

# Constant Curiosity

Journey in the Direction of Hope

Fall 2023

# Jennifer Vorachack, PsyD.

- Director of Quality and Compliance
  - Incredible team of 11 peeps
  - Accreditation, PQI, contract compliance, EMR, billing operations, and dashboards / visualizations
- Licensed Psychologist for 12+ years
  - 8+ years non-profit leadership

# Annie Herz, BSW

- Associate Director of Quality and Compliance
- 20+ years experience in non-profit agency
  - 14+ years with FamilyForward
- Semi-fluent in several non-profit dialects
- Passion for process improvement, data accuracy, and risk identification

# Alisha Acosta, LCSW

- Associate Director of Quality and Compliance
- Consultant for Foster Care Consortium
- Co-Researcher w/ UMSLCON
- 10 + years youth focused non-profit work
- Program development, implementation and evaluation

# Vision



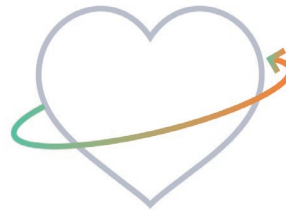
FamilyForward leads the community in providing innovative solutions for advancing *safer, healthier relationships* for children and families.

# Core Values



## **Out Front**

We are leaders in the use of innovative tools and methods to get better results for the children and families we serve. We prefer to set the pace, testing new ideas and collecting data; always striving to make the biggest impact we can.



## **Whole-Hearted**

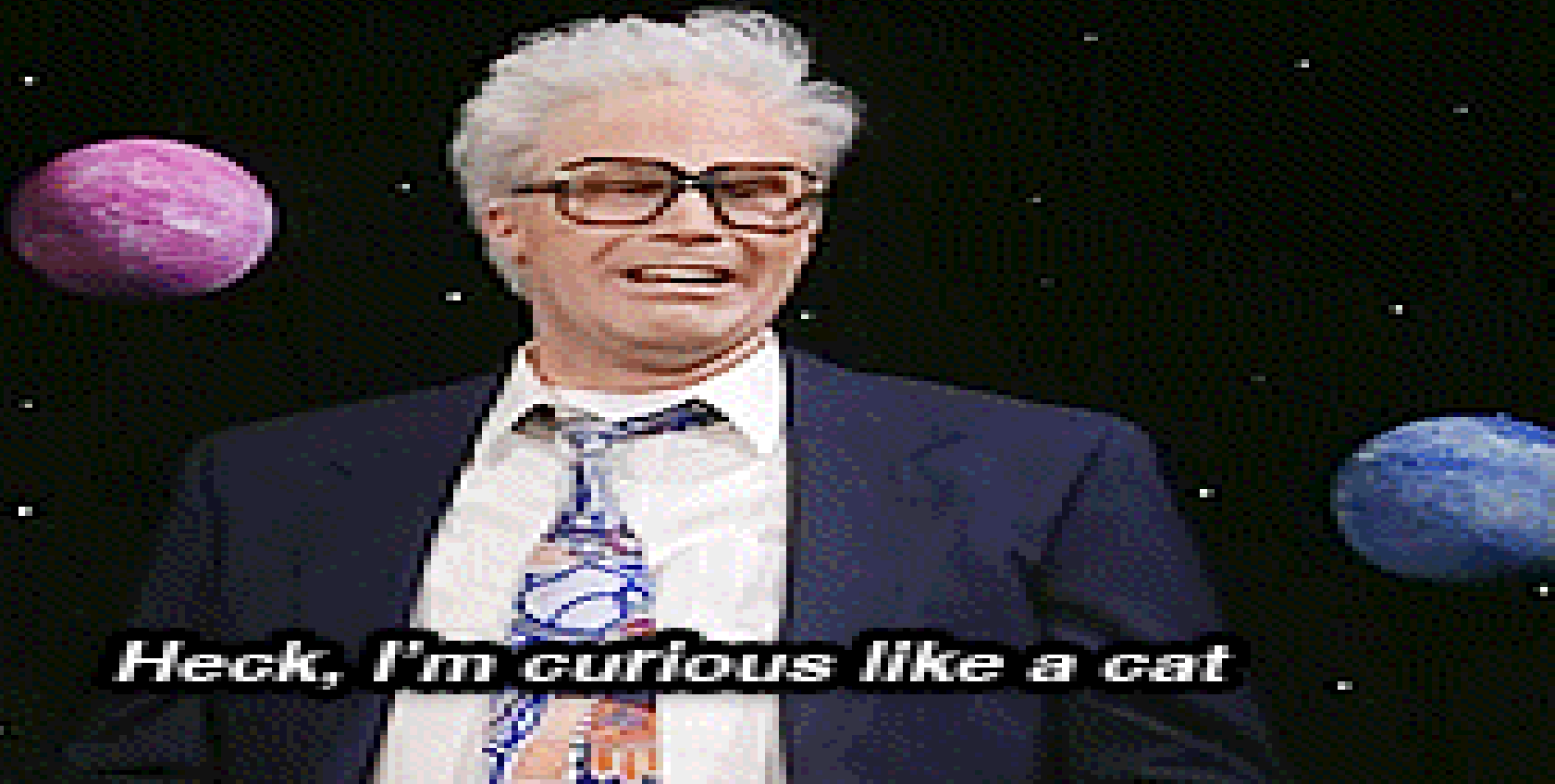
We are tirelessly committed to the vision and mission of FamilyForward. We use our unique talents and expertise to serve our clients and community with compassion, acceptance, and respect.



## **Rock Solid**

We are responsible stewards of an organization with a long and proud history of service. Reliable, trustworthy, and hard-working, we do whatever it takes to get the job done, even when no one is watching.

# Growing a Constant Curiosity Mindset and Transforming Agency Culture



*Heck, I'm curious like a cat*

# What is Constant Curiosity and how do we Implement it in Daily Work

Building Safety in CQI Work

Evaluative Mindset—Move the Benchmark

How does this Show Up



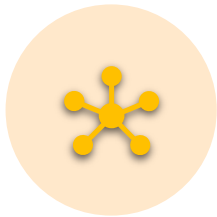
# Quality and Compliance (Q&C) Embedded in Agency Framework



Starts with  
Onboarding



Rapport Building  
with Program  
Leadership



Cultivating Inter-  
Departmental  
Relationships



Bringing Data to  
the Masses

# How Would You Describe...



Constant Curiosity in  
CQI Work?

