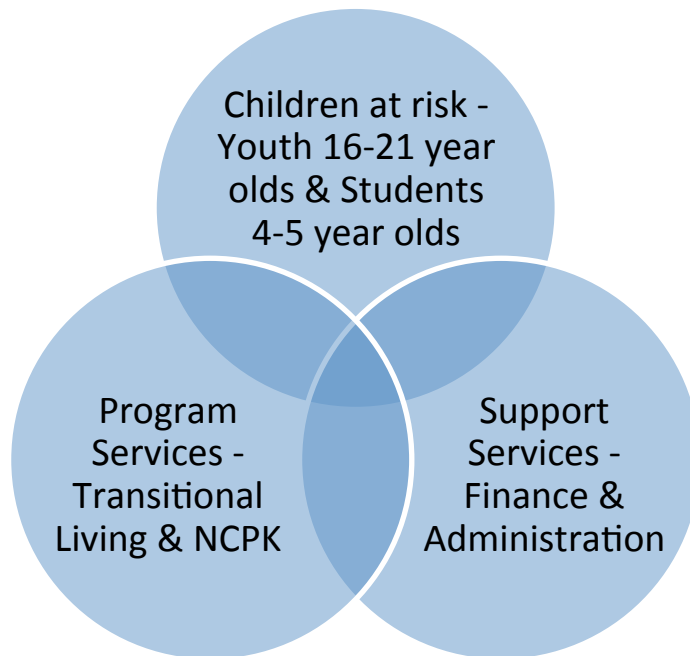


# PERFORMANCE & QUALITY IMPROVEMENT PLAN

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J U L Y – S E P T E M B E R 2 0 1 6



**Sipe's Orchard Home**

*We help families gr<sup>o</sup>w their dreams.*

## **Section One – Introduction**

Welcome to our PQI Quarterly Report! This report is open to anyone who is interested in our ongoing work to care for children at risk. The PQI Quarterly Report focuses on the outputs and ultimately the overarching outcomes of the organizational goals. PQI – Performance and Quality Improvement – is the driver of change and improvement in our organization. We understand our organization is dynamic and with that momentum we are committed to move forward and change according to the needs of our children at risk and our stakeholders within the sphere of our influence. Along with our commitment to change, we acknowledge and hold true the understanding that plans, procedures, feedback, goals, and outcomes may either reflect a need to create another PDCA improvement plan or the quantitative numerics could reflect an increase or decrease. Ultimately, as stated in the PQI Plan, Sipe's believes all information is valuable and can be used for further investigation and discovery. If you have suggestions or ideas on how this document can be improved, please contact the PQI Coordinator, DeLane Bowman, [dbowman@sipeorchardhome.org](mailto:dbowman@sipeorchardhome.org).

## **Section Two – Information and Outputs**

Specifically, the PQI Quarterly Report is designed to provide information to our stakeholders reflecting accomplishments and opportunities for improvement. Our organization models the experiential learning philosophy – experiences inform, plans can be established, actions will be determined, actions will be executed, and the results of the executed actions will be checked. Output models are not necessarily conducive to quarterly reporting; however, the outputs in the PQI Quarterly Plan will either have qualitative or quantitative information available in each output section.

### Transitional Living Outputs as of September 30, 2016

Plan 2016-2017	Output achieved as of 9/30/2016
20 counties targeted for referrals	5%
Minimum 10 new intake Casey Life Skills assessments	50%
Minimum 10 new Transitional Living Plans completed	50%
Meets or Exceeds Training Hours Requirements 2016 Calendar Year	57%
Meets or Exceeds Training Hours Requirements 2017 Calendar Year	NA
95% of clients will receive 2nd Casey Life Skills assessment	25%
90% of clients will obtain their driver license	20%
75% of clients will have a savings account	90%
95% will attend school and/or be employed	70%
95% will attend counseling	20%

What does the output numbers mean?

A total of **20** counties are being targeted for client referrals during the 2016-2017 fiscal year. At this point in time, the Transitional Living Program has received a referral from **1** of the counties in the targeted area. However, **5** counties outside of the targeted area submitted a total of **8** referrals. Three months into our engagement and development work in the targeted counties does not provide enough time to gauge our effectiveness. Further data collection and review at the 2<sup>nd</sup> quarter report will offer better insight into our engagement efforts.

