determined to be eligible to receive a CASA
- Update wait list and distribute to CASA Coordinators weekly

Advocates utilizes the Plan Do Check Act methodology for change and will complete this cycle for this goal.



Hope in Your Home (HIYH)

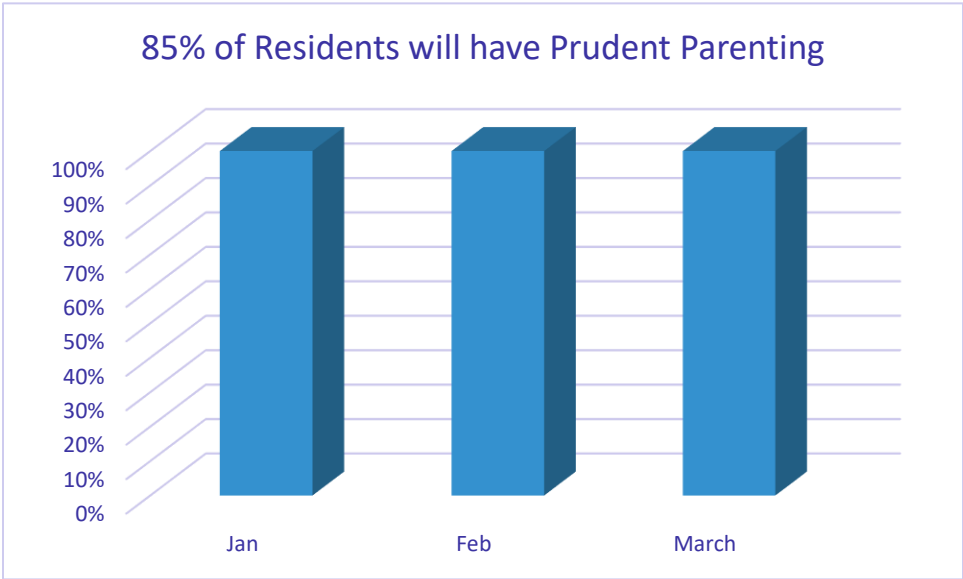
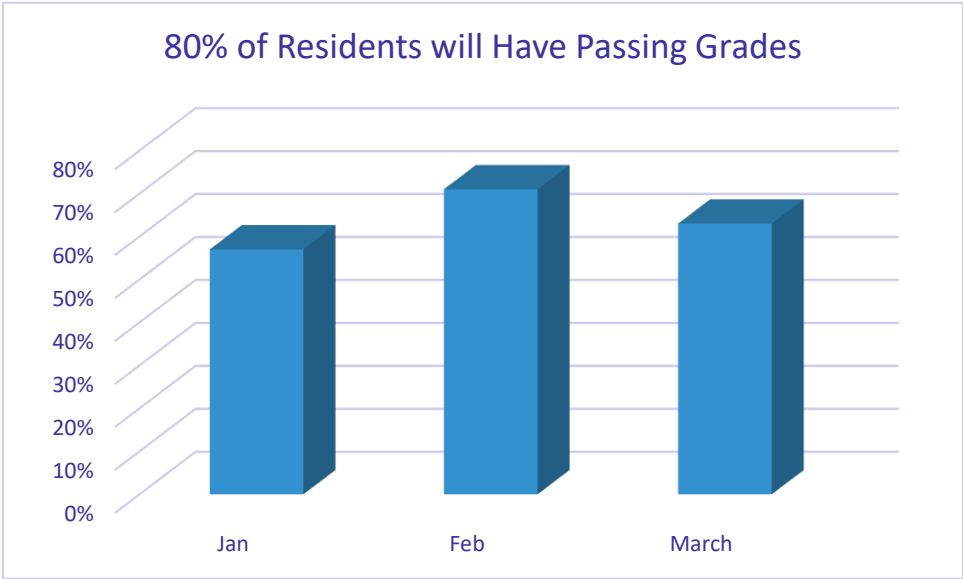
- **60 % of families enrolled will receive a developmental screening within 90 days**
- **At least 80% of families who complete the CSQ, will report an improvement in their situation.**



No data was collected for the second goal during the first quarter. The team started tracking the goal in April and at the time of the review the HIYH team was at 100% of their goal.

