

2023 ...

 Advocates *for* Children



Advocates  
*for* Children

**PQI REPORT**



**ADVOCHILD.ORG**

**Introduction:**

Advocates for Children stands as a beacon of hope in Bartow County, Georgia, tirelessly dedicated to uplifting and supporting children who have experienced abuse, neglect, or other traumatic circumstances. Established in 1983 by visionary community leaders alarmed by the lack of resources for vulnerable youth, Advocates embarked on a mission to provide safety, comfort, and hope to children in need. At the heart of the organization lies the Children's Shelter, inaugurated in 1985, marking the beginning of a transformative journey that continues to impact lives profoundly. Over the years, Advocates has expanded its services with meticulous care, offering a diverse range of programs tailored to meet the evolving needs of children, from birth to age 24, who are navigating the foster care system or facing adversity. Central to Advocates' ethos is the unwavering commitment to evidence-based practices and collaborative partnerships with key stakeholders, including DFCS, Juvenile Court, schools, healthcare providers, and law enforcement agencies. While the organization's work is distinctive in its depth and breadth, it is underpinned by a philosophy of Performance and Quality Improvement (PQI), a continual process of growth and positive change driven by data-driven evaluation and a steadfast dedication to excellence.

**Advocates' Philosophy of PQI:**

Embedded within Advocates for Children's ethos is a philosophy of Performance and Quality Improvement (PQI) that serves as the bedrock for ensuring the delivery of effective and impactful services to the community it serves. PQI is not merely a process but a guiding principle that permeates every aspect of Advocates' operations, from program development to service delivery. At its core, PQI embodies a commitment to continual growth and positive change, rooted in the systematic collection, analysis, and utilization of meaningful data. This data-driven approach empowers Advocates to evaluate the quality of its services rigorously, identify areas for improvement, and implement targeted interventions to enhance outcomes for children and families. Led by a dedicated PQI Coordinator and supported by a multidisciplinary PQI Committee, Advocates embraces a collaborative approach to PQI, engaging stakeholders at all levels to ensure transparency, accountability, and shared ownership of outcomes. Through ongoing training, robust data infrastructure, and a culture of innovation, Advocates strives to foster a dynamic PQI environment that fosters continuous learning, adaptation, and excellence. As Advocates embarks on its journey of PQI, it remains steadfast in its commitment to leveraging data as a catalyst for positive change, driving meaningful impact, and fostering a brighter future for the children and families it serves.

The following report outlines the performance and quality improvements achieved by Advocates for Bartow's Children, Inc. across various service areas and operational aspects. Data integrity measures, PII protection, quarterly data aggregation, and report development were adhered to throughout the analysis. The report provides insights into performance trends, compares outcomes over time, and highlights areas of success and areas for improvement.

Advocates for Bartow's Children, Inc.  
Quarterly Report Card

RISE Service Outcomes		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Outcomes
90% of clients accepted into the program will be permanently housed in less than 60 days	# of Youth housed	4	11	6	1	22
	# of Youth housed in 60 days or less	4	11	6	1	22
	% Outcome Achieved	100%	100%	100%	100%	100%
80% of housed clients will be successful at maintaining permanency for at least 90 days after program exit	# of Youth due for 90-day follow-up	4	12	7	8	31
	# of Youth achieving permanency at 90-day follow-up	4	11	7	8	30
	% Outcome Achieved	100%	92%	100%	100%	97%

CASA Service Outcomes		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Outcomes
85% of eligible children in Bartow County will be assigned a CASA Volunteer	# of Children eligible for CASA	132	140	144	132	144
	# of Children with assigned CASA	123	123	120	116	123
	% Outcome Achieved	93%	88%	83%	88%	85%
55% of eligible children in Gordon County will be assigned a CASA Volunteer	# of Children eligible for CASA	75	84	70	81	84
	# of Children with assigned CASA	39	42	39	39	42
	% Outcome Achieved	52%	50%	56%	48%	50%

