



Advocates
for Children

PERFORMANCE & QUALITY IMPROVEMENT REPORT



July 22, 2020

Second Quarter

Quarterly Report Card

Advocates for Bartow's Children, Inc.
 Quarterly Report Card
 2nd Quarter 2020

RISE Service Outcomes		1st Qrt	2nd Qrt	3rd Qrt	4th Qrt	Annual Outcomes	CASA Service Outcomes		1st Qrt	2nd Qrt	3rd Qrt	4th Qrt	Annual Outcomes
90% of clients accepted into the program will be permanently housed within 45 days	Total number of clients accepted into the program		7	3			70% of children exiting CASA annually will achieve permanency	Number of exiting cases		20	15		
	Number of clients permanently housed in 45 days		2	1				Number of children achieving permanency		20	15		
	Percentage of Clients meeting outcome		29%	33%				Percentage of Clients meeting outcome		100%	100%		
80% of housed clients will be successful at maintaining permanency for at least 90 days after program exit	Total number of clients housed through program		6	7			90% of children in foster care will have a CASA within 90 of entering DFCS Care	Number of children in DFCS custody Greater than 90 days		163	155		
	Number of clients maintaining permanency at 90 day follow up		6	6				Number of children greater than 90 days with a CASA		143	146		
	Percentage of Clients meeting outcome		100%	86%				Percentage of Clients meeting outcome		88%	94%		

CAC Service Outcomes		1st Qrt	2nd Qrt	3rd Qrt	4th Qrt	Annual Outcomes	FBCS (GLS) Service Outcomes		1st Qrt	2nd Qrt	3rd Qrt	4th Qrt	Annual Outcomes
50% of parents who complete exit surveys report feeling more confident locating resources in the community	Total number of Exit Surveys Completed		37	62			80% of residents will have passing grades at progress report and report card time.	Total number of residents		7	7		
	Number of Clients Reporting greater Confidence		34	43				Number of Residents with passing grades		5	6		
	Percentage of Clients meeting outcome		92%	69%				Percentage of Clients meeting outcome		71%	86%		
50% of parents who complete exit surveys report having a better understanding of the rights of child abuse victims	Total number of Exit Surveys Completed		37	62			85% of Youth will have PP Privileges within 30 days of intake (or of implementation for current residents)	Children housed more than 30 days		7	7		
	# of Clients Reporting a better understanding of child abuse rights		37	45				Number of those residents with PP in their case notes		7	7		
	Percentage of Clients meeting outcome		100%	73%				Percentage of Clients meeting outcome		100%	100%		

RHY Service Outcomes		1st Qrt	2nd Qrt	3rd Qrt	4th Qrt	Annual Outcomes	HIYH Service Outcomes		1st Qrt	2nd Qrt	3rd Qrt	4th Qrt	Annual Outcomes
85% of children exiting RHY annually will exit to permanency	Total number of Children exiting RHY		3	0			60% of families enrolled will receive a developmental screening within 90 days	Number of families enrolled in the program		81	51		
	Number of children exiting to permanency		3	0				# who received a devel. screening within 90 days of enrollment		54	30.66667		
	Percentage of Clients meeting outcome		100%	N/A				Percentage of Clients meeting outcome		67%	60%		
90% of safeplace sites will remain active annually	Total number of Safeplace sites last year		154	154			At least 80% of families who complete the CSQ, will report an improvement in their situation.	Total number of CSQs Completed		27	2		
	Total number of SafePlace sites for current year		154	155				Number of self reports of improved situation on CSQ		27	2		
	Rate of increase/decrease		100%	101%				Percentage of Clients meeting outcome		100%	100%		