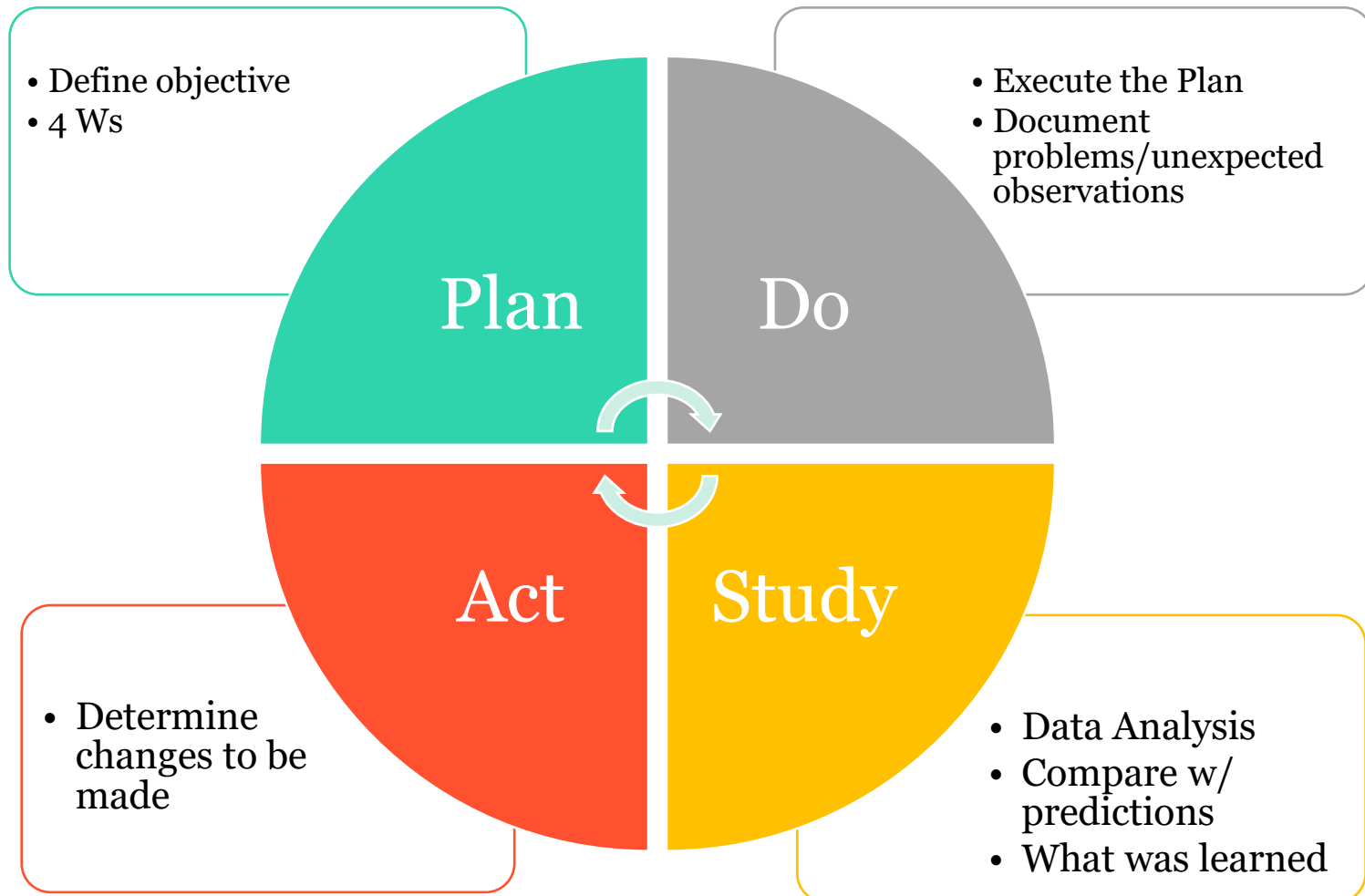


Your colleagues' openness  
to Constant Curiosity?

# Jumping into the Journey



# The Vehicle: Plan-Do-Study-Act



# Think of an issue at your agency...

- ▶ Apply PDSA
- ▶ Where are you at in the process?
- ▶ Has the needle moved?
- ▶ Chat and Share

# Commitment to Data Informed Decision Making & Data Integrity



# Agency Investment in Q&C

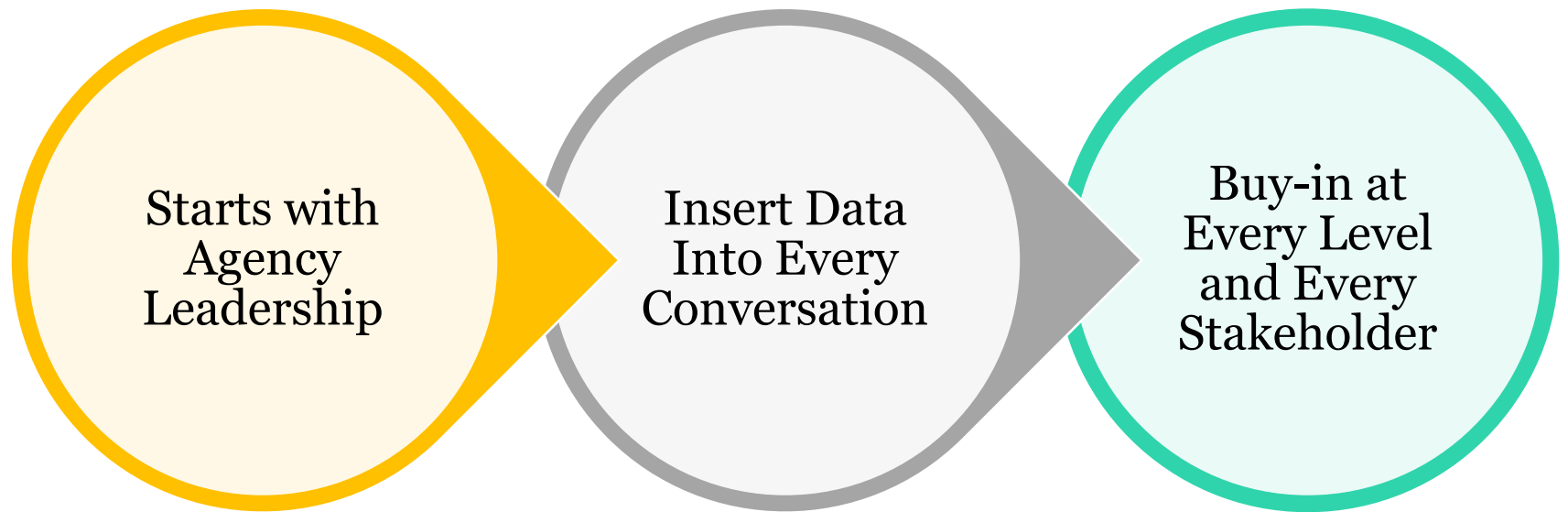


How does your agency invest in CQI work?



How is CQI viewed in your Agency? Why?

# Value in the Work





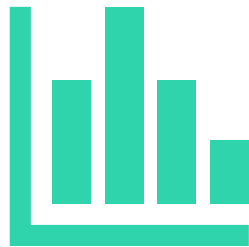
# Filling Data Holes



# Producing Tangible, Digestible Information



# Questions to Consider



What Data Tools has  
your Agency Generated?



How are these Tools  
Implemented?

