

# PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM (PQI)

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Harborcreek Youth Services is a fully accredited child & family service agency & has been serving the community for over 110 years.

Harborcreek Youth Services is committed to the advancement of quality improvement principles designed to promote the delivery of efficient & effective services to agency clients. The process is designed to be inclusive & transparent.

The agency utilizes both a sub-committee & workgroup structure in its review of the organization's services & the development of improvement plans designed to enhance quality & favorable results.

The sub-committees include staff from all departments & Advisory Board members representing the community.

All findings & recommendations gathered by the committees & workgroups are shared with agency staff members & the community. Harborcreek develops both quarterly & annual reports designed to keep stakeholders current with the work of the organization.

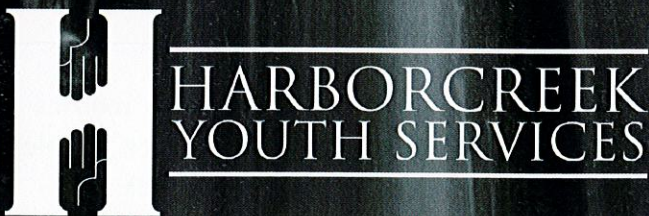
These reports highlight the achievement of:

- Performance targets
- Program goals
- Positive client outcomes and;
- Staff & client satisfaction

The review process also includes such metrics as financial stability, governance, workforce development, risk prevention & compliance issues.

**H** For more information on our PQI program please contact:  
**John Petulla, Chief Executive Officer**  
**(814) 899-7664**

You can also visit the agency website, which is updated regularly with both interim & annual PQI reports, at [www.hys-erie.org](http://www.hys-erie.org).



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We are proudly accredited by