Finance & HR Outcomes		1st Qrt	2nd Qrt	3rd Qrt	4th Qrt	Annual Outcomes	Development Outcomes		1st Qrt	2nd Qrt	3rd Qrt	4th Qrt	Annual Outcomes
Expenses will be within a 15% margin for each quarter of the year. (Finance)	Average Expense to Budget % 2019		81	97			Increase average gift size by major donors 10% annually	Average gift size of major donors last year		4115	5056		
	Average Expense to Budget % 2020		75.6	81.00				Average gift size of major donors this year		4539	6285		
	Within 15% Margin?	Yes	yes					Percentage of Clients showing improved post scores		110%	124%		
70% of employees will report a positive work experience with the agency, as measured by responses to the Employee Satisfaction Questionnaire	# of Employees Completing Satisfaction Questionnaire		35				Revenue will be 85% or higher of budget each month	Budgeted Development Revenue		194192	167942		
	# of Employees reporting a positive work experience		28					Actual Budgeted Revenue		136397	72311		
	% of Employees reporting a positive work experience		80%					Percentage of Actual vs. Budgeted		70%	43%		
Advocates for Children will maintain an 80% retention rate of salaried employees	Number of salaried employees at month beginning		21	20			Overall Agency Impact	Total number of Outcomes Tracked		17	15		
	Number of salaried employees at month end		20	20				Total number of Outcomes meeting or exceeding goals		12	13		
	Retention Rate of Salaried Employees		97%	98%				Percentage of goal achievement agency wide		71%	87%		

PQI Report

SECOND QUARTER

OVERVIEW

Advocates has completed a second quarter of data review. This second quarter of the year has been challenging not only for Advocates for our community and clients. Despite the challenges of COVID-19, we have worked diligently to continue to improve on our stated indicators. In some areas we have been successful and in others we identified a need for improvement. Additionally, the team is looking past this quarter and the year into 2021 to anticipate how COVID-19 will continue to impact our program delivery and the funds that we need to raise from the community through donors, foundations, corporate sponsors and government contracts. Currently we are still operating at the same level and unfortunately due to COVID-19 child abuse is on the rise. We need your support to help us continue to fight the epidemic which is child abuse and neglect.

“COVID-19 has caused major economic devastation, disconnected many from community resources and support systems, and created widespread uncertainty and panic. Such conditions may stimulate violence in families where it didn’t exist before and worsen situations in homes where mistreatment and violence has been a problem.” - SAMSHA

To bring some joy to our world and help raise funds for Advocates we decided to take our largest fundraiser virtual and host our Duck Derby. The event turned out to be a success, raising \$110,000 in much needed funds. This was the first time we attempted an event of this nature and could not be more pleased with the outcome. We are thankful for the continued support of our community.