Flowering Branch Children’s Shelter (FBCS)

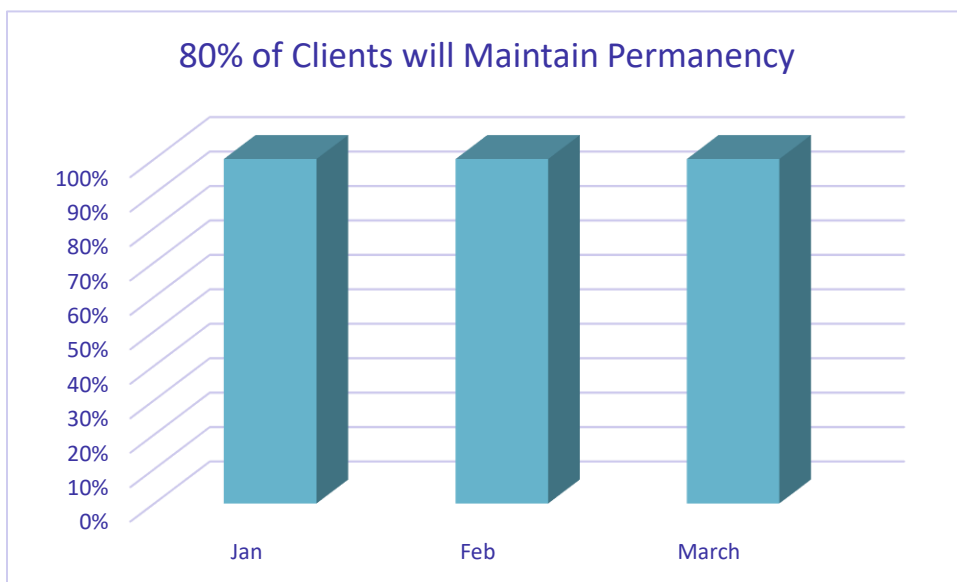
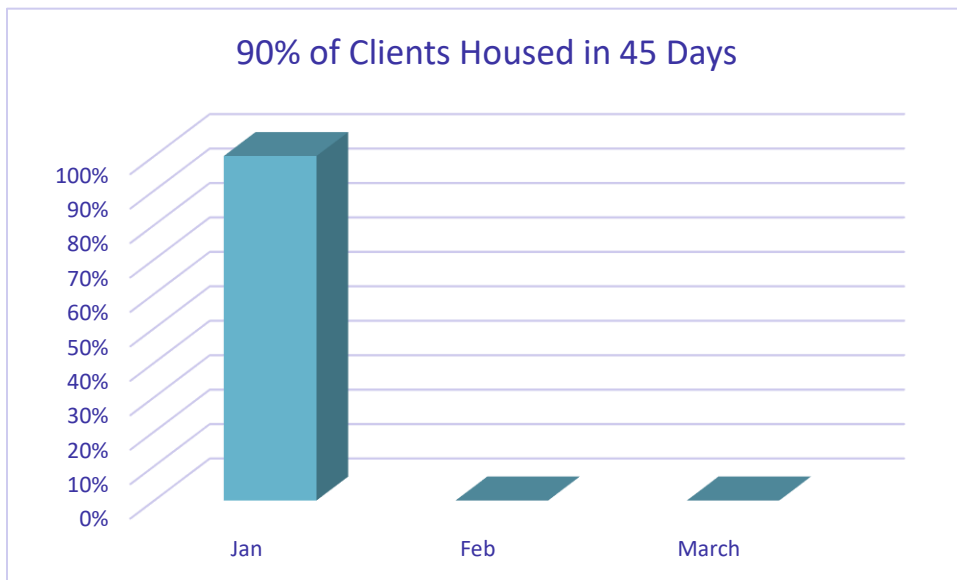
- **80 % of residents will have passing grades at progress report and report card time.**
- **85 % of Youth will have Prudent Parenting Privileges within 30 days of intake (or of implementation for current residents)**



