



Performance and Quality Improvement

Quarterly Report



FALL 2018

I. INTRODUCTION

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

This report will focus on first quarter 2018-19 results in three primary agency programs; Residential Treatment Service, Multisystemic Therapy, and Therapeutic Foster Care.

The format for this report is derived primarily from work developed by the Council on Accreditation, a major standard setting organization across the United States and Canada. Harborcreek is fully accredited by the Council. We look forward to your feedback and we fully appreciate your support. Also, additional information on the agency PQI program can be found on our organization website including an updated PQI plan; an Annual Report (2017) and a Goal Plan for 2018.

II. OUTPUTS

Our agency operates on a fiscal year (July-June) timeline. What follows are results in the July-2018 September- 2018 time frame. Harborcreek tracks productivity on a monthly basis as the agency is primarily funded on a fee-for-service formula. The charts that follow reflect the actual delivery of fundable services. You will notice that we use a simple scoring system for our outputs:

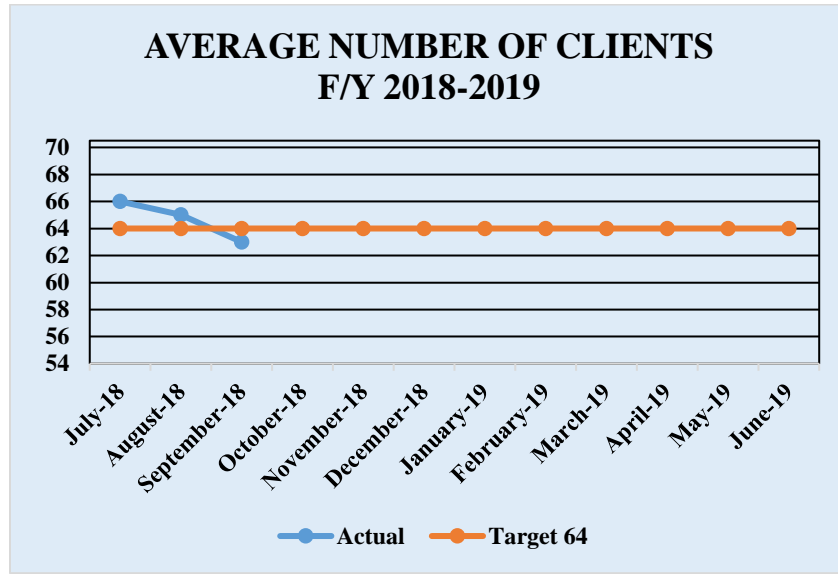
Meets or Exceeds Target/Benchmark

Close to Target/Benchmark

Does not meet Target/Benchmark

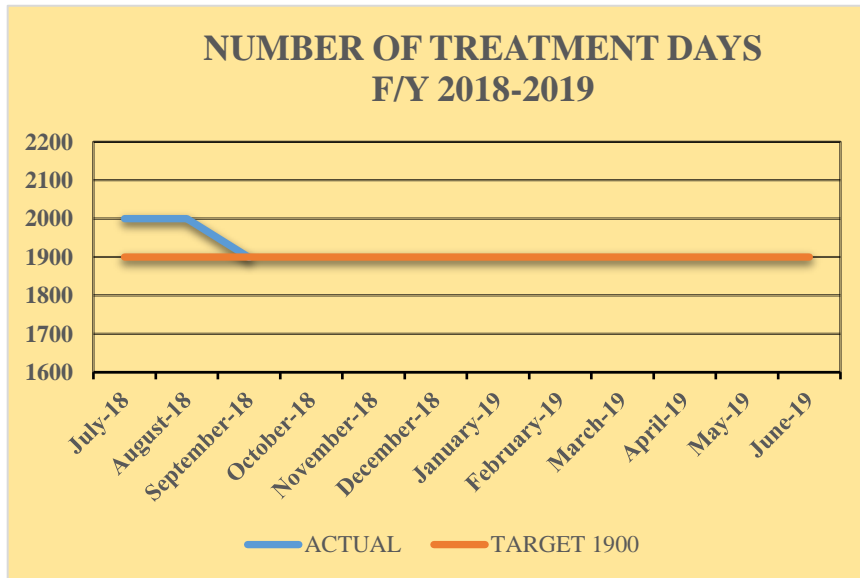


RESIDENTIAL TREATMENT SERVICE



TARGET:
Fiscal Year- To-Date Target Met/Exceeded.