# What FamilyForward Generates



HEAT MAPS



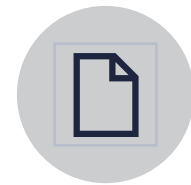
EXCEL DOCS



DASHBOARDS

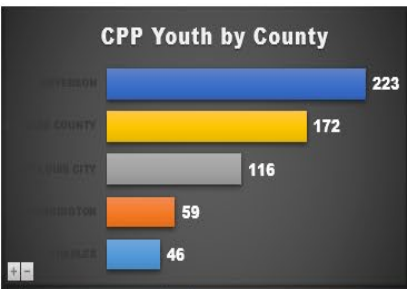


POWERPOINT



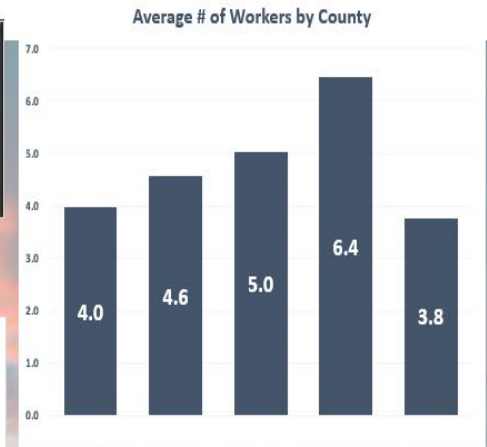
PDFS

# FCCM Dashboard



Average # of Workers per Youth

**4.89**



CMCNTY

Lead Supervisor

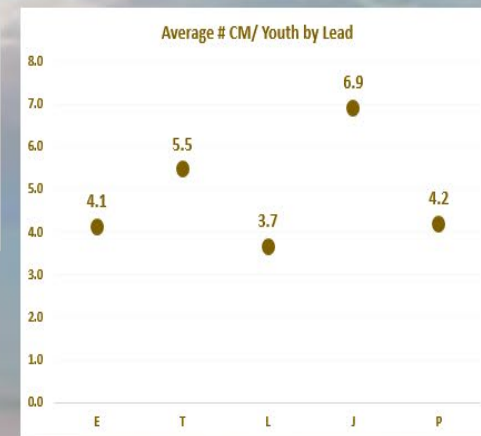
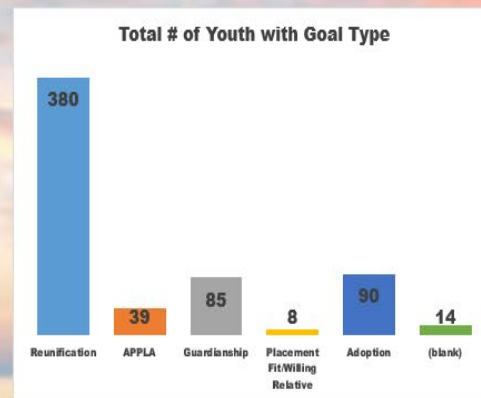
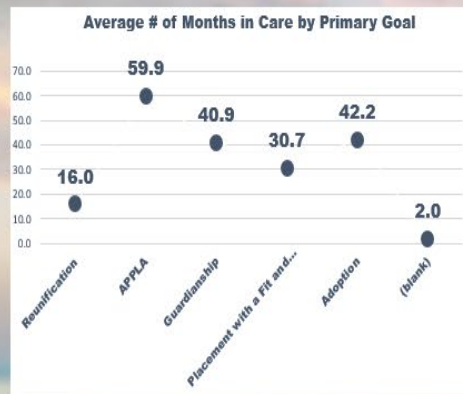
- E
- J
- L
- P
- T

Team

- E
- J
- W
- Y

SUP NAME

BB	C
D	G
J	M
P	R
S	T
W	Y



Year  Staff



safer, healthier relationships  
for children and families

**52.79**

Average of Duration Time

**13.13**

Average of No Shows

	January		February		March		April		May		June	
	Time	Cancellations	Time	Cancellations	Time	Cancellations	Time	Cancellations	Time	Cancellations	Time	Cancellations
	55.82	9	53.08	9	21.28	2					26.17	
	48.17	19	59.00	17	55.75	10	63.75	7	62.75	11	54.17	
											1.15	
	48.65	7	57.60	10	54.02	15	52.93	5	47.62	5	37.65	
	3.25	1	3.65	3	3.87		9.00	3	9.17	3	4.00	
					0.15		12.22		34.07	4	46.57	
	67.85	5	63.45	9	66.75	6	65.80	2	66.08	6	28.22	
	53.23	14	52.97	12	56.93	9	57.47	9	56.05	8	26.58	
	58.25	12	50.95	14	46.35	16	64.38	6	56.10	9	47.25	
	54.42	12	56.18	3	55.08	8	51.50	15	63.25	5	80.67	
	56.10	15	57.50	10	63.17	10	52.52	11	61.25	7	59.50	
	12.42		4.58		6.92	1	11.17	1	3.25	1		
	54.42	7	56.92	10	50.33	12	53.88	7	48.17	7	14.38	
	57.85	5	51.78	8	41.77	5	39.72	17	53.98	8	58.02	
	42.00	10	1.17									
					0.25		13.75	1	42.50	1	34.25	
	58.25	14	54.10	13	45.17	7	53.17	12	59.95	7	44.47	
	7.18	2	8.18		6.68		4.42	4	10.73	1	7.82	
									0.07			
<b>Total</b>	<b>677.85</b>	<b>132</b>	<b>631.12</b>	<b>118</b>	<b>574.47</b>	<b>101</b>	<b>605.67</b>	<b>100</b>	<b>674.98</b>	<b>83</b>	<b>570.85</b>	