The Casey Life Skills Assessments are completed upon admission into the Transitional Living Program. A minimum of **10** new Casey Life Skills Assessments will be completed during the 2016-2017 fiscal year. The assessment creates an overall average score based on eight areas of measurement: Permanency, Daily Living, Self-Care, Relationships & Communications, Housing & Money Management, Work & Study Life, Career & Education Planning, and Looking Forward. During the 1<sup>st</sup> quarter, **5** new clients were accepted into the program and **5** assessments were completed.

The Transitional Living Plans (TLP's) are developed for all new clients who are accepted into the transitional living program. A minimum of **10** new TLP's will be completed during the 2016-2017 fiscal year. The TLP's are developed utilizing

information from the initial Casey Life Skills Assessment, intake documentation, and input from the client/guardian.

The Transitional Living Program requires **24** contact hours of training each **calendar year** for all Transitional Living full-time and part-time employees. *Note: If a new employee is hired within the calendar year, the training hours are prorated based upon the hire date.* Currently, for the 2016 calendar year, **57%** of all Transitional Living employees either meet or exceeds the training hour requirements.

A 2<sup>nd</sup> Casey Life Skills Assessment is completed on or after one year of enrollment within the program. A total of **95%** of clients will receive a 2<sup>nd</sup> Casey Life Skills Assessment. At the end of the 1<sup>st</sup> quarter, **25%** of those who met or exceeded the one year mark had completed a 2<sup>nd</sup> Casey Life Skills Assessment. Length of stay contributes to the overall feasibility of the 2<sup>nd</sup> assessment. Further data collection and review after the next quarter will reveal if we are closer to reaching our overall total goal in this area.

Obtaining a driver license is a very important life skill for our clients. A total of **90%** of clients will obtain their driver license during the 2016-2017 fiscal year. At the end of the 1<sup>st</sup> quarter, **20%** of the clients had obtained a driver license. Clients must successfully complete a defensive driving class and 20 hours of driving experience with employees. In addition, the state of North Carolina, requires proof of insurance before a client can obtain a driver license. Further data collection and review after the next quarter will reveal if we are closer to reaching our overall total goal in this area.

Financial management is a very important life skill for our clients. A total of **75%** of clients will have a savings account during the 2016-2017 fiscal year. At the end of the 1<sup>st</sup> quarter, **90%** of our clients possess a savings account.

Academic and vocational skills are necessary life skills needed to be successful in reaching and maintaining independence. A total of **95%** of clients will be attending school and/or be employed during the 2016-2017 fiscal year. Currently, at the end of the 1<sup>st</sup> quarter, **70%** of our clients were attending school and/or were employed.

Decision making skills help to contribute to an improved quality of life. A total of **95%** of clients will attend counseling. At the end of the 1<sup>st</sup> quarter, **20%** had attended counseling. Further data collection and review after the next quarter will reveal if we are closer to reaching our overall total goal in this area.

## NCPK Program Outputs as of September 30, 2016

Plan 2016-2017	Output achieved as of 9/30/2016
The average number of enrollment per year will equal 33	34.5
All children will either have two DIAL-4 assessments or will have an IEP in place	30 Fall DIAL-4 completed
Parents will receive 2 parent/teacher conferences	NA
90% average total of the students will meet or be above the growth range in teaching strategies	NA
50% of home visits based on enrollment will occur	18 out of 36 clients received a home visit
90% of students will be able to write their name and recognize primary colors	NA
Meets or Exceeds Training Hours Requirements 2016 Calendar Year	17%
Meets or Exceeds Training Hours Requirements 2017 Calendar Year	NA

What does the output numbers mean?

Enrollment slots in the NCPK Program are awarded through the Catawba County Partnership for Children. Slots become available as families move to other cities or due to other circumstances such as financial hardship, limited transportation, and family dynamics. The average number of enrollment per year will equal **33** by June 30, 2017. As of the 1<sup>st</sup> quarter, the average enrollment is **34.5** children.