PLAN:
Agency has an active marketing committee that develops strategies in work with a variety of referral sources.

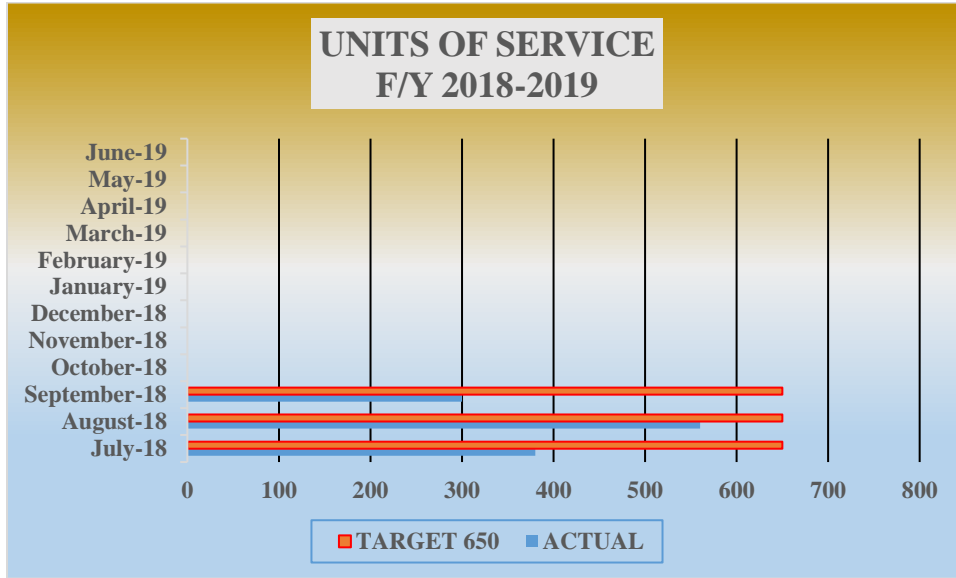


TARGET:
Fiscal Target Met/Exceeded.

PLAN:
In 2018 the Residential Client-Length of-Stay in treatment is (10) months.



MULTISYSTEMIC THERAPY SERVICE



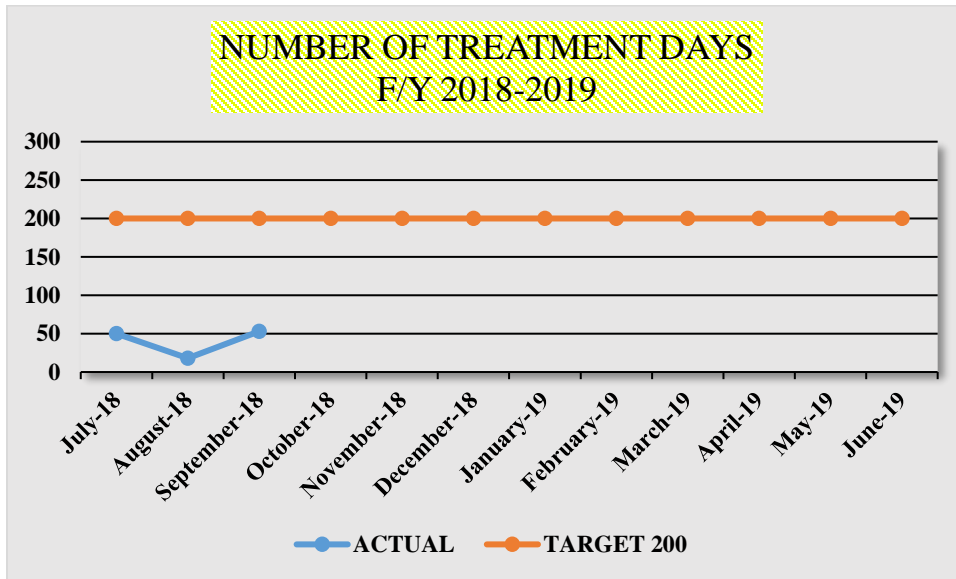
TARGET:

Performance Target at 650 units per month. Target close to being met.