CAC Service Outcomes		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Outcomes
50% of families who receive services at the CAC will receive at least one (1) referral to a community agency	# of families receiving one (1) referral or more	37	33	35	23	128
	# of families receiving services	121	84	71	36	312
	% Outcome Achieved	31%	39%	49%	64%	41%
50% of caregivers who complete the follow-up call with Family Advocate will report a better understanding of resources in the community	# of caregivers completing follow-up call	54	45	37	21	157
	# of families reporting a better understanding of resources	39	40	26	12	117
	% Outcome Achieved	72%	89%	70%	57%	75%

FBCCS (GLS) Service Outcomes		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Outcomes
80% of residents will have passing grades at progress report and report card time.	# of Residents	6	6	7	7	7
	# of Residents with passing grades	5	5	6	6	6
	% Outcome Achieved	83%	89%	86%	86%	86%
FBCCS will maintain 100% of compliance in the Performance Based Placement (PBP)		105%	105%	103%	103%	104%

RHY Service Outcomes		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Outcomes
60% of RHY discharged will remain engaged in aftercare services after 30 days of discharge	# of Children discharged 30 days or longer			1	4	4
	# of Children receiving aftercare services 30 days after discharge			1	3	3
	% Outcome Achieved			100%	75%	75%
90% of RHY discharged will reunify with family or secure a safe alternative living arrangement	# of Children discharged			1	3	4
	# of Children reunifying with family or secure and safe alternative living arrangement			1	3	4
	% Outcome Achieved			100%	100%	100%

HIYH Service Outcomes		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Outcomes
75% of PAT families that have 2 or more stressors will receive 2 home visits	# of families with 2 or more stressors	23	3	9	4	39
	# of families receiving 75% of required visits	14	3	8	4	29
	% Outcome Achieved	61%	100%	89%	100%	74%
75% of PPP families will show positive change in behavior as reflected in overall score in post-assessments	# of post-assessments completed	8	16	38	13	75
	# of self-reports of improved situation on post-assessment	8	16	38	13	75
	% Outcome Achieved	100%	100%	100%	100%	100%

SKORE Service Outcomes		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Outcomes
90% of SKORE youth receive no additional charge(s) while in program	# of Youth enrolled	32	34	31	33	33
	# of Youth with no new charges	30	30	28	29	29
	% Outcome Achieved	94%	88%	90%	88%	90%
90% of SKORE youth meeting program expectations	# of Youth enrolled	32	34	31	30	32
	# of Youth meeting SKORE milestones	28	26	28	26	27
	% Outcome Achieved	88%	76%	90%	87%	85%

Together for Families		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Outcomes
90% of families who complete pre-assessments will show improvement on their post-assessment	# of Families completing post-assessment					
	# of Families showing improvement after post-assessment					
	% Outcome Achieved					
90% of children served will remain within their family without the need for out of family placement	# of Children enrolled	334	449	446	455	421
	# of Enrolled Children remaining with family	334	448	446	455	421
	% Outcome Achieved	100%	99.8%	100%	100%	100%

Finance & HR Outcomes		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Outcomes
Expenses will be within a 15% margin for each quarter of the year. (Finance)	Budgeted Expenses 2022	\$01,938	\$71,643	\$70,976	\$70,492	\$245,099
	Actual Expense	\$66,026	\$79,864	\$90,118	\$87,602	\$323,609
	Within 15% Margin?	Yes +4%	Yes +7%	Yes -2%	No -20%	Yes -1%
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				29	29
	# of Employees reporting a positive work experience				29	29
	% of Employees reporting a positive work experience				100%	100%
Advocates for Children will maintain an 80% retention rate of salaried employees	Number of salaried employees at beginning of the quarter	29	29	27	33	33
	Number of salaried employees at end of the quarter	29	30	33	33	33
	Retention Rate of Salaried Employees	100%	103%	122%	100%	100%

Development Outcomes		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Outcomes
Revenue will be 85% or higher of budget each month	Budgeted Development Revenue	120,000	274,100	203,800	372,900	970,800
	Actual Development Revenue	104,165	200,310	238,459	510,597	1,053,531
	% Change Actual vs. Budgeted	87%	73%	117%	137%	109%
Overall Agency Impact	Total number of Outcomes Tracked	16	15	17	18	18
	Total number of Outcomes meeting or exceeding goals	15	10	15	14	15
	Percentage of goal achievement agency wide	81%	67%	88%	78%	81%



