



HARBORCREEK YOUTH SERVICES

**PERFORMANCE AND QUALITY
IMPROVEMENT QUARTERLY
REPORT FALL 2023**

I. INTRODUCTION

This is the twenty-seventh edition of the Harborcreek Youth Services Quarterly Performance & Quality Improvement (PQI) report. This report is intended for all stakeholders, including clients, agency staff, board members, funders & any individual who is interested in the work of the organization.

The format for this report is based on compliance with national standards for Child & Family Social Service agencies. We look forward to your feedback & we fully appreciate your support.

In 2022, Harborcreek developed a Logic Model focused on client outcome measurement systems for its accredited programs. A quarterly summary of efforts-to-date can be found on pages 7 & 8 of this report. In addition, the organization is pleased to report that it has achieved from the state the designation "Trauma-Sensitive Residential Treatment Facility (TS-RTF)." This achievement signifies that Harborcreek has "successfully addressed the 10 prerequisite items "identified by the Pennsylvania Department of Human Services"& its commitment to become a trauma-informed state.

II. OUTPUTS

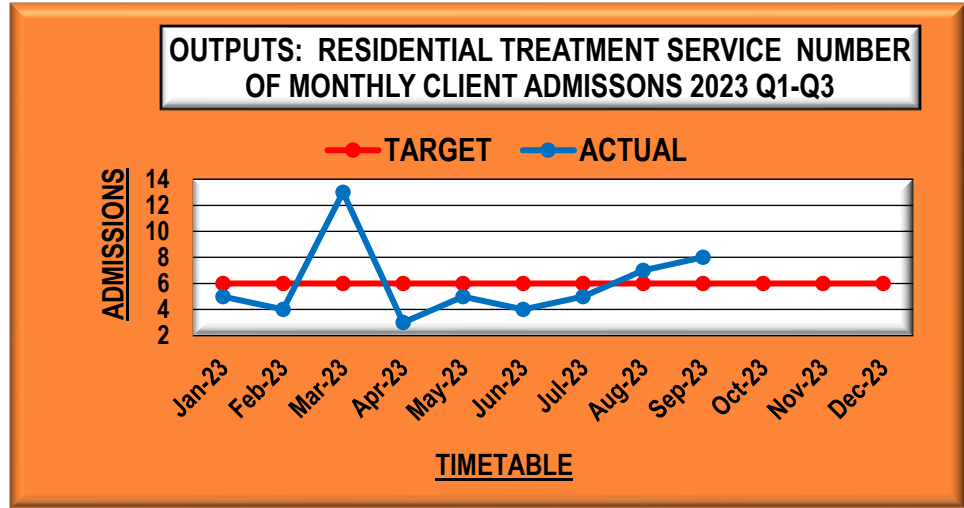
Our agency measures outputs on a monthly basis as the organization is primarily funded on a fee-for-service formula. Outputs are designed to measure productivity & the delivery of reimbursable services. You will notice a simple scoring system for outputs:

- Meets or Exceeds Target/Benchmark
- Close to Target/Benchmark
- Does not Meet Target/Benchmark

