

# **QI Structure at UCAN Chicago, IL**

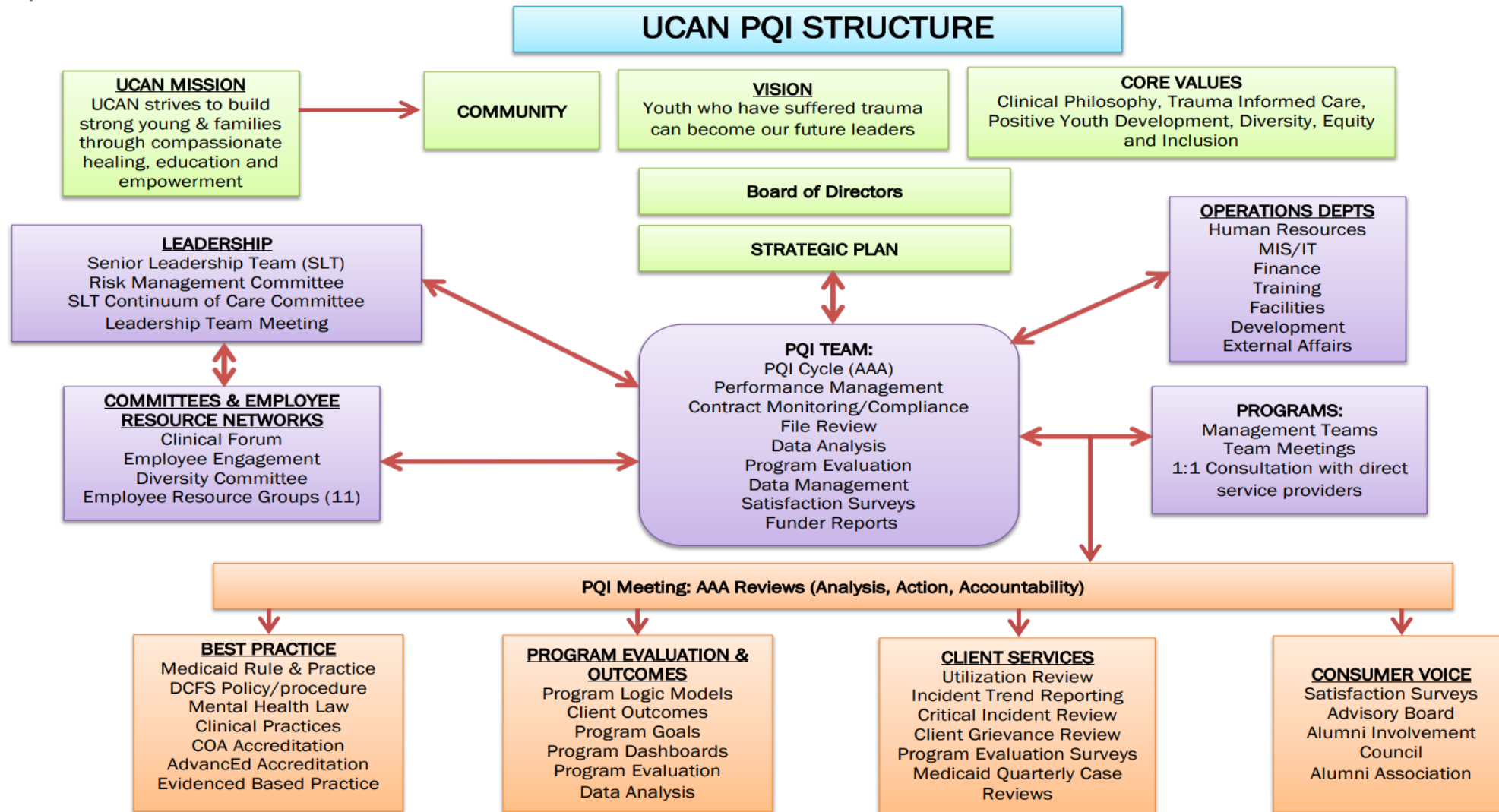
May 2023

# UCAN Overview

- Child welfare and social service agency in Chicago
- Served and impacted over 12,000 youth and families in FY2022
- Child Welfare Programs:
  - Residential Treatment
  - Foster Care Program
  - Transitional Teen Services
  - Teen Parenting Service Network
- Behavioral Health
- Youth Development
- Violence Intervention and Prevention
- UCAN Academy Therapeutic Day School
- Workforce Development