## Summary of Programs As of December 31, 2023

Advocates  
for Children

4th Quarter      2023 YTD



### Flowering Branch Children's Shelter:

DFCS Children	8	10
RHY Children	3	4
Children diverted from Homelessness	18	69
Children receiving awareness presentations	3920	8248
Adults receiving awareness presentations	1419	2765
Unduplicated individuals served	5368	11096



### Hope In Your Home Program:

PPP Evidence Based Abuse Prevention	37	99
PAT Evidence Based Abuse Prevention	54	65
First Steps New Born Hospital Visits	107	638
Unduplicated individuals served	262	1534



### RISE Independent Living Program:

Young Adults served	26	67
Number of Dependents served	3	53
Number of Operating Apartments	20	23
Unduplicated individuals served	29	120



### Child Advocacy Center:

Forensic Interviews	56	414
Unduplicated individuals served	122	925



### Court Appointed Special Advocates:

Children Receiving Monthly Services	14	230
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### Rainbows:

Children receiving Grief Counseling		383
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### SKORE:

Youth diverted from court involvement	5	49
Youth with no new charges	29	44



### Together for Families:

Families receiving navigation services	39	236
Children remaining with family	90	625
Unduplicated individuals served	90	626

<b>Total Children Served:</b>	<b>4257</b>	<b>10741</b>
<b>Total Unduplicated Individuals served:</b>	<b>5890</b>	<b>14963</b>

<b>Other Significant Numbers:</b>		
FBGS Declined Referrals:	0	30
Volunteer Hours Contributed to Services:	3625	13458



## **Key Highlights:**

### **1. RISE Service Outcomes:**

- Achieved 100% success in housing clients within 60 days.
- Maintained a high percentage (97%) of clients maintaining permanency for at least 90 days post-program.

### **2. CASA Service Outcomes**

- Identified a slight decrease in the percentage of children assigned a CASA volunteer over quarters.

### **3. CAC Service Outcomes:**

- Observed an increasing trend in the percentage of families receiving at least one referral to a community agency.
- Achieved an average of 86% positive outcomes in caregiver follow-up calls.
- Ensured PII protection and maintained data integrity throughout the process.

### **4. RHY Service Outcomes:**

- Maintained a high percentage (74%) of RHY engaged in aftercare services post-discharge.
- Achieved 100% success in RHY reunification with family or securing safe alternative living arrangements.
- Identified areas for improvement in maintaining engagement in aftercare services post-discharge.

### **5. SKORE Service Outcomes:**

- Achieved consistently high success rates in keeping youth without additional charges and meeting program expectations.

### **6. Thrive Service Outcomes**

- Ensured 100% of children served remained within their families without the need for out-of-family placement.

### **7. Finance & HR Outcomes:**

- Maintained expenses within a 15% margin for each quarter, except for the 4th quarter where it fell below.
- Achieved high employee satisfaction rates (100%) and an 80% retention rate of salaried employees.
- Achieved significant revenue growth compared to budgeted amounts.

**Next Steps:**

The following is information regarding observations made when reviewing the finalized PQI report card and additional information regarding next steps can be found within the departments' updated Plan Do Act documents.

**Track and Monitor Identified Measures:**

- Continuously track housing success rates, permanency maintenance, CASA volunteer assignments, and other service outcomes.
- Monitor referral rates, caregiver understanding of community resources, and engagement in aftercare services.
- Regularly assess expense margins, employee satisfaction, retention rates, and revenue performance.

**Identify Patterns and Trends:**

- Identify patterns in CASA volunteer assignments to address any potential issues causing fluctuations.
- Monitor changes in referral rates and caregiver understanding to adapt support services accordingly.
- Analyze trends in RHY aftercare engagement to improve retention strategies.

**Compare Performance Over Time:**

- Compare quarterly and annual outcomes to identify areas of improvement or decline.
- Evaluate financial and HR outcomes against benchmarks to assess organizational growth.
- Compare service outcomes to assess progress towards organizational goals.