The shelter exceeded their Prudent Parenting goal but did not achieve their educational attainment goal. This was due to several factors including two new residents who entered the program with failing grades during that time period as well as learning the new normal of home school during COVID-19. The FBCS team has several plans in place to help students achieve passing grades.

RISE Youth Rapid Rehousing

- **90% of clients accepted into the program will be permanently housed within 45 days**
- **80% of housed clients will be successful at maintaining permanency for at least 90 days after program exit**



RISE was most impacted by the COVID-19 epidemic. The Case Manager shifted to helping clients find essential household items, apply for unemployment and other tasks related to the mandatory stay at home orders. Additionally, it was difficult to conduct any type of Search and Placement during this time and complete housing inspections, lowering the numbers of client served and placed in housing within 45 days of entering the program. This is understood by our funder and special concessions have been made that will allow for the increase in time it took to house the clients.

The team will also work to do the following:

- Grant application submitted for Housing Search and Placement Case Manager.
- Waiver from HUD for allowance of visual housing inspection during current pandemic environment.
- A list of prospective properties for housing will be created.
- Property managers will be contacted monthly, to determine participation and the list will be updated.
- The Director will review efforts monthly and discuss challenges and successes of efforts.

Administration

Our Administration team is also working to improve its internal processes and services to our internal (programs) and external partners. The Administration team has set goals to help us view employee satisfaction, fundraising efforts and fiscal stewardship. The following are the goals and quarterly outcomes by the respective teams:

- **Revenue will be 85% or higher of budget each month. – *Average for the quarter is 101%***
- **Expenses will be within a 15% margin for each quarter of the year. – *Expenses were under budget.***
- **70% of employees will report a positive work experience with the agency, as measured by responses to the Employee Satisfaction Questionnaire. – *Employee Satisfaction was reported at 80%***
- **Advocates for Children will maintain an 80% retention rate of salaried employees. – *100% of salaried employees were retained in the first quarter.***

File Review

A file review of each program was completed using both a quality rating tool and accuracy tool. The files were scored 3 – Satisfactory on a scale of 4. As this was an Advocates agency-wide review, we learned there is a need for improvement in the way we review files and new processes will be in place for the second quarter review as recommended by the PQI Committee Chair.

Special Recognition

Advocates would like to recognize the members of the Performance and Quality Improvement team that have worked so hard over the last year to create our PQI Plan and bring us to the place where we are able to produce this report. Thank you to the following committee members:

- Director of Development (Nathan Kongthum)
- Director of Operations (Tabi Lawson)
- Shelter Coordinator (Tracy Arp)
- HIYH Program Manager/PQI (Krystal Raines)
- CASA Education Advocacy Coordinator (Lisa Keeler)
- CAC Program Manager (Montana Wilson)

Next Steps

Due to COVID-19 this report was not completed in a timely manner. The next report will be issued in late July after it is reviewed by the Board of Trustees. Through the COA process our clients have received a client satisfaction survey. Other stakeholders such as our Advisory Committee, Board of Trustees, Community Partners, etc. have received this satisfaction survey as well. We aim to share the results of the survey in the next quarterly report.

We value your feedback. Is there anything in addition to reporting on our outputs, outcomes, performance improvement plans, satisfaction surveys and administrative health that you, as a stakeholder, would like to see Advocates report on? Please let us know what you would like to see and your thoughts of our first PQI report. If you would like to share your thoughts, please contact our PQI Coordinator, Krystal Raines, at 678-605-9023 ext. 221 or krystal@advochild.org with any suggestions or questions.