Kristin Kaye Photography

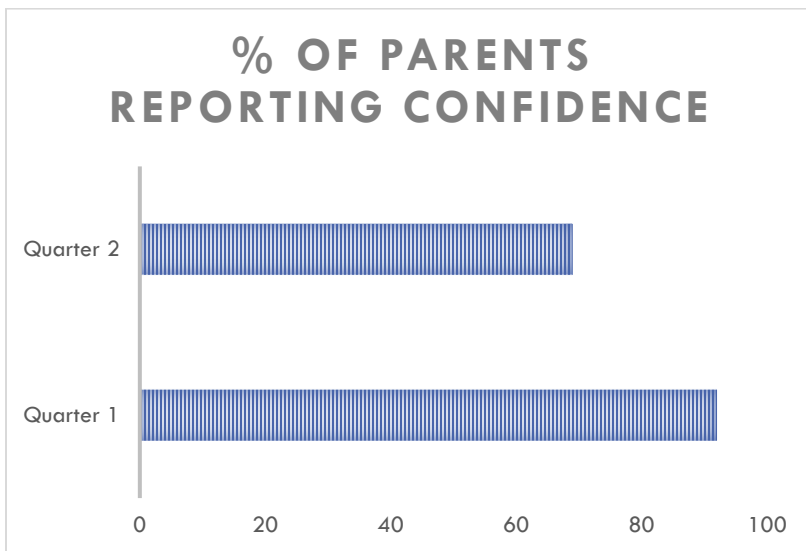
OUTCOMES

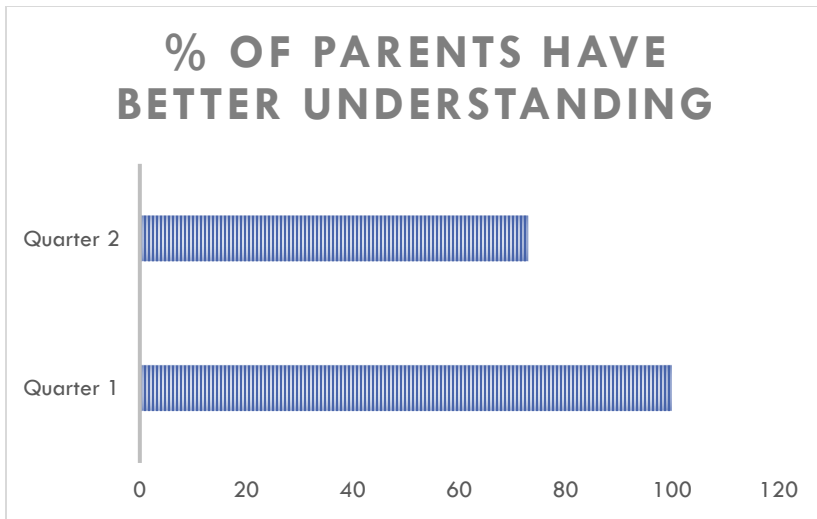
Advocates first quarterly report published did not contain baseline data. As a result, we reported specifically on the results that were achieved the first three months of the quarter. Now that we have two quarters of data instead of reporting the data for comparison monthly, the data will be reported quarterly for comparison.

The following are the outcomes for quarter one and quarter two 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



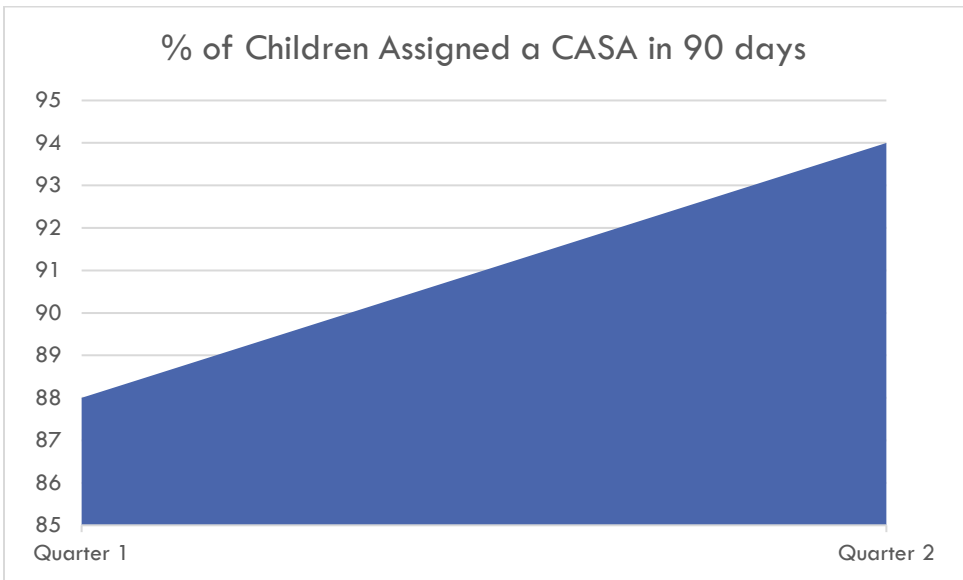


As a result of the dip in the percent of parents/caregivers having confidence in finding resources in the community, the CAC has created an improvement plan surrounding this. The improvement plan consists of the following action steps:

- Add assessment tool to Family Advocacy follow-up call assessment in order to gauge caregiver's confidence in locating resources at the time of the follow-up phone call.
- Document caregivers' response regarding confidence in locating resources at the time of the follow-up phone call on an Excel spreadsheet to be tracked monthly.
- Review monthly results of spreadsheet being used to track responses.
- Report results of responses on the quarterly PQI Reporting Tool.