**Demographic Information**

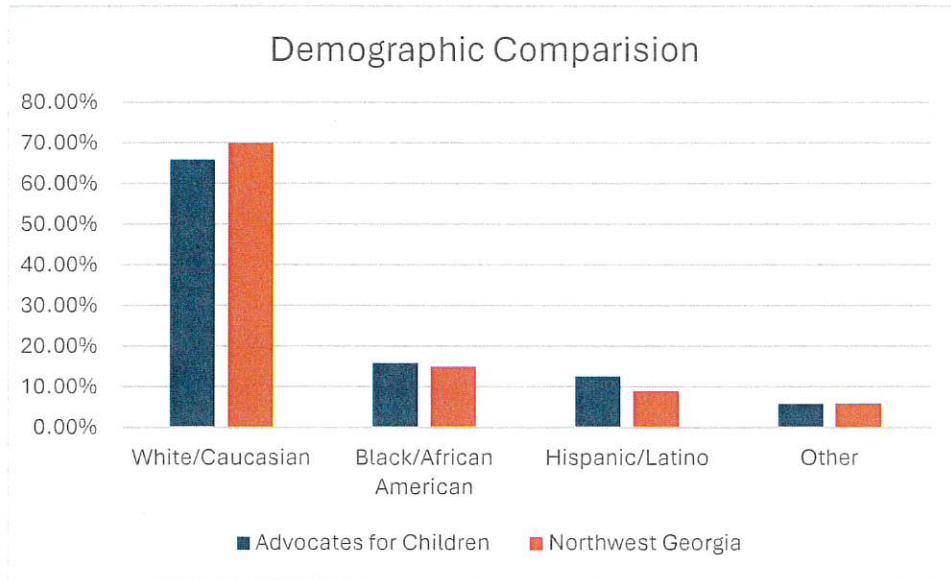
The following is a comparison Advocates for Children's demographic data to Northwest Georgia and identify patterns of disparity or inequity, we'll analyze each category using the provided data:

<b>Race</b>	<b>Percentage</b>
American Indian/Alaska Native	0.05%
Asian/Pacific Islander	1.98%
Black/African American	15.84%
Chose not to disclose	0.47%
Hispanic/Latino	12.53%
Multi- Racial	3.23%
Other	0.07%
White/Caucasian	65.84%

<b>Gender</b>	
Male	46%
Female	53%
Trans	1%

<b>Total Children Served</b>	72%
<b>Total Adults Over 18 Served</b>	28%

**Race and Ethnicity**



- Advocates data shows a breakdown of clients served by race/ethnicity.
- Comparing this to demographic statistics for Northwest Georgia, we can identify disparities.
- According to the U.S. Census Bureau, Northwest Georgia's population consists of approximately 70% White/Caucasian, 15% Black/African American, 9% Hispanic/Latino, and smaller percentages of other racial and ethnic groups.
- From the data provided, it seems that Black/African American and Hispanic/Latino populations are represented at higher percentages among the served population compared to their proportions in the general population of Northwest Georgia.
- Example: In Advocates for Children's data, Hispanic/Latino clients are represented at 12.53%, which is higher than the regional average. This suggests a potential disparity in access to services or outreach efforts targeting this demographic group.

**Age Group:**

- While our data provides the total number of children and adults served, age group breakdowns can provide more nuanced insights.

- The U.S. Census Bureau offers detailed age demographics for Northwest Georgia, allowing for comparison.
- Without specific age group breakdowns, it's challenging to determine whether certain age groups are overrepresented or underrepresented among the served population.
- Example: By analyzing age group data, we can identify if certain age cohorts, such as adolescents or elderly individuals, are disproportionately underserved or face unique challenges in accessing services.

**Gender/Gender Identity:**

- Advocates for Children's data includes information on clients' gender.
- Comparing this to gender demographics in Northwest Georgia, we can identify any disparities.
- The data shows a higher proportion of female clients served compared to male clients, which might reflect gender disparities in accessing services.

Overall, while the provided data offers insights into the racial and gender demographics of clients, we realized that there are gaps in other categories such as generation age group, disability, veteran status, and sexual orientation. That led us to create an agency-wide intake cover sheet that would collect unified information across the organization. By leveraging additional data reference points and examples, we can better understand and address patterns of disparity or inequity in service provision within Northwest Georgia.