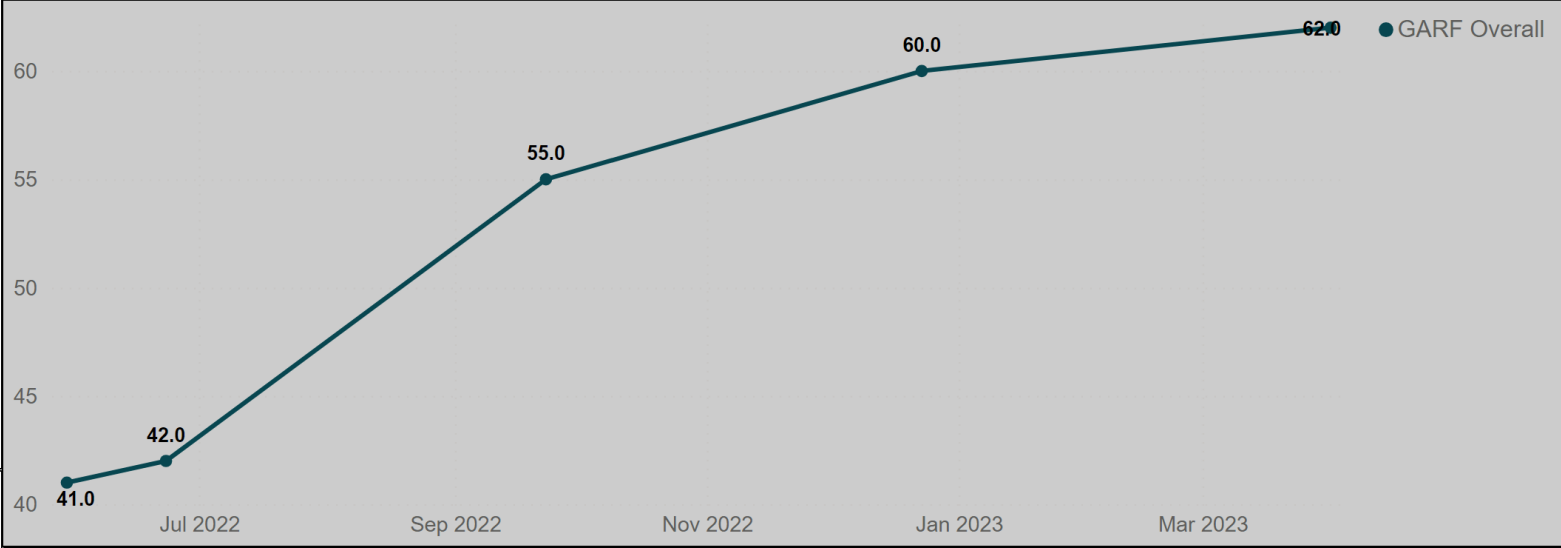




full_name	Staff	Assessment All	Subsections GARF Overall	<b>PSC Success Criteria:</b> 2 Point Decrease on any Subtest <b>GARF Success Criteria:</b> 1 Point Increase on Overall Score
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<b>4/15/2022</b> Program Enrollment	<b>509</b> Enrollment Days	<b>41.00</b> Lowest Value	<b>5/30/2022</b> First Administration
<b>9/6/2023</b> Last Program Activity		<b>62.00</b> Highest Value	<b>4/1/2023</b> Last Administration



**198**  
Client Count

5/14/1900 9/6/2023

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Staff	#
<b>Total</b>	<b>198</b>

### 3 years 11 months 20 days

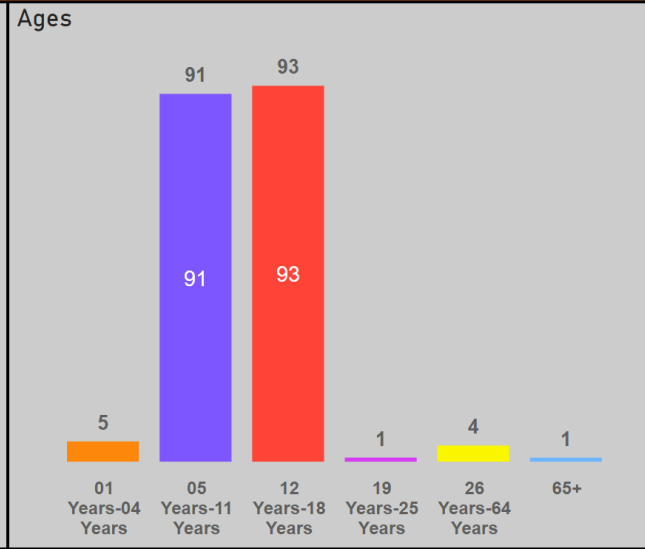
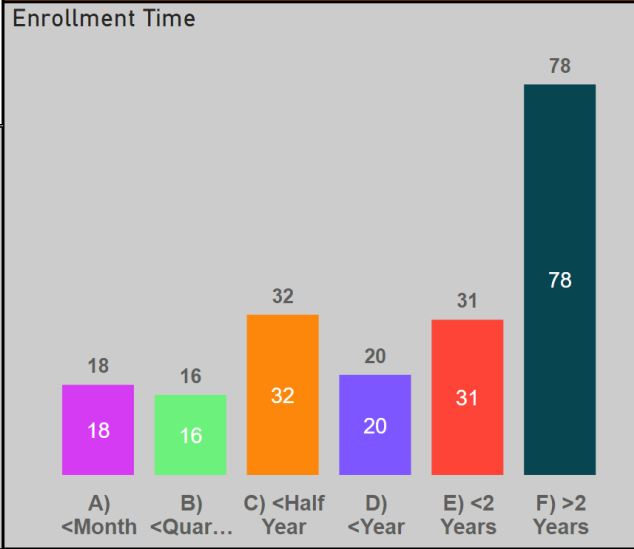
Client Avg Enrollment

**Gender**

Gender	Count	Percentage
Female	104	53%
Male	90	46%
Other	1	1%

● Female ● Male ● Other

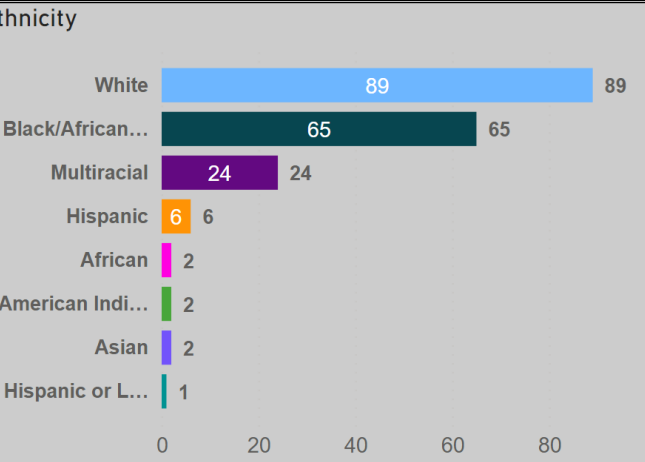
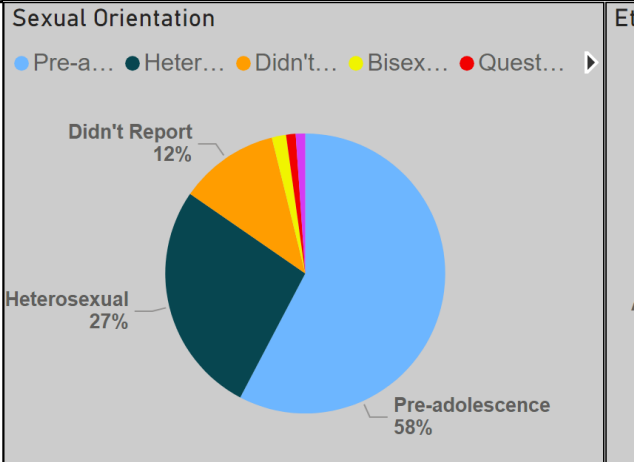
## Active Clients Only