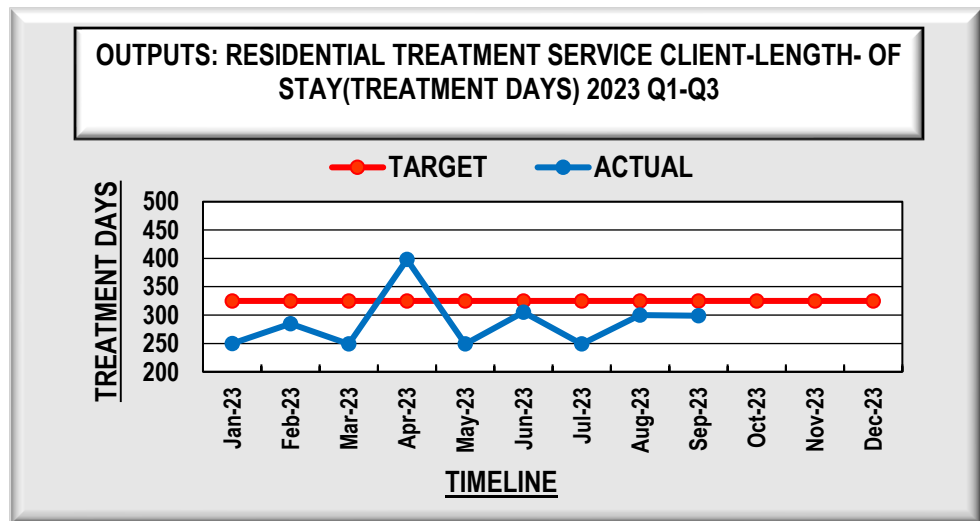


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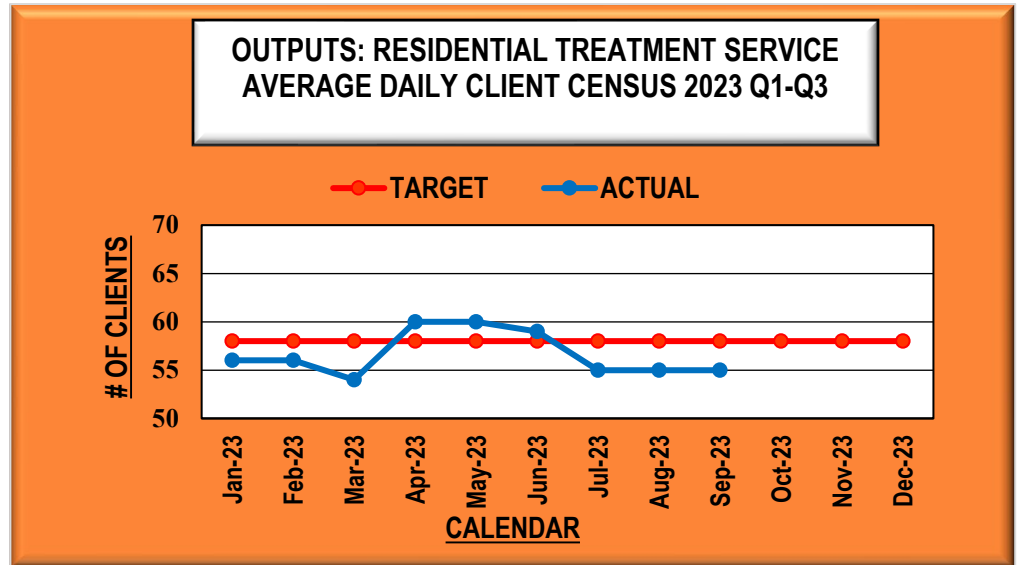
Calendar year-to-date target met/exceeded. Organization has developed a newsletter as an out-reach strategy designed to increase awareness about accredited programs.



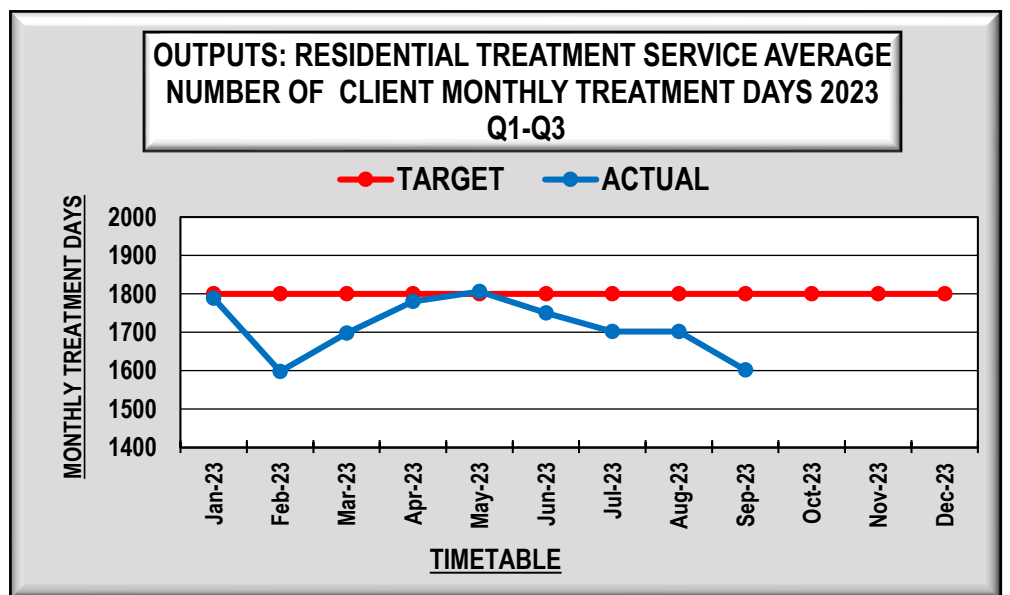
Historically, the organization's Residential Treatment Service Program has averaged a client length-of-stay at **325** days. Calendar year **2023** at **275** days. This is being tracked by senior administrative staff.