PLAN:

The agency anticipates an increase in client activity during Fall, 2018.

THERAPEUTIC FOSTER CARE PROGRAM



TARGET:

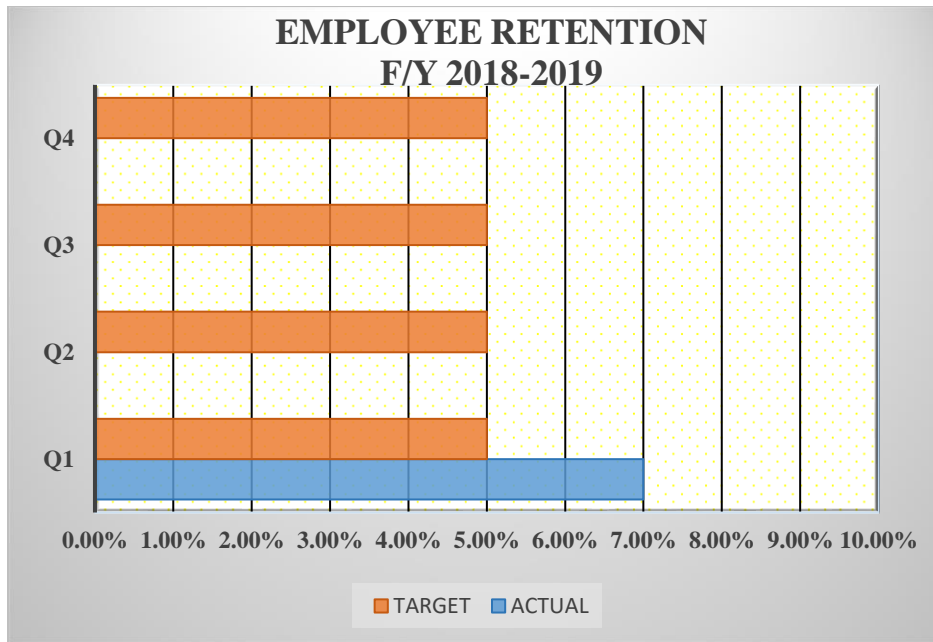
Projections not met fiscal year to date.

PLAN:

The agency Foster Parent Workgroup is preparing a calendar year 2019 recruitment program.



HUMAN RESOURCES



TARGET:
 Staff turnover rate at 20% or less. Fiscal year-to-date Target close to being met.

PLAN:
 Agency is experiencing some difficulty in recruiting advanced practice clinical staff. Human Resources PQI Committee is exploring this issue.