Client

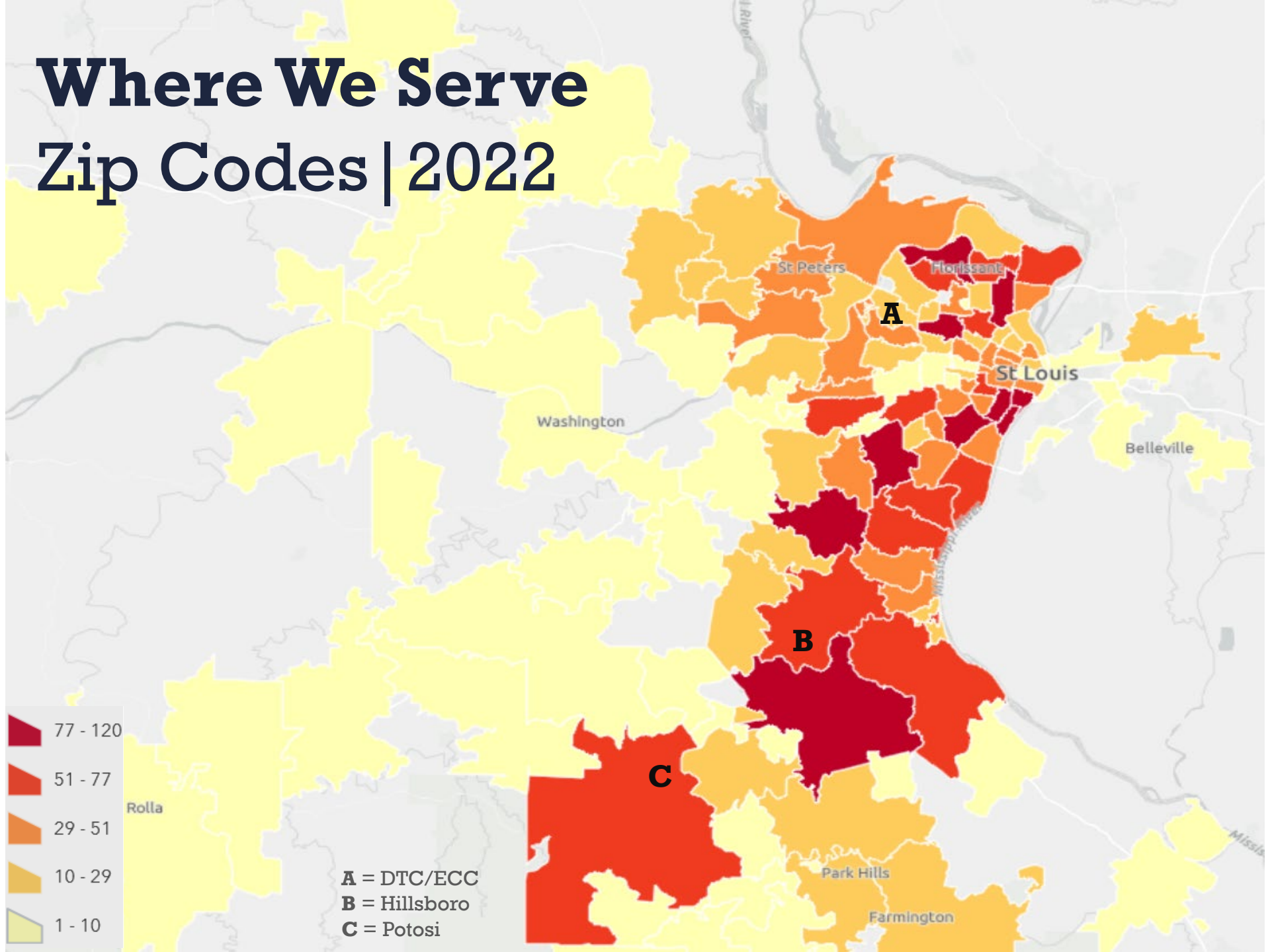
**Assigned**

3 years 6 months 22 days
3 years 6 months 22 days
3 years 6 months 22 days
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3 years 6 months 22 days
3 years 6 months 22 days
3 years 6 months 22 days
3 years 6 months 22 days
3 years 6 months 22 days
3 years 6 months 22 days
3 years 6 months 22 days
2 years 0 months 27 days
3 years 6 months 22 days



# Where We Serve

## Zip Codes | 2022

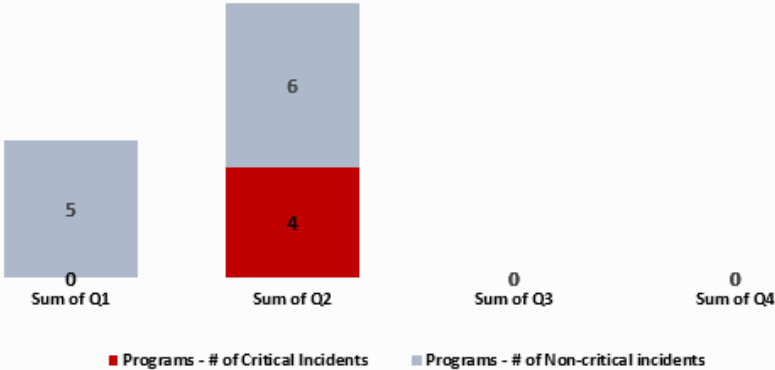


### 2023 Quarterly PQI Dashboard

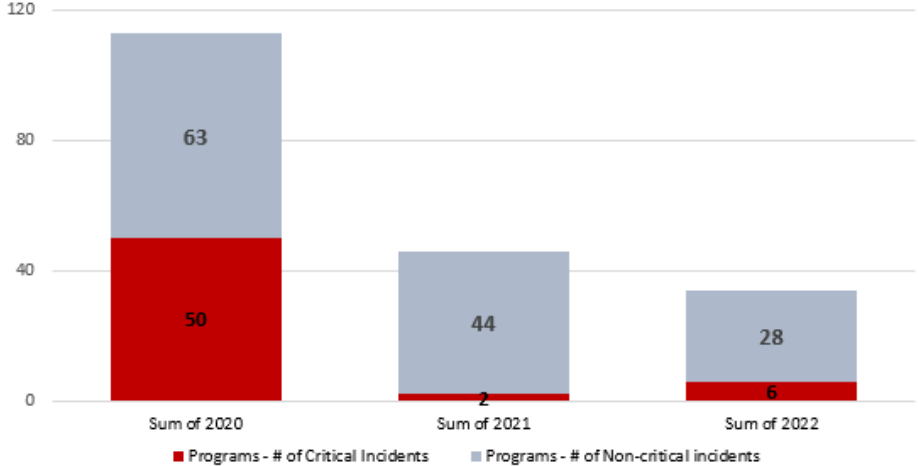
Category	Item Measured	Q1	Q2	Q3	Q4	Year	2022	2021	2020
Programs	# of Non-critical incidents	5	6	0	0	11	28	44	63
Programs	# of Critical Incidents	0	4	0	0	4	6	2	50
Programs	# of Case Record Reviews Completed	91	114	0	0	205	397	475	438
Programs	Error Rate	41%	49%	0	0	22.5%	30%	36.30%	33%
Programs	# of Client Grievances Filed	0	0	0	0	1	1	0	1
Facilities	# of Non-Compliance Issues Monthly Building Checks	0	0	0	0	0	1	0	0
Facilities	# of Negative Findings from Inspections / Permit Reviews	0	0	0	0	0	1	1	0
Facilities	# of Out of date inspections / permits	0	0	0	0	0	1	1	3
Administration	# of Building Concerns Requiring Attention	38	36	0	0	74	46	18	
Administration	Safety/Risk Issues	11	3	0	0	14	1	1	
Administration	General Maintenance	27	33	0	0	60	45	17	
Administration	# of Emergency Drills Completed	6	11	0	0	17	30	22	
Administration	# of Missed Drills	0	3	0	0	3	3	10	
Quality and Compliance	# of Client Satisfaction Surveys Completed	516	6	0	0	516	1075	1010	1000