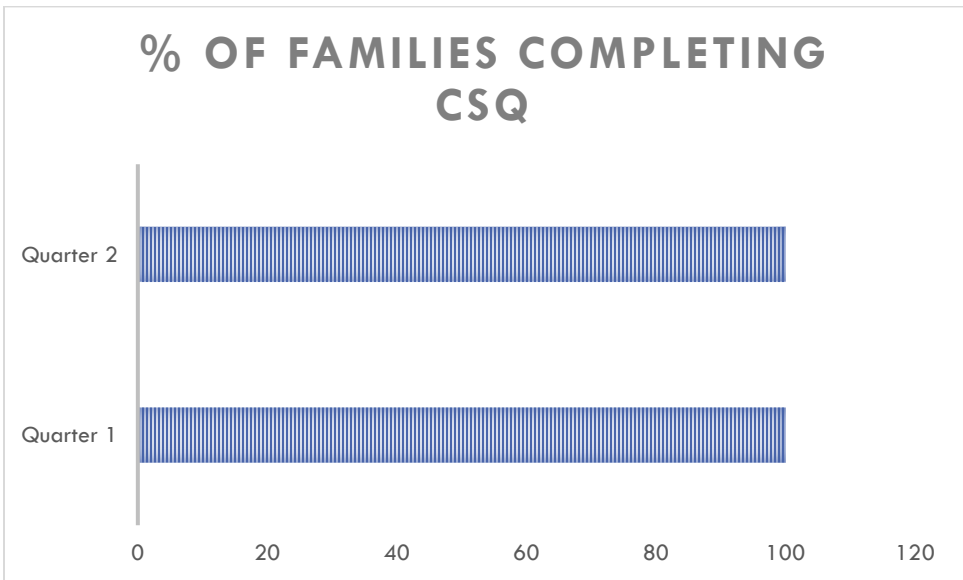
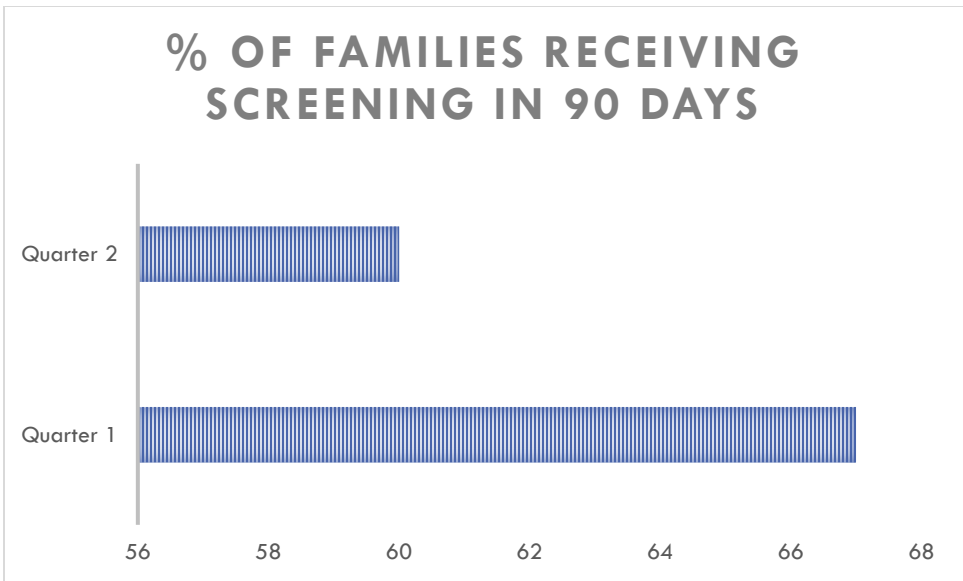
Court Appointed Special Advocates (CASA)