Projected client census at **58** clients on a monthly measurement basis. This target has been met at a **35%** rate during **2023**.



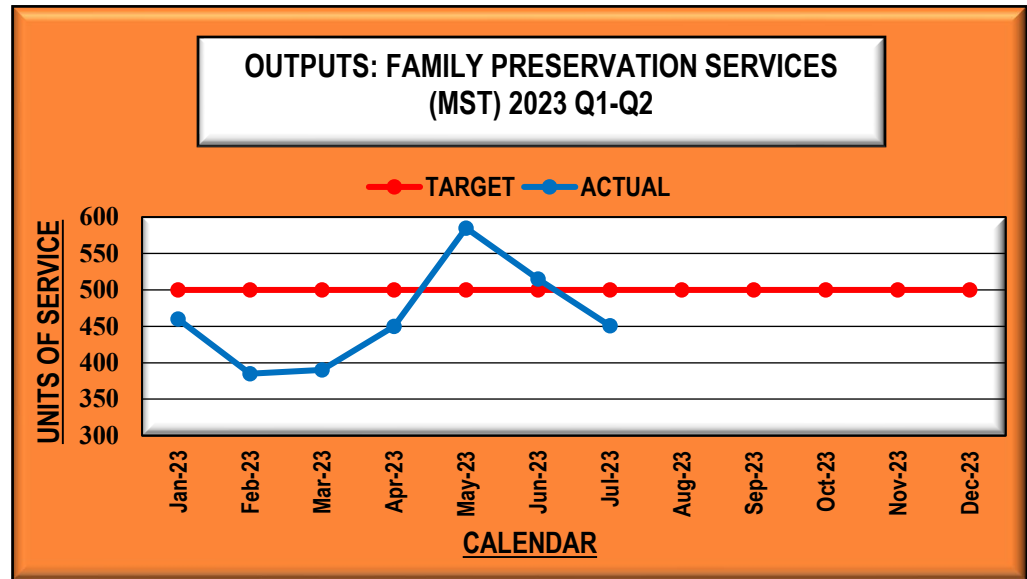
Projections indicate an average daily client census at approximately **60** clients on an ongoing basis. This is measured on a monthly basis.



FALL GRATITUDE



This program achieved full staffing status during **Q2 of 2023**. Units of service are projected at approximately **500** units monthly.



