

AGENCY STRATEGIC GOALS

Interim and incremental goals fundamental to the long-term strategic planning process are consistent with and form the basis for quality improvement activities.

- To develop and improve quality services to meet changing client and community needs
- To enhance a supportive and healthy agency culture
- To enhance relationships with internal and external stakeholders
- To promote a holistic approach in service delivery for children and families served as well as for agency personnel
- To build enhanced awareness of the agency and the mission
- To manage agency physical and financial resources while allowing for sustainability and growth
- To maintain and enhance a comprehensive Risk Prevention and Management Plan
- To anticipate the future of the agency and to assure long-term viability through planning for growth, expansion, adaptation and diversification



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.

We are proudly accredited by



5712 IROQUOIS AVENUE
HARBORCREEK, PA 16421

For more information on our PQI program, you may contact:

John Petulla, Chief Executive Officer
(814) 899-7664

You may also visit the agency web site which is updated regularly with both interim and annual outcomes.

www.hys-erie.org



PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM



HARBORCREEK YOUTH SERVICES IS AN AFFILIATE OF CATHOLIC CHARITIES OF THE DIOCESE OF ERIE AND HAS BEEN SERVING THE COMMUNITY FOR OVER 100 YEARS.



PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM (PQI)

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

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 ten 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
- Client & Staff Satisfaction
- Regulatory Compliance

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 regularly and provide reports on a quarterly basis including recommended improvement plans as needed.

The Harborcreek Performance and Quality Improvement Program updates its program on an annual basis and 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.

Harborcreek Youth Services is one of a handful of agencies to satisfy the requirements of Sanctuary certification (www.sanctuaryweb.com). Through this process, the agency is committed to the creation of a non-violent, therapeutic culture designed to provide a safe, compassionate and high-quality trauma informed environment for children and

families. Sanctuary is also structured to incorporate committees that target one of four primary task areas of programming, training, fidelity, and events.