- 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



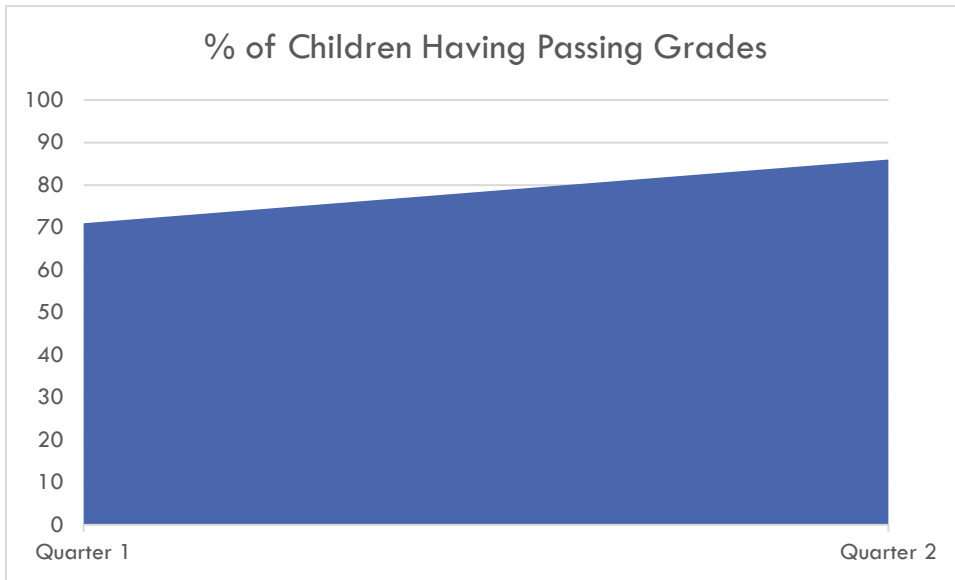
Hope in Your Home (HIYH)

- 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.

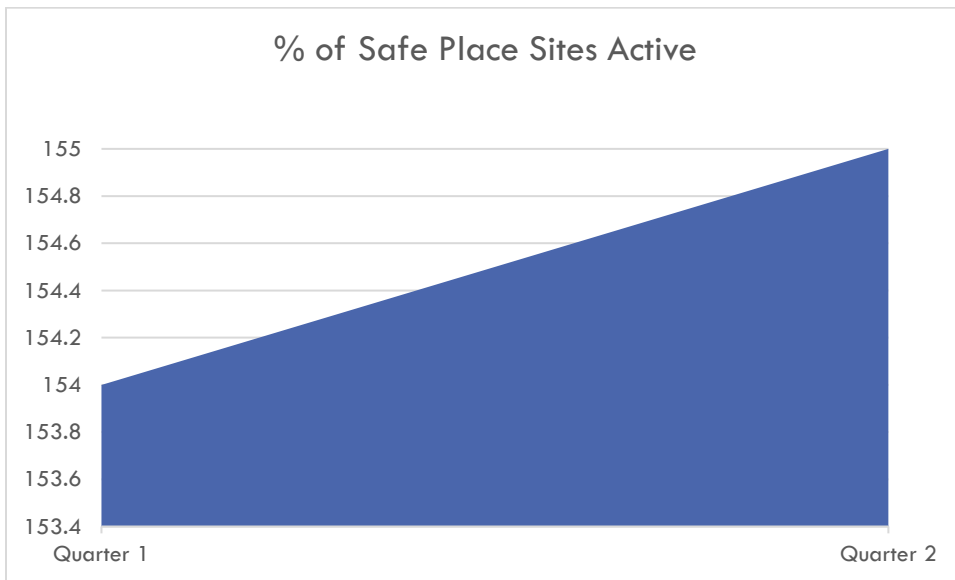


Flowering Branch Children’s Shelter (FBCS)

- 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)