III. MANAGEMENT & OPERATIONS

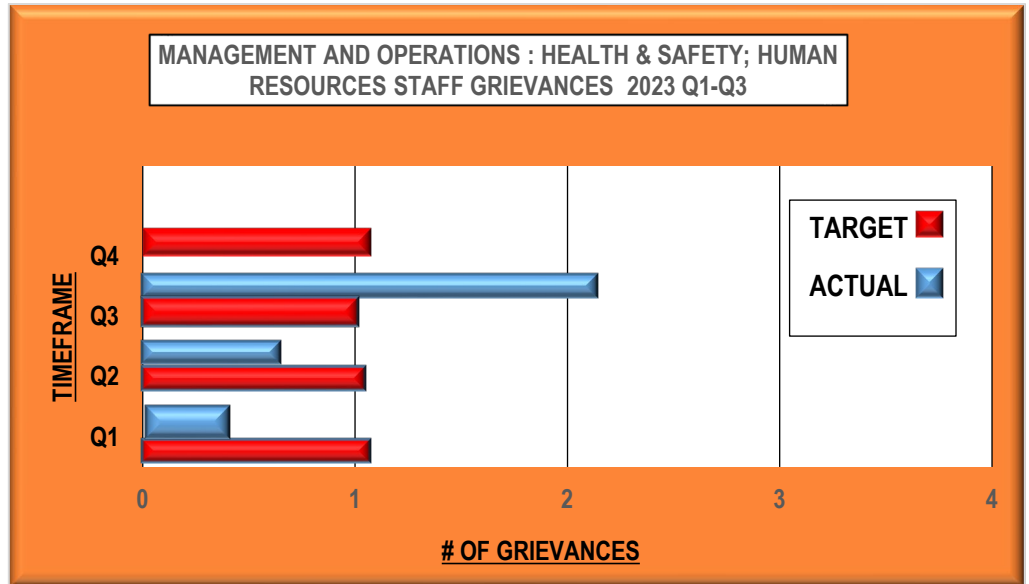
The organization continues to experience a tight job market in NorthWestern Pennsylvania & has utilized a number of strategies in **2023** designed to achieve turnover at a range of **20%- 30%**.



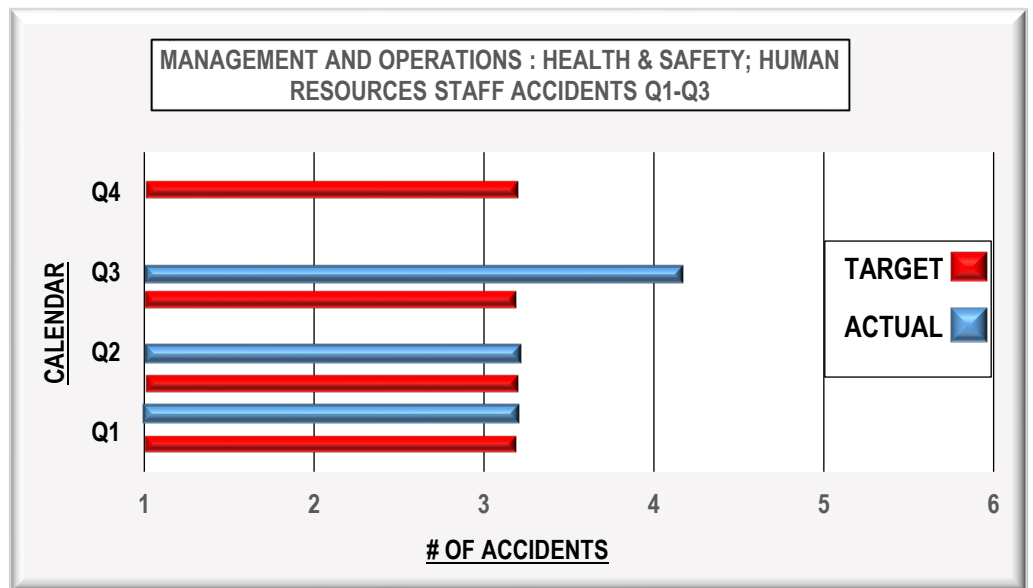
WELCOME FALL!!!



The rate of grievances filed is below historical trends & monitored by the staff-led PQI Human Resources sub-committee.



All accidents are reviewed by the PQI Health & Safety sub-committee with an emphasis on prevention.



IV. COMMUNITY STAKEHOLDER SATISFACTION

CLIENT SATISFACTION SURVEYS: FAMILY PRESERVATION SERVICE (MST) Q1-Q3 2023

- I. **SAMPLE SIZE:** A total of 21 families completed 61 satisfaction surveys.
- II. **MEASUREMENT:** The questionnaire contains 25 closed-ended survey Items with a 5 point rating scale.
- III. **SURVEY RESULTS:** Most/least favorable responses.

MOST FAVORABLE

- The therapist tried to understand how my family's problems all fit together.
- Family members & the therapist agreed upon the goals for the session.
- My family & the therapist worked together effectively.
- The therapist talked to family members in a way we could understand.
- The therapist's recommendations required family members to work on our problems almost every day.

