

# **WELCOME TO THE CQI COMMUNITY GROUP**

**February 22, 2018**

# Agenda – February 22, 2018

- 1. Welcome and Introductions**
- 2. Staff Engagement - Amy Lindel**
- 3. Quarterly Reporting Sharing and Feedback**
- 4. Open Group Discussion**
- 5. CQI Community Announcements**
- 6. CQI Conference Save the Date for 2018: Nov 28 & 29, 2018**
- 7. Next CQI Community Meeting**
  - Client Involvement in CQI
  - May 24, 2018      9:30 AM – 11:30 AM
  - Location TBA



# Virtual Meeting Agreement

- Please DO NOT put your phone on HOLD as your hold music will play and interrupt the meeting.
- Send calls to voicemail, turn down ringers
- PLEASE mute yourself if you are having conversations or have other background noise by using the mute button on your phone or highlight your name in WebEx and click “mute”.
- Turn up the volume on your phone/speakers.
- To ask a question:
  - Raise your hand, wait to be recognized, unmute your phone line, and the Host will unmute you on our end, if necessary.
  - Chat to “All Participants”. Please be ready to elaborate on you question verbally and unmute your phone line.

**IF YOU AGREE TO THESE TERMS, PLEASE RAISE YOUR HAND...**



# Data 101 for Staff and Managers

## *Creating and Sustaining Staff Buy-In*

Illinois CQI Community Group – February 2018

Amy Lindel

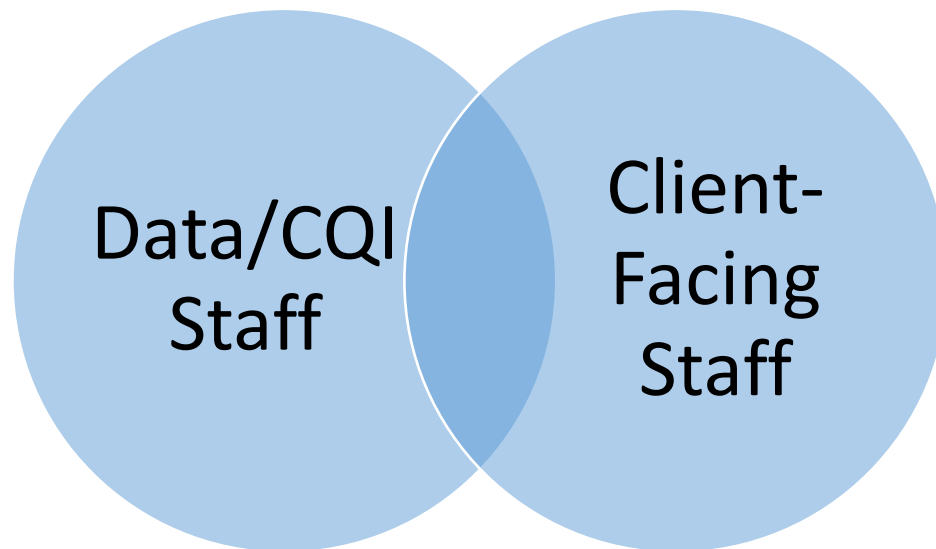
# Introductions

- My background
- Audience background
- Plans for the workshop and next 40 minutes