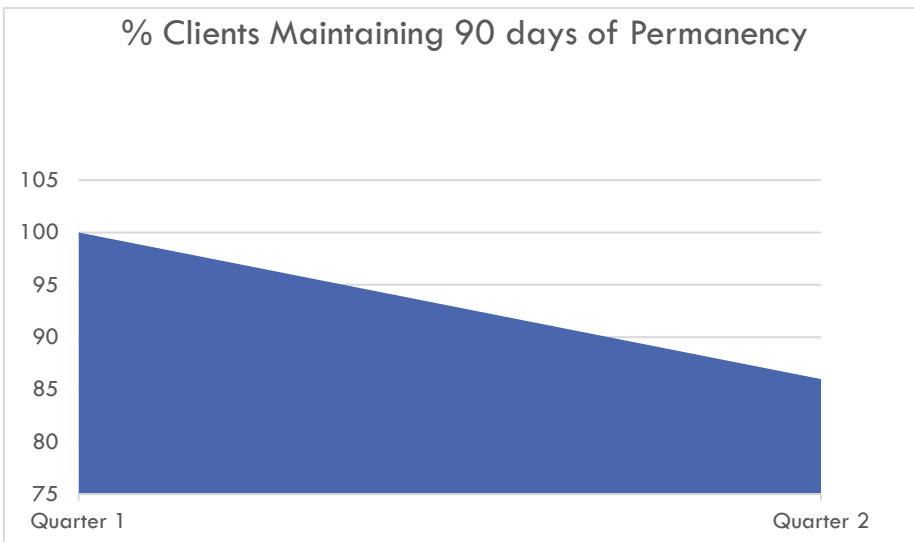


The FBCS was pleased with the second quarter results. The shelter was able to obtain the result of having 80% of the children having passing grades. These results were achieved even amid the difficulty the shelter was experiencing in homeschooling the children at home during COVID-19 school closure.

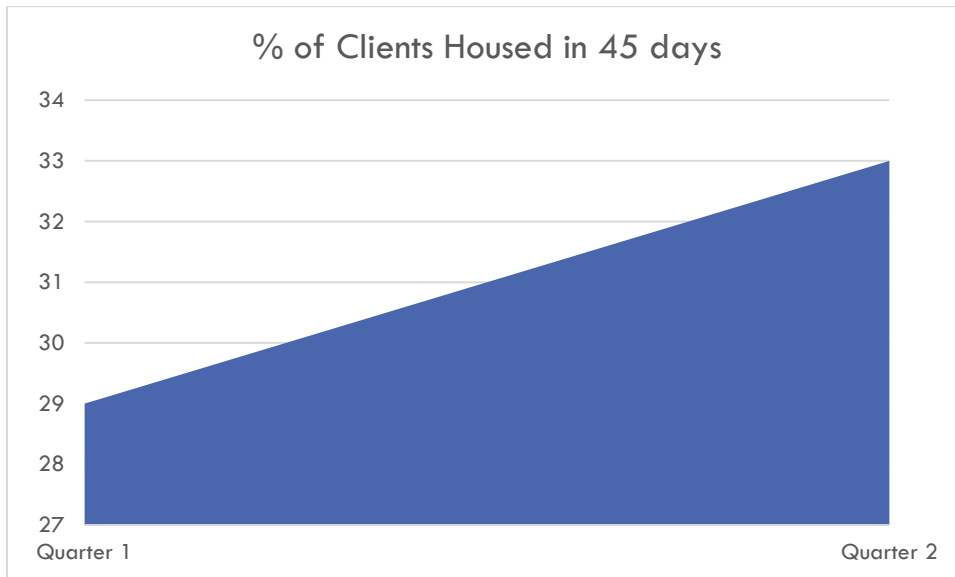


RISE Youth Rapid Rehousing

- 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



Our RISE clients were impacted greatly by COVID-19. Many of the young people we were serving who had recently found jobs and housing were impacted by lay-offs and delays in receiving benefits. We did see more movement in the program than anticipated.



Although the second quarter data shows an improvement of the first quarter's data the team has identified the need to find additional housing units and build landlord relationships to make our client's stay in homeless as brief as possible. The team worked together to develop this plan to improve the number of units and relationships Advocates has.