**Programs**

**Critical & Non Critical Incidents**

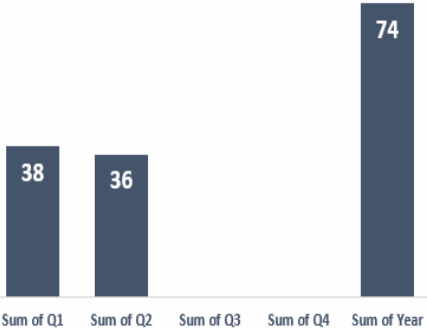


**Annual # of Critical and Non Critical Incidents**

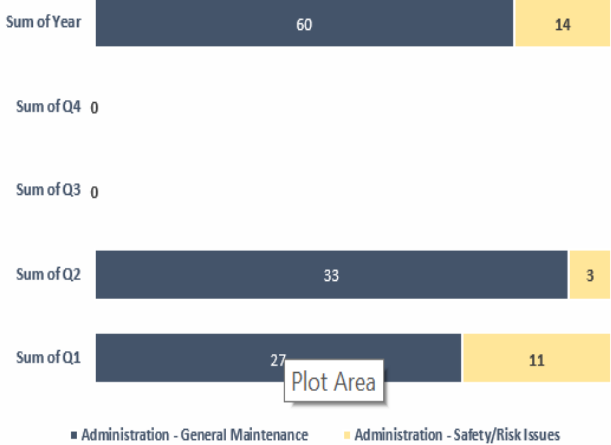


**Administration**

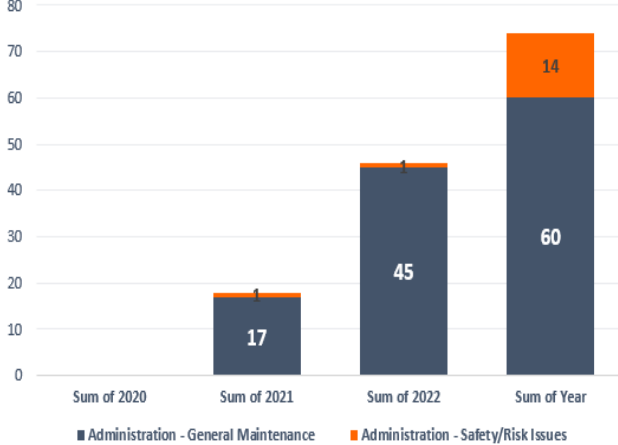
**Total Building Concerns in Current Year**



**Category of Concern**



**Building Concerns Annually**



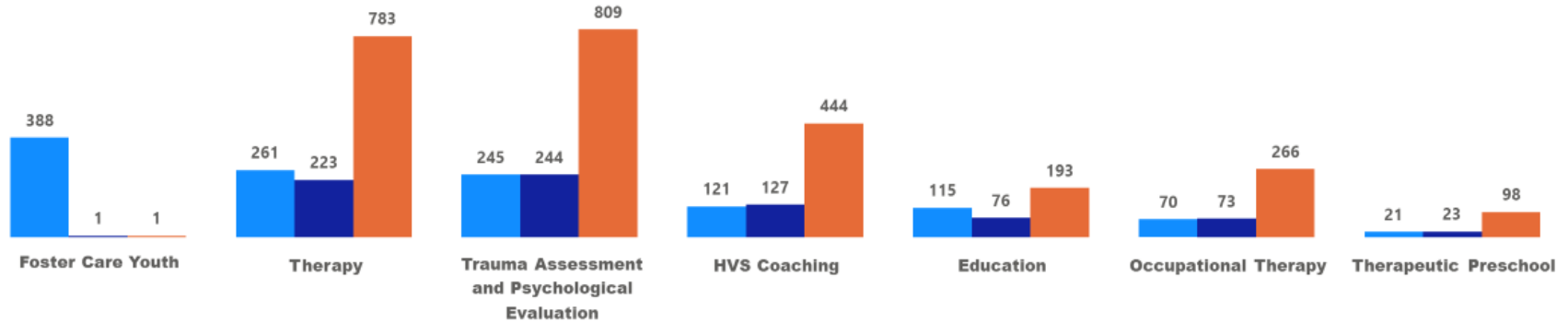
### People Served by Program

● Clients ● Households ● Clients + Family Members

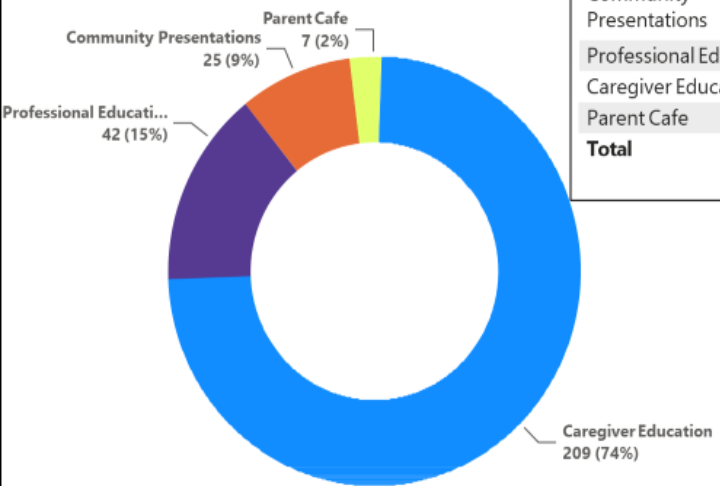
### FamilyForward - Program Dashboard January 1, 2023 - August 31, 2023

Total People Served by FamilyForward

2,454



### Outreach Hours

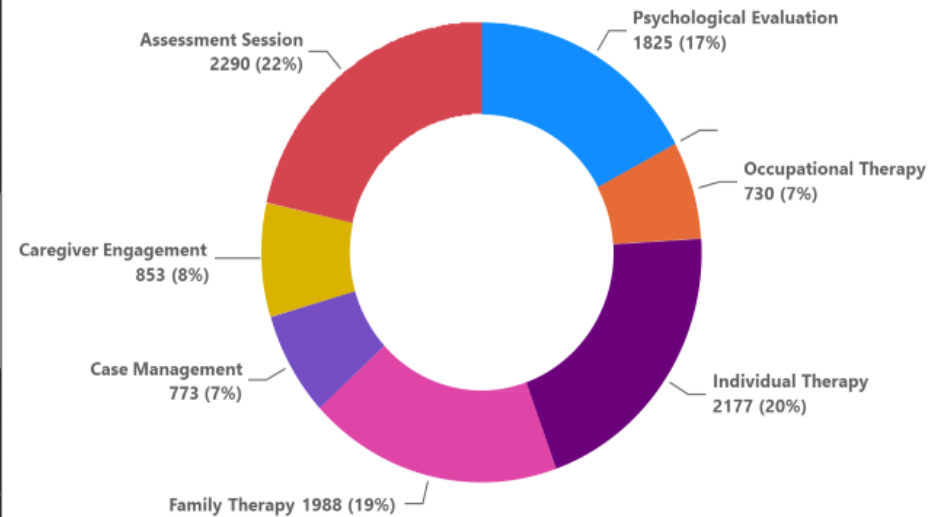


Outreach Activity	People Served
Community Presentations	655
Professional Education	327
Caregiver Education	115
Parent Cafe	32
<b>Total</b>	<b>1129</b>