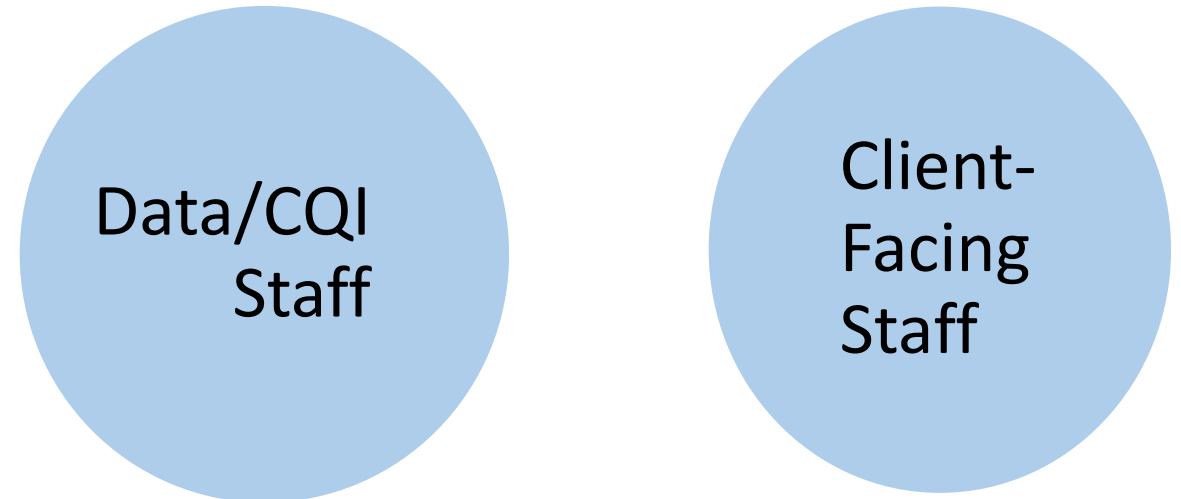


# Relationship Between Different Roles

**Ideal Venn Diagram**



**Not-Ideal Venn Diagram**



# Data 101 PowerPoint

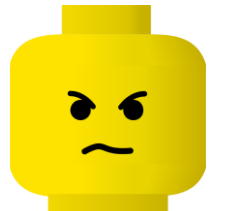


Data And Evaluation 101  
for EZRA Staff & Interns

UPDATED JANUARY 2018

# Resistance

- Understand the underlying reason why
  - Individual approaches and personalities
  - Messaging
- Data All Stars
- Data collected and presenting data in new ways
- Celebrate small successes





# Questions?

# An Open Question from LSSI

Kim Ostrander put an issue on the table for consideration by the group:

Kim has submitted a CQI Resolution Request to DCFS related to Significant Event Monitoring in SACWIS. She would like to see the information in SACWIS:

1. Be related only to the time frame when their agency was assigned the case;
2. Allow the events to appear for a longer window of time;
3. Be available to populate into an Excel spreadsheet so double entry into their own database is eliminated.

Please contact [Kim.Ostrander@lssi.org](mailto:Kim.Ostrander@lssi.org)  
to learn more.

# Discussion of Quarterly CQI Reporting

# Data And Evaluation 101 for Staff & Interns

UPDATED JANUARY 2018

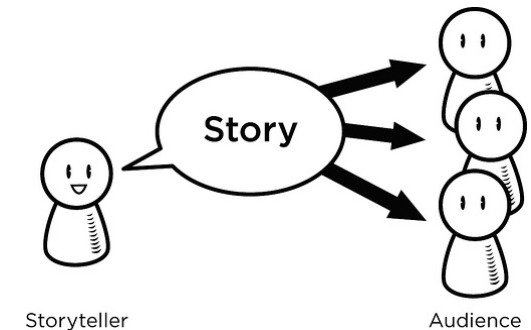
# What is Data and Evaluation?

- **Data** is the information collected. **Evaluation** is the method of analyzing the data.
- The use of **data and evaluation** measures the **processes and effectiveness of programs** through:
  - Collecting data
  - Analyzing data
  - Interpreting data
  - Communicating results



# Why is Data and Evaluation Important?

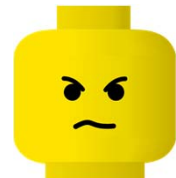
- Depictions of data help us tell a story...
  - What message do you want to convey?
  - What do you want people to remember?
  - What are your strengths that you want to highlight?



- Telling your story: volunteers, staff, clients, funders, and community
- Supports programming and you

# Myths about Data and Evaluation

- ▶ Adding measurement tools means that I am doing something wrong
- ▶ If we do not get 100% participant responses, something is wrong
- ▶ Having less than 100% of clients reporting improvement means that something is wrong
- ▶ Data is about seeing what is going poorly
- ▶ Data is complex and most people cannot understand it
- ▶ I don't have time to do data
- ▶ The data that I provide does not make a difference in the big picture
- ▶ Data is not useful to clients



# Data and Evaluation

- We recognized that evaluation is important to continue supporting programs, sustain grants, and use [data-driven decision making](#)
- Everyone is on the same page
- As Manager of Data and Evaluation, it is my job to collect the data and report the statistics
- Additionally, I will be working with people and programs to see how we can:
  - Improve data collection, such as cleaning up Apricot
  - Use surveys and other measurement tools to demonstrate clients' thoughts and change
  - Use data and evaluation to tell your stories
  - Use data for data-driven decision making, such as conducting focus groups for programming





# What Does This Look Like?

Important  
Message

- What does this mean for staff
  - Logic models helps define what winning and success is
  - Mechanism for tracking improvement and making suggestions for your department
  - Motivation—working toward something bigger than me
- What does this mean for managers
  - Logic Models
  - Buy-in
  - Consistent messaging
- What does this mean for administration
- What does this mean for us?