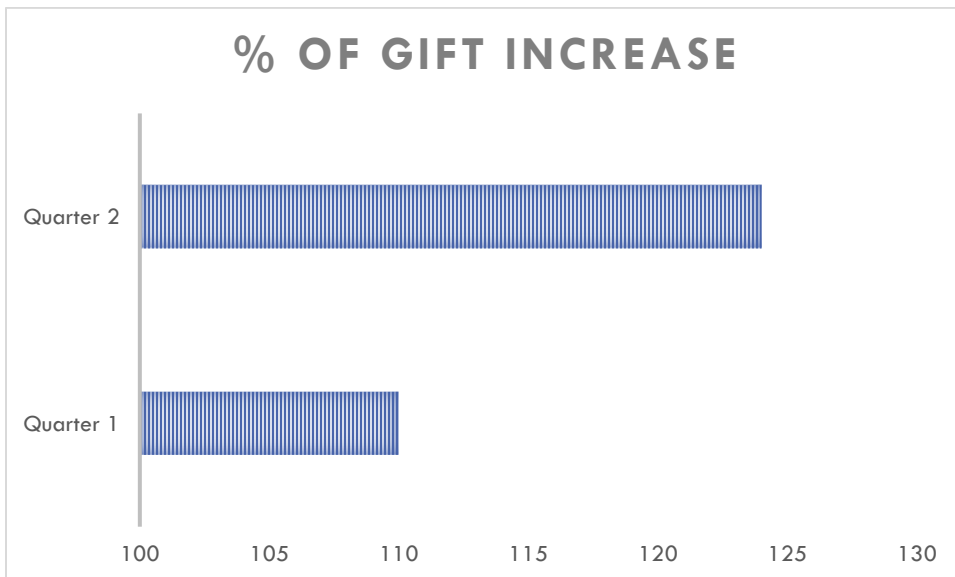
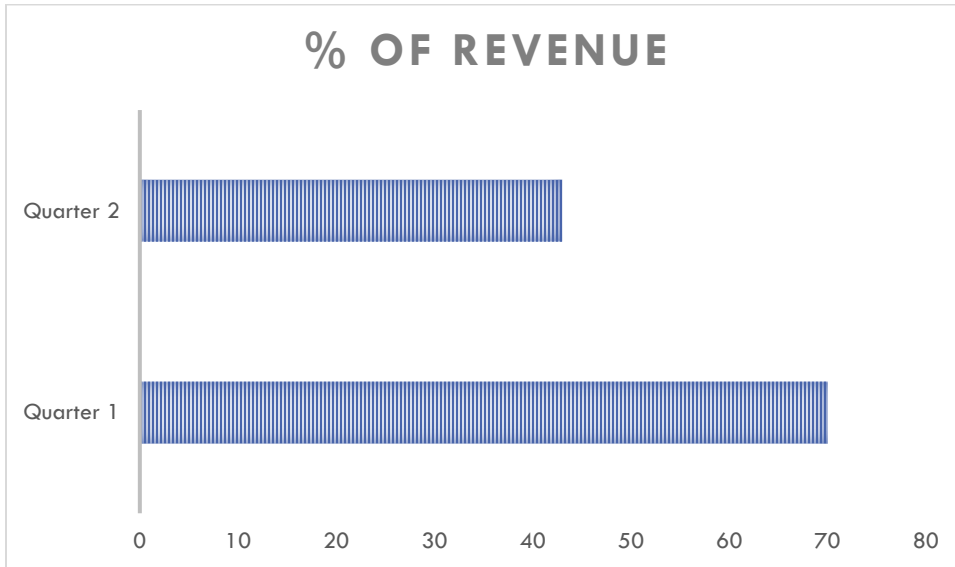
- Grant application submitted for Housing search and placement case manager.
- Waiver from HUD for allowance of visual housing inspection during current pandemic environment.
- A list of prospective properties for housing will be created.
- Property managers will be contacted monthly, to determine participation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

Administration

In our last quarterly report, we did not outline specific achievements in our administrative goals. In this report we thought it was important to share that information as well.

