

# PERFORMANCE AND QUALITY IMPROVEMENT (PQI)

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Harborcreek is committed to the advancement of quality improvement principles designed to promote the delivery of efficient and effective services to agency clients. The agency utilizes a Sub-Committee structure in its review of agency services and the development of improvement plans designed to enhance quality and favorable results.

The Sub-Committees include staff at all levels and community members invested in the work of the agency. All findings and recommendations gathered by the committees are shared with agency staff members and are periodically shared with the community.

Approximately 40 primary areas of operation are reviewed regularly by the Sub-Committees and include such primary agency domains as:

- *Management & Administration Services*
- *Service Quality Initiatives*
- *Service Delivery Effectiveness*
- *Client & Program Outcomes*
- *Strategic Goal Attainment*

The review process also focuses on specific service areas, including risk prevention, staff retention, employee & client grievances, case reviews and results of agency satisfaction surveys.

Outcomes are developed for each service area and the agency collects information intended to measure results

Sub-Committees meet monthly and provide reports on a quarterly basis including recommended improvement plans as needed.

The Harborcreek Performance and Quality Improvement Program encourages the participation of a wide range of both internal and external stakeholders in the review process including clients and their families, referral agencies, funders, contractors and partners.

The agency updates its program on an annual basis.

## Harborcreek Youth Services

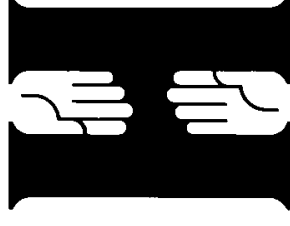
*Mission Statement:*

*Using Sanctuary practices and principles, we help youth and families overcome adversity and build positive futures within a safe, Christian environment that respects and promotes individuality and strengthens community.*



## Harborcreek Youth Services

### PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM



Harborcreek Youth Services  
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[www.hys-erie.org](http://www.hys-erie.org)

For information on our PQI Program,  
please contact:

John Petulla  
Chief Executive Officer  
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Serving our  
Community since  
1911

*We are accredited by:*