# References/Resources

- ▶ <http://www.healtorture.org/sites/healtorture.org/files/PowerPoint%20Presenting%20Outcomes%20Data%20webinar.pdf>
- ▶ AmeriCorps Improving Health throughout Indiana December Meeting PowerPoint
- ▶ Importance of Data Evaluation
  - ▶ <http://www.tableau.com/learn/webinars/how-analytic-culture-drives-performance-asia-pacific-organizations>

FY 2018, 6 Months Program A Review

Program A has served **233** clients at mid-year FY 2018. The agency is on-track in meeting its annual client goal of 365 clients (64% met).

CLIENT DEMOGRAPHICS



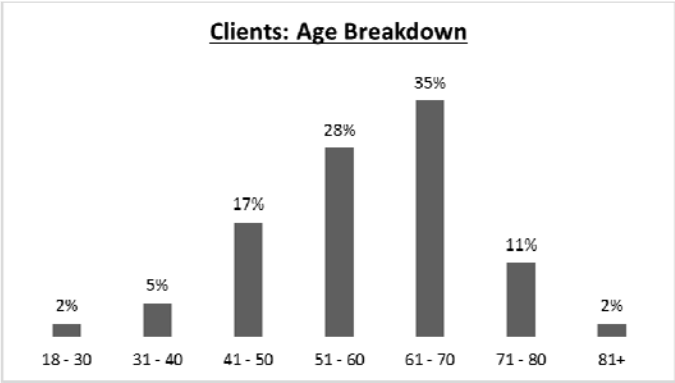
10% of clients are immigrants/refugees



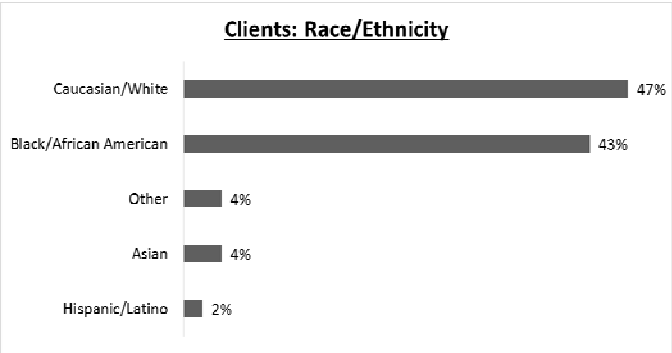
52% of clients are female and 48% are male



66% of clients self-report living with a disability



Majority of clients are between the ages of 41 and 70. Average age for client in Program A s is **63.8** years old. This is consistent to the average age for the past two fiscal years (FY17 was 64.0 and FY16 was 63.6).



Since FY16 - FY18, 'Other' has increased (1% in FY16 to 4% in FY18) and Caucasian/White has decreased.

CLIENT DEMOGRAPHICS (CONTINUED)



17% of clients have unstable housing (homeless, shelter)



71% of clients live in 12345 zip code



63% of clients receive SNAP (Average amount is \$110/month)

CHILDREN IN PROGRAM A



**35** children have been served 528 meals during the first 6 months of FY 2018. This is comparable to the previous two fiscal years.

There are no annual program targets for number of children or meals served to children for Program A.

NEW CLIENTS IN PROGRAM A



There were **62** new clients to Program A this fiscal year. This is a higher than last fiscal year (FY17 had 54 intakes) and even higher than FY16 (49 intakes). Approximately, **50** clients were referred to Program A, but were unable to complete intake.

FOOD & HYGIENE BAGS

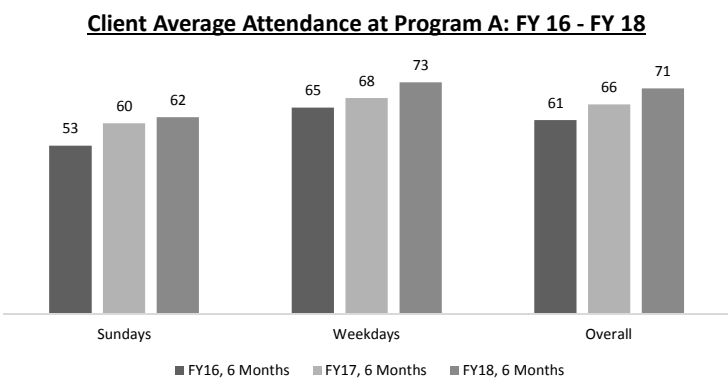


There has been a **25%** increase in clients receiving food bags from mid-year FY 2016 to mid-year FY 2018. We are also on track for our FY18 goal of 150 clients receiving a food bag (86% met).

**Questions:** Do we anticipate this trend of more Program A clients receiving food bags to continue? What are the implications of the increase in food bags distributed if we keep on this trend?