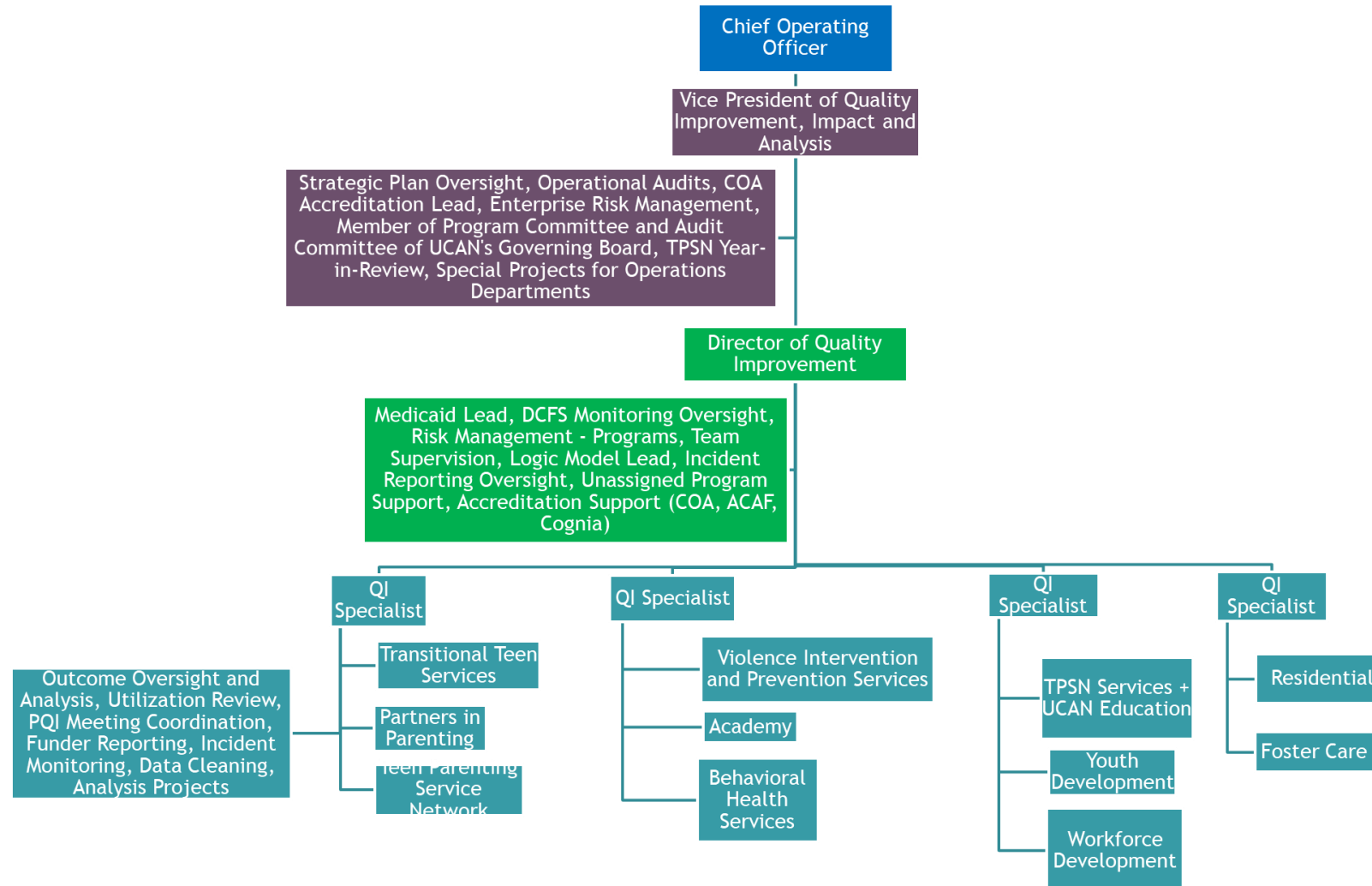
Youth who have suffered trauma **can become our future leaders**



# The Structure of QI at UCAN

- Separate department but assigned to programs
- Based at main headquarters
- Benefits of current structure:
  - Capacity-building
  - Opportunities for analysis and evaluation projects
- Previous direct service staff
- Full Service:
  - Satisfaction Surveys
  - Utilization Review (File Review)
  - Outcome Monitoring (Accountability, Analysis, Action or AAA)
  - PQI Team Meetings
  - Data Analysis and Funder Reporting
  - Best Practice Standards

# Youth who have suffered trauma **can become our future leaders**





**Alison Wagner, AM, LCSW**

Director of Quality Improvement

[Alison.wagner@ucanchicago.org](mailto:Alison.wagner@ucanchicago.org)

C: 312-890-8368

[LinkedIn](#)