Data from the DIAL-4 are used to describe the strengths and needs of young children in five areas of development: motor, concepts, language, self-help, and social-emotional. DIAL-4 produces an overall score that will be used to measure growth between two intervals in time. DIAL-4 are administered during the Fall and the Spring school year. All children will either have two DIAL-4 assessments or will have an IEP in place instead of a DIAL-4 assessment. As of the 1<sup>st</sup> quarter, **30** DIAL-4's were complete.

All parents of the children enrolled in the NCPK program will have 2 parent/teacher conferences reviewing their child's growth. As this time, conferences are not due.

Teaching Strategies® Gold™ provides growth reporting on the children enrolled in the NCPK Program. The growth summary is an annual report and is not due at this time.

Home visits were established this school year in order to promote introductions and engagement from the teachers to the parents. A total of **50%** of home visits based on the enrollment roster will occur by the end of fiscal year. The NCPK program was awarded 36 slots for the 2016-2017 school year. As of the 1<sup>st</sup> quarter, **18** home visits had occurred.

Elements providing Kindergarten readiness include recognition of letters and primary colors. A total of **90%** of the students will be able to write their name and recognize primary colors by the end of the school year. At this time, this output is not due.

The NCPK Program requires **24** contact hours of training each **calendar year** for all full-time employees. *Note: If a new employee is hired within the calendar year, the training hours are prorated based upon the hire date.* Currently, for the 2016 calendar year, **17%** of all NCPK employees either meet or exceeds the training hour requirements. Employees in the NCPK program are continually pursuing professional development credits in the form of academic classes or continuing education units. All full-time employees will meet the required **24** contact hours by the end of the 2<sup>nd</sup> quarter.

## Finance and Administration Outputs as of September 30, 2016

Plan 2016-2017	Output achieved as of 9/30/2016
Each Month all accounts balanced by the 15th of the following month	100%
On a monthly average, 98% of all accounts receivables are considered current	100%
A balanced budget is produced and approved by the board within 15 days of the start of the new fiscal year	Current 2016-2017 was approved on 6/20/16
Financial reports are distributed at all scheduled board meetings	100%
Annual audit is completed within 3 months of the close of the fiscal year and contains clean opinion	NA
HR compliance will be 100% at the HR audit	NA

What does the output numbers mean?

Accountability and internal controls supporting financial stability is the responsibility and fiduciary duty of the financial and administration department. Each month all accounts are balanced by the 15<sup>th</sup> of the following month. As of the 1<sup>st</sup> quarter reporting, **100%** of the accounts were balanced each month by the 15<sup>th</sup> of the following month.

Program service revenue is very important to the ongoing ability to serve children. On a monthly average, **98%** of all accounts receivables are considered current. At the end of the 1<sup>st</sup> quarter, **100%** of all accounts receivables per month were considered current.

Budgetary planning and implementation supports the strategic plan objectives annually. A balanced budget is produced and approved by the board of directors within **15 days** of the start of the new fiscal year. The current budget (2016-2017) was approved on **6/20/16** which is within the **15 day** window.

Financial updates in the form of financial reports provide a snapshot of the financial status. Financial reports are distributed at all scheduled board meetings. During the 1<sup>st</sup> quarter, financial reports were distributed at the scheduled board meeting.

Preparation of the annual audit by an independent auditor is performed annually. The annual audit is completed within 3 months of the close of the fiscal year and contains a clean opinion. The annual audit is not due.

Human Resource compliance is mandated by federal and state laws. Human Resource compliance will be 100% at the HR audit. The HR audit is not due.

### **Section Three – Outcomes**

Section three will focus on the annual outcomes per program. This section will not be completed until after the completion of the 2016-2017 fiscal year.

### **Section Four – Client Satisfaction**

Section four will address client satisfaction on an annual basis. This section will not be completed until after the completion of the 2016-2017 fiscal year.

### **Section Five – Improvement Plans**

1. The first improvement plan was to address the client record review process. The PQI committee is currently reviewing the process and addressing any changes that may be appropriate to easier and faster record review. The improvement plan is on target.
2. The second improvement plan was to address donation gift entry simplification and better reporting availability. The PQI committee is reviewing the process and software for improvement. The improvement plan is on target.

We hope you found the information contained in this report helpful. If you have any feedback about this report, please contact via email or telephone:

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