<b>Client ID:</b>	<b>Date of Birth:</b>
<b>Veteran</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Do you have a disability:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>County of Residence at intake:</b>	<b>Primary Language Spoken:</b>
<b>Race &amp; Ethnicity</b>	
<input type="checkbox"/> American Indian, Alaska Native, or Indigenous	<input type="checkbox"/> Middle Eastern or North African
<input type="checkbox"/> Asian or Asian American	<input type="checkbox"/> White
<input type="checkbox"/> Black, African American, or African	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Native Hawaiian or Pacific Islander	<input type="checkbox"/> Client prefers not to answer
<input type="checkbox"/> Hispanic/Latina/Latino/Latinx	
<b>Gender Identity</b>	
<input type="checkbox"/> Woman/Girl	<input type="checkbox"/> Questioning
<input type="checkbox"/> Man/Boy	<input type="checkbox"/> Different Identity
<input type="checkbox"/> Culturally Specific Identity	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Transgender	<input type="checkbox"/> Client prefers not to answer
<input type="checkbox"/> Non-Binary	

Sample Advocates intake form

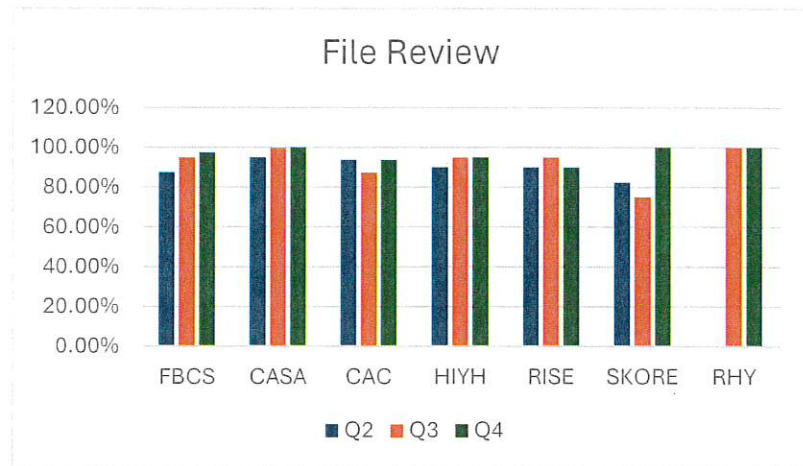
\*This form is only for data collection purposes and will not impact services received.

\*\*Complete one sheet for every member of the household



## Summary of Case Record Review Reports:

The three quarterly case record review reports provide insights into the compliance levels of various programs within Advocates for Children, highlighting areas of achievement and areas requiring improvement. Across the quarters analyzed, the agency maintains a target compliance rate of 90% for all programs, with deviations prompting the development of improvement plans.



In the 3rd quarter report, Advocates met the compliance targets for all programs. However, it's noted that SKORE (Supporting Kids on the Road to Excellence) fell short for the second consecutive quarter, scoring 75%. A plan will be developed in collaboration with the program director and case manager to address compliance issues. Similarly, the Children's Advocacy Center (CAC) also failed to meet the 90% standard, necessitating the development of a written plan to ensure future compliance.

In the 2nd quarter report, two programs, Flowering Branch Children's Shelter (FBCS) and SKORE, did not meet the compliance standard. FBCS experienced staffing issues contributing to its just-below-90% compliance score, while SKORE's challenges were attributed to being a new program with ongoing needs. Improvement plans were recommended for both programs to enhance compliance in the subsequent quarter.

Contrastingly, the 3rd quarter report highlighted a notable improvement, with all programs meeting or exceeding the 90% compliance threshold. This indicates a positive trajectory in maintaining and improving record-keeping standards across Advocates' programs.

Overall, these reports underscore the agency's commitment to maintaining high standards of service delivery and confidentiality while also highlighting areas for targeted improvement to ensure consistent adherence to compliance standards across all programs.

**Conclusion:** Advocates has demonstrated commendable performance and quality improvements across various service areas and operational aspects. By diligently tracking, monitoring, and analyzing identified measures, the organization can continue to enhance its impact and effectiveness in serving the community while ensuring data integrity and protection of personal identifiable information.