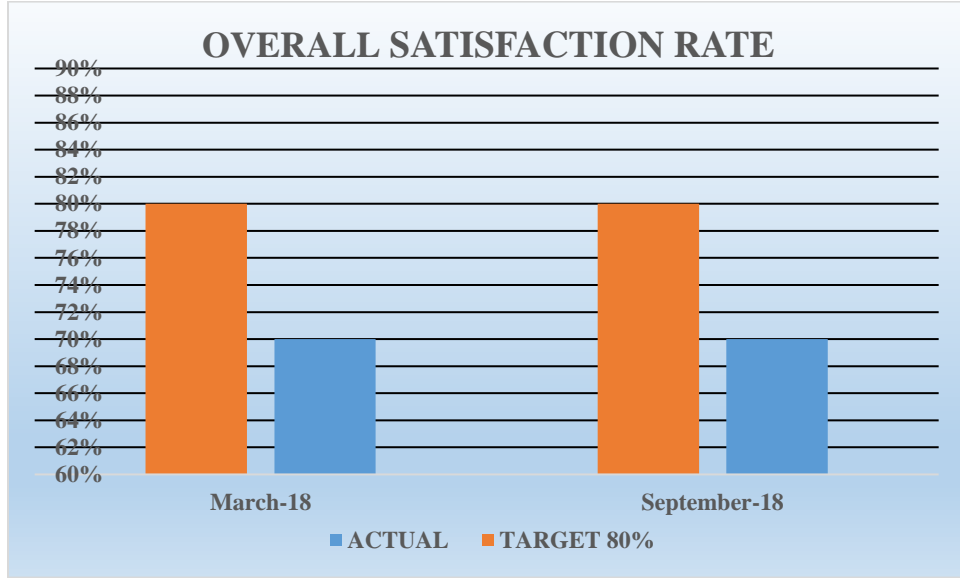
COMMUNITY STAKEHOLDER SATISFACTION SURVEYS

RESIDENTIAL TREATMENT SERVICE

ONGOING CLIENT SURVEY

Q3: F/Y 2017-2018

Q1: F/Y 2018-2019



TARGET:

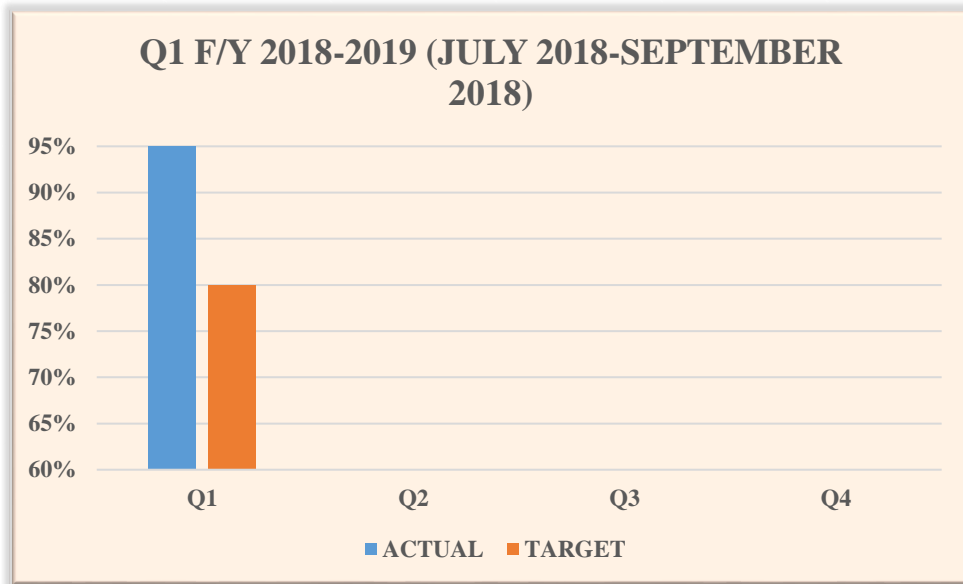
Satisfaction target at 80%. Target close to being met.

PLAN:

Survey administered twice yearly to residential clients. PQI workgroups conducting a review of all agency survey instruments