LESS FAVORABLE

- The therapist tried to change some ways that family members interact with people outside the family.
- The therapist tried to change some ways that family members interact with each other.
- The therapist checked to see whether homework was completed from the last session.
- The therapist helped us enforce rules for the child.
- My family talked with the therapist about how well we followed his/her recommendations from the last session.

OVERALL SATISFACTION SCORE: 93%

CLIENT SATISFACTION SURVEYS: RESIDENTIAL TREATMENT SERVICE Q3, 2023.

All agency community stakeholder (clients) satisfaction surveys have been upgraded effective July 1, 2023. These instruments include:

- Residential client entrance survey
- Residential client ongoing survey
- Residential client exit survey
- Parent survey (Both open & closed clients, and; Community agency satisfaction survey).

Targeted satisfaction rates are established at 80%. Updates will be provided in the Winter 2023 Performance & Quality Improvement Report.



V. PERSON-CENTERED LOGIC MODEL CLIENT OUTCOMES (CHILD WELFARE INDICATORS OF QUALITY)

CLIENT OUTCOMES:

2023 FAMILY PRESERVATION SERVICES; RESIDENTIAL TREATMENT SERVICES

FAMILY PRESERVATION SERVICES			RESIDENTIAL TREATMENT SERVICES		
OUTCOME	TARGET	ACTUAL	OUTCOME	TARGET	ACTUAL
1. Child permanency indicators of quality.	<u>80%-90%.</u>	<u>86%.</u>	1. Child prevention indicators of quality.	<u>80%-85%.</u>	<u>76%.</u>
2. Child safety indicators of quality.	<u>85%-90%.</u>	<u>83%.</u>	2. Child safety indicators of quality.	<u>85%.</u>	<u>87%</u>
3. Child well-being indicators of quality.	<u>80%-90%.</u>	<u>90%.</u>	3. Child permanency indicators of quality.	<u>80%.</u>	<u>86%.</u>
			4. Child well-being Indicators of quality.	<u>92%.</u>	<u>98%.</u>



**CLIENT OUTCOMES: CHILD WELFARE GOALS FAMILY PRESERVATION SERVICES;
RESIDENTIAL TREATMENT SERVICES**

FAMILY PRESERVATION SERVICES	RESIDENTIAL TREATMENT SERVICES
<p><u>Prevention Indicators:</u></p> <ul style="list-style-type: none"> • Client remains in school. • Client achieves targeted success in school. • Client living at home. • Targeted reduction in out-of-home placement. • Targeted reduction in child welfare exposure. 	<p><u>Prevention Indicators:</u></p> <ul style="list-style-type: none"> • Achieve targeted BMI scores. • Avoid in-patient psychiatric hospitalization.
<p><u>Safety Indicators:</u></p> <ul style="list-style-type: none"> • Targeted reduction in Juvenile Justice involvement. • Targeted reduction in Public Child Welfare involvement. • Client avoids new arrests. 	<p><u>Safety Indicators:</u></p> <ul style="list-style-type: none"> • Achieve targeted number of incidents. • Meet targeted number of Beck Anxiety & Beck depression scores.
<p><u>Well-Being Indicators:</u></p> <ul style="list-style-type: none"> • Targeted achievement of client satisfaction scores. • Rate of clients completing treatment score. • Family preservation status. • Adequate network supports. 	<p><u>Well-Being Indicators:</u></p> <ul style="list-style-type: none"> • Score in non-clinical range of Trauma Symptom Checklist for Children. • Achieve targeted scores in Health & wellness assessments.
	<p><u>Permanency Indicators:</u></p> <ul style="list-style-type: none"> • At discharge, achieve family reunification. • Enhanced parenting skills. • Pro-social peer relationships achieved. • Post-discharge adaptive status score.

HYS WELCOMES FALL!!!



If you have any feedback about this report, please contact via email or phone to John Petulla, CEO, 814/899-7664, ext. 309 or email at jpetulla@hys-erie.org



Please note that Harborcreek Youth Services is an Equal Opportunity Employer, & is currently recruiting a range of support & direct-service staff positions.

Admissions, provision of services, and client referrals are made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age, or sex.