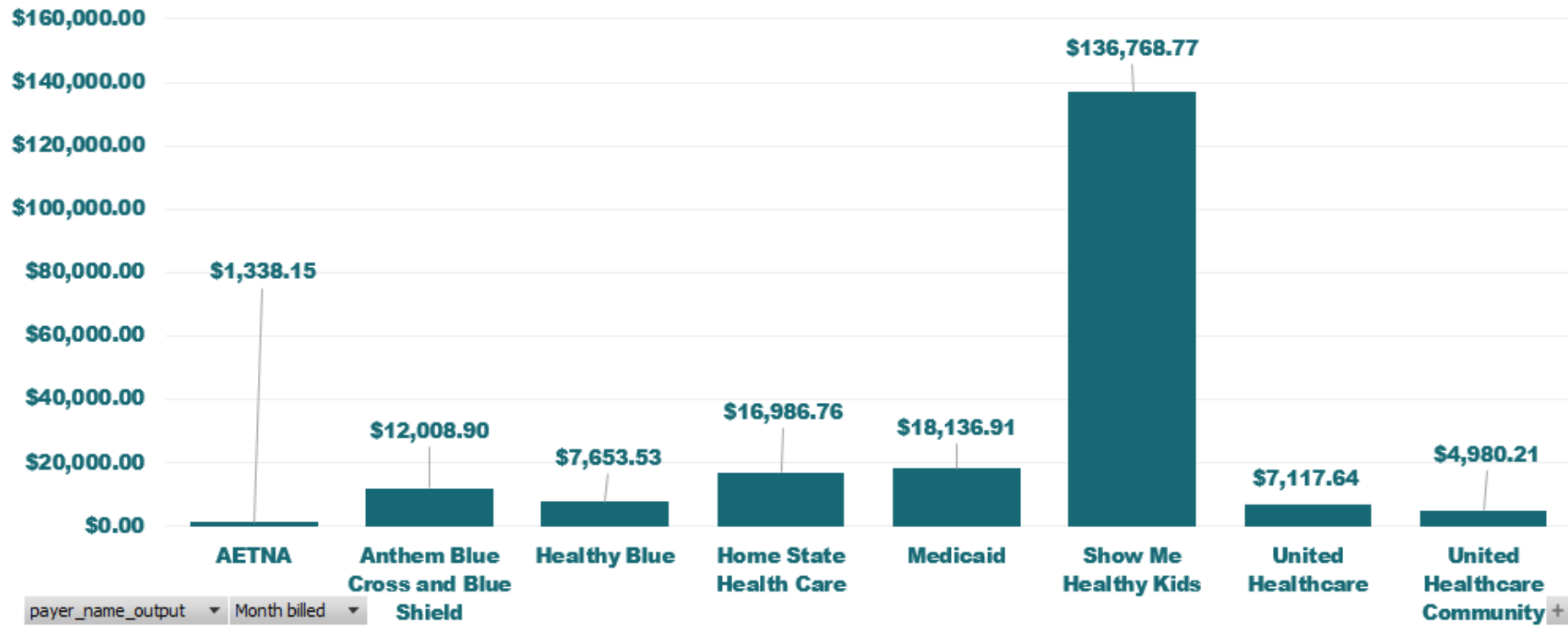
**283**  
Total Hours

- Community Presentations = general overview of FF, NMT, resources, etc.
- Professional Education = specific trainings for providers

### Service Hours



## Amount Billed by Payer



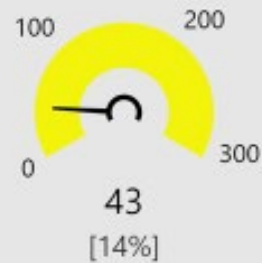
## Learning Opportunity

*I think it is important for me to learn more about gender identity...*

Agree / Strongly Agree



Neither Agree Nor Disagree



Disagree / Strongly Disagree



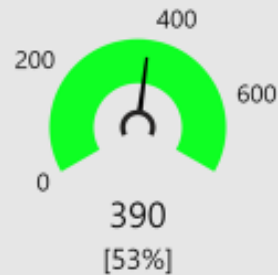
3 Questions - 309 Responses



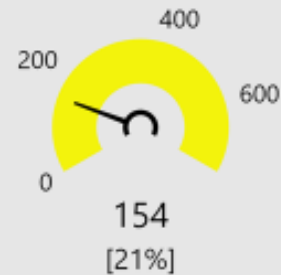
## Comfortability with Conversations / Interactions

