

CQI Community Survey Highlights September 2015

RESPONDENT CHARACTERISTICS

A total of **51** CQI Community members responded to the survey from **37** agencies/organizations:

- Ada S. McKinley Community Services (1)
- Arden Shore Child and Family Services (1)
- Camelot Care Centers (1)
- Caritas Family Solutions (1)
- Catholic Charities of Chicago (1)
- Chaddock (1)
- Children's Home + Aid (3)
- Cunningham Children's Home (1)
- Guardian Angel Community Services (2)
- Hoyleton Youth and Family Services (1)
- Jewish Child and Family Services (2)
- Kaleidoscope (1)
- Kemmerer Village (1)
- Little City Foundation (3)
- Lutheran Child and Family Services of Illinois (2)
- Lutheran Social Services of Illinois (4)
- Maryville Academy (1)
- Metropolitan Family Services (1)
- National Youth Advocate Program (1)
- Nexus (1)
- OMNI Youth Services (2)
- One Hope United (3)
- Our Children's Homestead (1)
- Pioneer Center (1)
- Rutledge Youth Foundation (1)
- SOS Children's Villages Illinois (1)
- The Baby Fold (1)
- The Center for Youth & Family Solutions (1)
- The Children's Place Association (1)
- The Harbour, Inc (1)
- UCAN (1)
- UCP-Seguin (1)
- United Methodist Children's Home (2)
- Universal Family Connection (1)
- Webster Cantrell Hall (1)
- Youth Outreach Services (1)
- Youth Service Bureau of IL Valley (1)

The **majority** of respondents (**31 of 51**) were in *Quality Improvement or Quality Assurance*, followed by **13** *Program/Agency Directors/Supervisors/Staff*, and **2** working in *Information Services*. Five respondents did not specify their role at their agency.

FUTURE CQI COMMUNITY MEETING PLANNING

Meeting Location Preferences

Forty-one respondents provided a meeting location preference.

1. **Downtown (19)**
2. **Northside of Chicago (16)**
3. **Southside of Chicago (13)**
Western Suburbs (13)
4. Northern Suburbs (12)
5. Southern Suburbs (11)
6. Westside of Chicago (10)

Other responses included: Central/Southern/Downstate (8) and 2 respondents requesting a continued call in option.

Future Meeting Topics (Top 5):

All respondents provided feedback related to future meeting topics.

1. **Data management (databases, different tools used for different programs, layers of data) (34)**
2. **Engaging staff in CQI processes (finding numbers/data useful) (29)**
3. **Promote learning culture (CQI vs. QA) (27)**
4. **All different aspects of CQI in the agency (activities, conceptualization, etc.) (26)**
5. **Assessment tools for clinical services (21)**
6. Staffing patterns (who does what in an organization?/the 1 person CQI model vs. the multi person CQI model/what are program staff doing as opposed to CQI staff?) (20)
7. Dealing with resistance (19)
8. Growth within the agency - how does CQI adapt (18)
9. Communicating data that may not look good outside but good for the program (looking at smaller milestones) (15)
10. Evidence based models (12)
How does CQI fit within an organization (12)
11. Implementing a client satisfaction survey in a multi-service agency (11)
Common language across agencies (11)

Other responses included: "Outcomes identified for programs" and "I also like Implementing a Client Satisfaction Survey in a Multi-Service Agency, but it just missed the top 5."

CQI COMMUNITY MEMBER AGENCY CHARACTERISTICS

This section was completed by the primary agency contact responding to the CQI Community Survey. Information was received from 27 agencies/organizations:

- Ada S. McKinley Community Services
- Arden Shore Child and Family Services
- Camelot Care Centers
- Caritas Family Solutions
- Children's Home + Aid
- Cunningham Children's Home
- Hoyleton Youth and Family Services
- Jewish Child and Family Services
- Kaleidoscope
- Kemmerer Village
- Lutheran Child and Family Services of Illinois
- Maryville Academy
- Metropolitan Family Services
- National Youth Advocate Program
- Nexus
- OMNI Youth Services
- Our Children's Homestead
- Pioneer Center
- Rutledge Youth Foundation
- SOS Children's Villages Illinois
- The Baby Fold
- The Children's Place Association
- UCP-Seguín
- United Methodist Children's Home
- Universal Family Connection
- Webster Cantrell Hall
- Youth Outreach Services

Agency and CQI Information

- Mean # of agency staff = 276, ranging from 9 to 1,000 employees (Median=173, SD=285)
- Mean # of direct clients served = 5,451, ranging from 120 to 67,000 (Median=794, SD=13,769)
- Mean # of CQI staff (FTE) = 2.9, ranging from 1 to 12 (Median=1.3, SD=2.9)

Programming and Service Area

The majority of agencies serve the city of Chicago (67%, 18), followed by Downstate (48%, 13), Northern Suburbs (44%, 12), Southern Suburbs (41%, 11), Western Suburbs (37%, 10), or Multi-state (15%, 4). Two respondents provided an *other* geographic location, one indicating serving the entire state, and the other indicating the central region of Illinois.

Agencies offer the following programs:

- Foster Care (88%, 23)
- Counseling (85%, 22)
- Residential (62%, 16)
- Community Programs (50%, 13)
- Other (50%, 13)
- SOC/Adoption (42%, 11)
- Outreach programs (31%, 8)
- Therapeutic Day School (27%, 7)
- Respite Services (27%, 7)
- Services for People with Disabilities (12%, 3)

A total of 13 respondents listed *other* programming, with the most common services being: intact services (5), TLP/independent living (5), vocational/employment (4), early childhood (3), and prevention (2).

CQI Responsibilities and Strengths

Core Responsibilities:

Twenty-four respondents completed this section. Responses were grouped into categories for analysis. Of responses, most common responses included:

- Data Analysis/Management (54%, 13)
- Compliance/Audits (46%, 11)
- Utilization/Case File Review (38%, 9)
- Risk Management (29%, 7)
- Accreditation (25%, 6)
- Outcome Evaluation (25%, 6)
- Performance/Program Improvement/Management (25%, 6)
- Staffing CQI/Program Team Meetings (25%, 6)
- Share Information/Results (21%, 5)

Strengths:

Respondents were asked to identify three strengths of their CQI processes. Twenty-two respondents completed this section. Responses were grouped into categories for analysis. Of responses, the top responses included:

- Data collection/analysis (50%, 11)
- Part of the culture of the agency (27%, 6)
- Leadership/management support (23%, 5)
- Detail oriented/thorough (23%, 5)
- Compliance monitoring (28%, 4)
- Staff involvement/integration into programs (18%, 4)