**MULTISYSTEMIC THERAPY PROGRAM
TAM-R FAMILY SATISFACTION SURVEY**

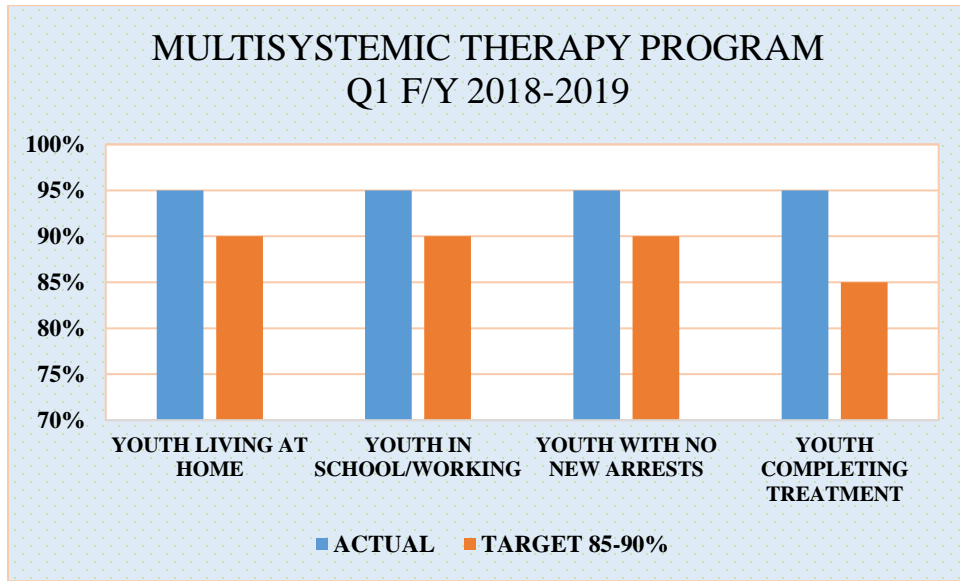


TARGET:
Satisfaction target at 80% or higher. Target Met/Exceeded.

PLAN:
Family Satisfaction with MST Program consistently above 90% over multiple years.



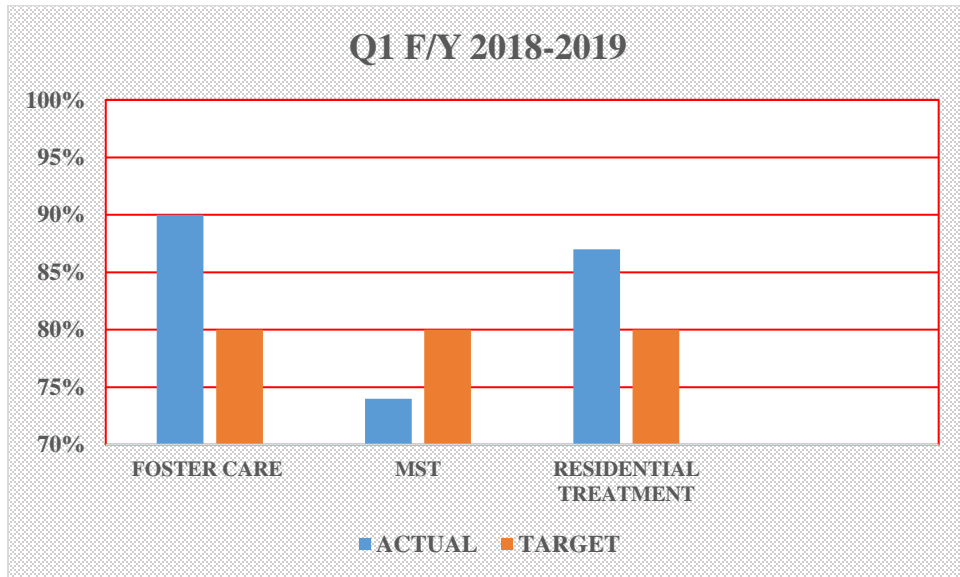
IV. CLIENT OUTCOMES



TARGET:
Met/ Exceeded for all Primary Performance Indicators.

PLAN:
Fidelity to model requires quarterly reviews of “ultimate outcomes”?

V. RANDOM CHART REVIEWS



TARGET:
Target Met/Exceeded for F/Y Q1.

PLAN:
Reviews are conducted consistent with Standards developed by the Council on Accreditation.



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



Harborcreek Youth Services, an affiliate of Catholic Charities, provides services consistent with Catholic philosophy as reflected in Bylaws developed by Members of the Corporation, Diocese of Erie.

Please note that Harborcreek Youth Services is an Equal Opportunity Employer.

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.