*I regularly ask people I meet what their pronouns are...*

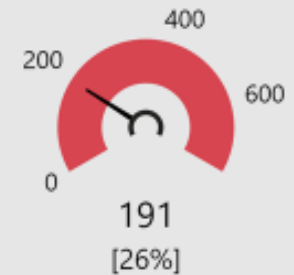
Agree / Strongly Agree



Neither Agree Nor Disagree

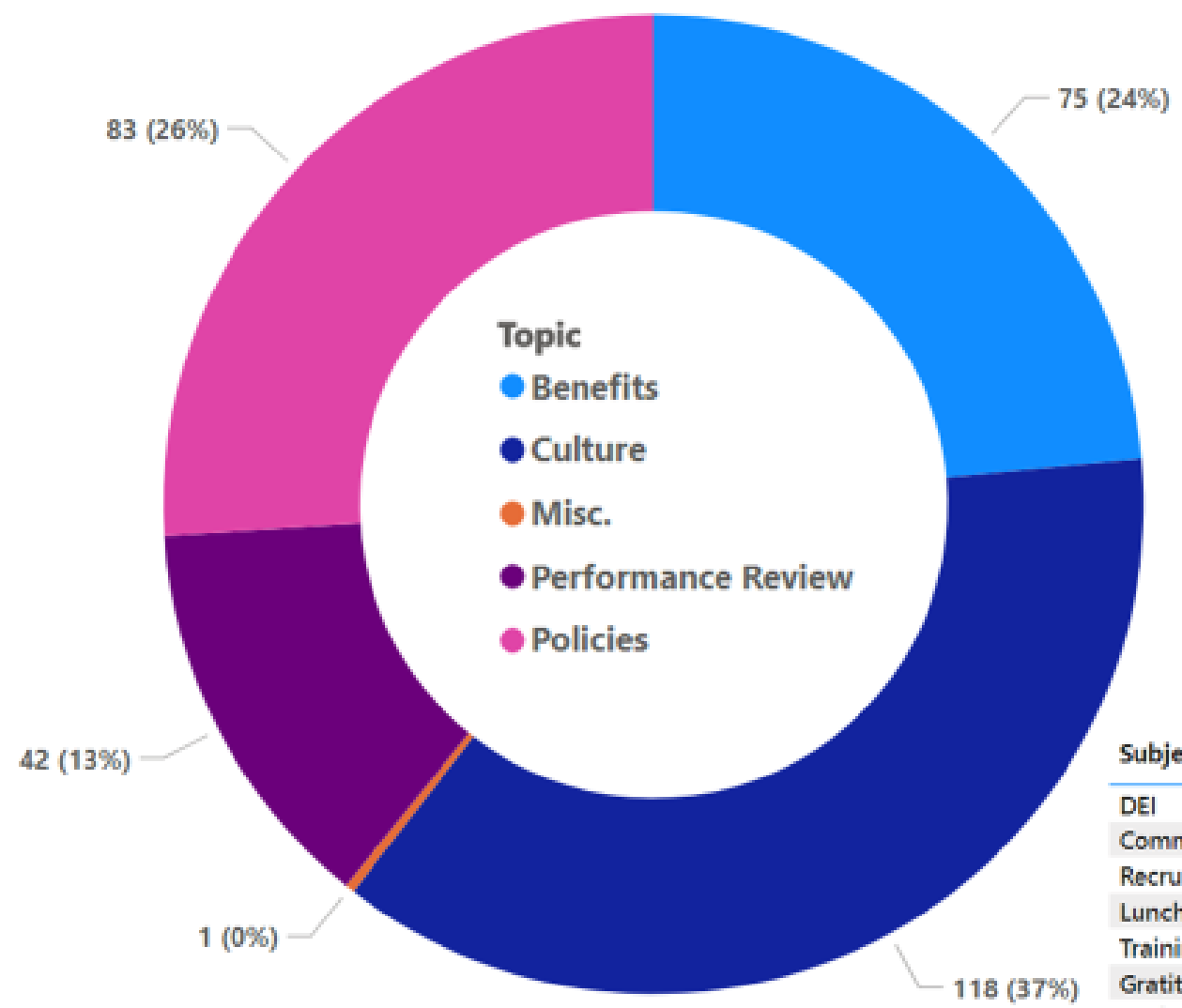


Disagree / Strongly Disagree

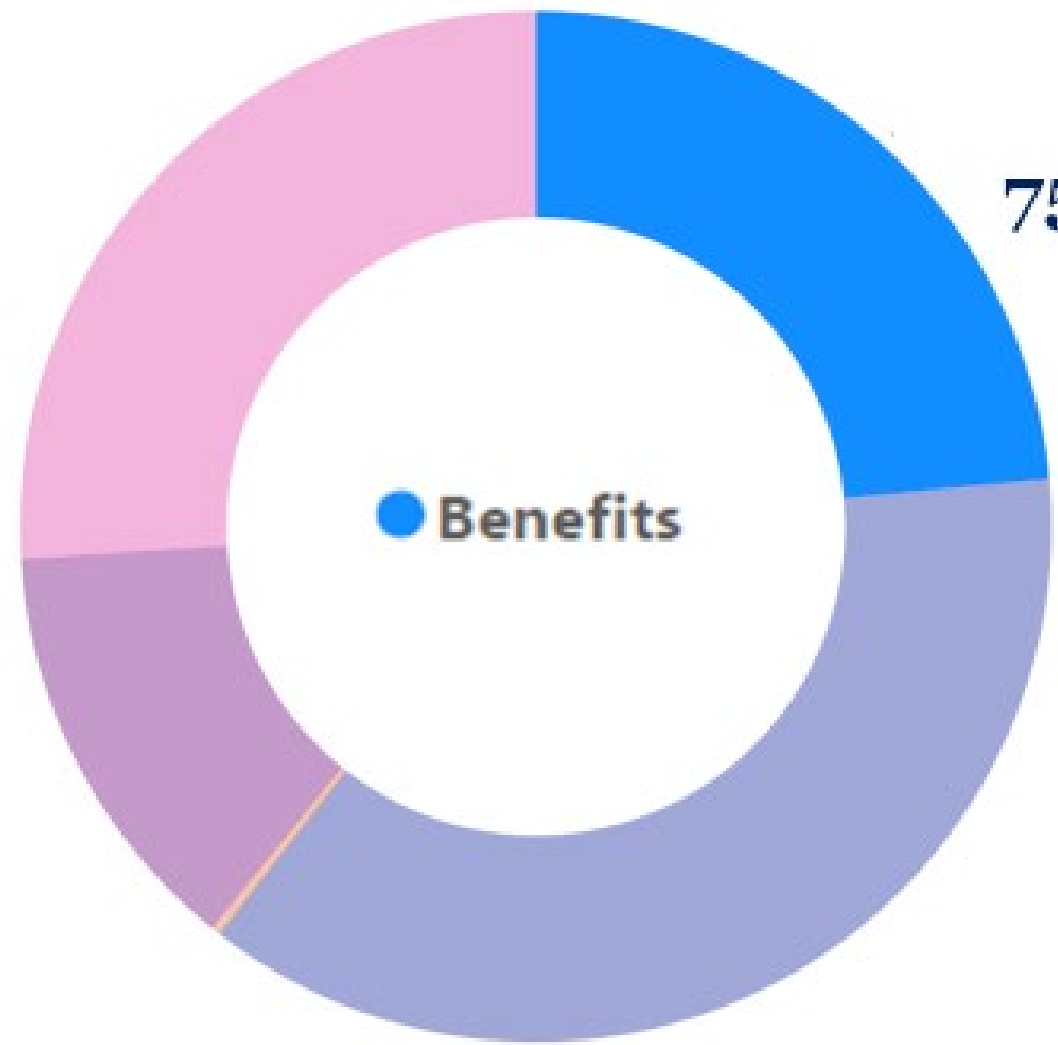


7 Questions - 735 Responses





Subject	Total
DEI	57
Communications	53
Recruitment	24
Lunch and Learns	17
Trainings	17
Gratitude	16
Performance eval language / content	12
Comprehensive reviews	11
Merit raises	8
Parental Leave	8
Sick time	8
<b>Total</b>	<b>175</b>



Subject	Total
Lunch and Learns	17
Trainings	17
Parental Leave	8
Sick time	8
Insurance	7
Gratitude	5
Vacation time	4
Wellness	4
Holidays	3
Vacation and sick accrual	3
<b>Total</b>	<b>58</b>

# Pit Stops on the Journey: Strategic Alignment and Lessons Learned 2020-2023



# Strategic Alignment Based on Data and Constant Curiosity

Selling/Buying/Moving  
Campuses

Closing Programs

Expanding Preschool

Research and Training  
Institute

Centralized Intake

Database Merger

Involvement/Support  
in FCCM Partners

Diversity, Equity,  
Inclusion, and  
Belonging Initiatives

Telehealth Services and  
Hybrid Work Options

# Lessons Learned



PDSA **NEVER** Ends

Enthusiastically Motivated  
to Move Forward



Being **OUT FRONT**  
Requires

Intentional Refueling  
Rock Solid Teammates

# Constant Curiosity: Journey in the Direction of Hope

Allows FamilyForward to....



Expand CQI Work



Broaden our Impact



Keep the Focus on Community Needs



# Thank you!

**Let's chat:**

**Jennifer Vorachack, PsyD.**

Jennifer.Vorachack@familyforwardmo.org

P 417.851.7275

**Annie Herz, BSW**

Annie.Herz@familyforwardmo.org

P 314.968.2350 ext. 5222

**Alisha Acosta, LCSW**

Alisha.Acosta@familyforwardmo.org

P 618.779.1963

# Connect with FamilyForward



**[www.familyforwardmo.org](http://www.familyforwardmo.org)**