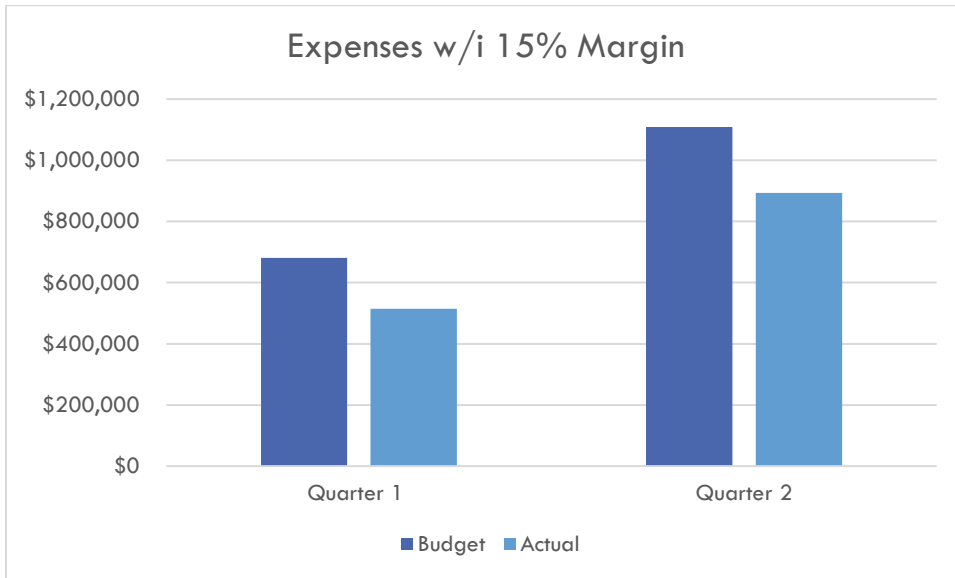
Development

- Revenue will be 85% or higher of budget each month.
- Increase average gift size by major donors 10% annually



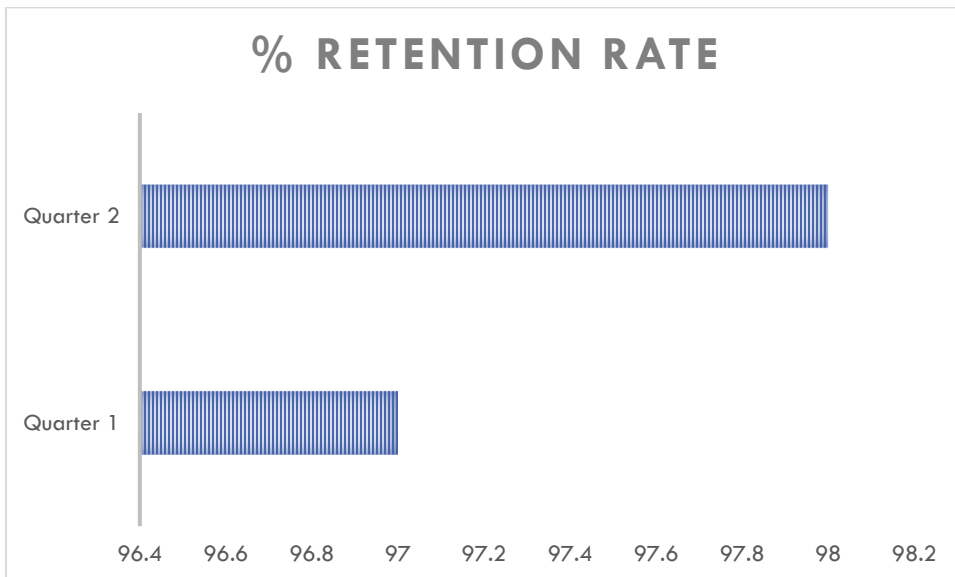
Finance

- Expenses will be within a 15% margin for each quarter of the year.



Human Resources

- 70% of employees will report a positive work experience with the agency, as measured by responses to the Employee Satisfaction Questionnaire. (annual goal – achieved)
- Advocates for Children will maintain an 80% retention rate of salaried employees.



NEXT STEPS

We anticipated being able to share the results of the survey's that were administered as part of the organization's accreditation process. At the time of the drafting of this report this information was unavailable to Advocates. We look forward to sharing the results of the survey's and our accreditation status in our 3rd Quarter 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.