ATTENDANCE IN PROGRAM A

Program A was open for 129 days and served **7,990** meals to **268** clients (233 clients and 35 children). We are at **51%** of our goal for number of days open (Goal is 253 for the fiscal year).



Between FY16, 6 Months and FY18, 6 Months:  
There has been a **17%** increase in Sunday attendance  
There has been a **12%** increase in Weekday attendance  
There has been a **16%** increase in Overall attendance

The increase in client attendance for Program A can be attributed to attendance review, appropriate referrals to Program A, and a strong Program A team.

CASE MANAGEMENT

In FY18, **157** of clients received case management services (67% of all Program A clients). This is on-track for our fiscal year goal of 234 Program A clients receiving case management services.

**Referrals**  
For the first 6 months of FY18, **302** referrals were given to **79** Program A clients. The top two categories for referrals were housing and food/clothing. The top housing referral was Agency ABC (21 referrals); the top food/clothing referral was Agency XYZ (10 referrals).

| Type of Referral | Number of Referrals |
|------------------|---------------------|
| Housing          | 115                 |
| Food/Clothing    | 70                  |
| Medical/Dental   | 44                  |
| Mental Health    | 39                  |
| Legal            | 34                  |

**Quality/Performance Outcome Report**  
**Fiscal Year 2018**  
**July 1, 2017 - June 30, 2018**

EBM = Evidence Based Model

**Performance & Quality Improvement Department**

E = External/I = Internal Target

| Dept./Program | Frequency of Measurement | Standard/Outcome   | Target* | I/E | 1st Q<br>JAS 2017 | 2nd Q<br>OND 2017 | 3rd Q<br>JFM 2018 | 4th Q<br>AMJ 2018 | YR End<br>6/30/2018 | EBM<br>Y/N | If "Y" List<br>Model                           |
|---------------|--------------------------|--|---------|-----|-------------------|-------------------|-------------------|-------------------|---------------------|------------|--|
| Program A     | Quarterly                | Clients' one-year-old children will meet the developmental milestones for their age.<br># Served   | 90%     | I   | 91%               | 80%               |                   |                   |                     | Y          | BabyTalk                                       |
|               | Quarterly                | Clients will deliver healthy weight (greater than 5 1/2 pounds) babies.<br># Served  | 90%     | I   | 88%               | 81%               |                   |                   |                     | Y          |  |
|               | Annually                 | Clients will report having more positive interactions with their child(ren) as a result of the program.<br># Served  | 90%     | I   | RA                | RA                | RA                | RA                |                     | Y          |  |
|               |                          |  |         |     |                   |                   |                   |                   |                     |            |  |
| Program B     | Annually                 | Children ages <b>3-5 years</b> meet or exceed widely held expectations in language development for their age groups as measured by the Teaching Strategies Gold assessment.<br># Served      | 85%     | I   | RA                | RA                | RA                | RA                |                     | Y          |  |
|               | Annually                 | Children ages 3-5 years meet or exceed widely held expectations in social and emotional development for their age groups as measured by the Teaching Strategies Gold assessment.<br># Served | 85%     | I   | RA                | RA                | RA                | RA                |                     | Y          | Creative Curriculum/Ages and Stages Assessment |
|               | Annually                 | Children ages 3-5 yrs. meet or exceed widely held expectations in <u>gross motor development</u> for their age groups as measured by the Teaching Strategies Gold assessment.<br># Served    | 85%     | I   | RA                | RA                | RA                | RA                |                     | Y          |  |
|               | Annually                 | Children ages 3-5 yrs. meet or exceed widely held expectations in <u>fine motor development</u> for their age groups as measured by the Teaching Strategies Gold assessment.<br># Served     | 85%     | I   | RA                | RA                | RA                | RA                |                     | Y          |  |

| Dept./Program | Frequency of Measurement | Standard/Outcome   | Target* | I/E | 1st Q<br>JAS 2017 | 2nd Q<br>OND 2017 | 3rd Q<br>JFM 2018 | 4th Q<br>AMJ 2018 | YR End<br>6/30/2018 | EBM<br>Y/N | If "Y" List Model            |
|---------------|--------------------------|--|---------|-----|-------------------|-------------------|-------------------|-------------------|---------------------|------------|------------------------------|
| Program C     | Quarterly                | Youth clients aged 6-18 will demonstrate an improved level of functioning greater than .03 on the Daily Living Activities (DLA-20) assessment. | 55%     | I   | No data           | 63%               |                   |                   |                     | Y          | DLA-20                       |
|               |                          | # Served   |         |     |                   | 5 of 8            |                   |                   |                     |            |                              |
|               | Quarterly                | Youth clients aged 3-5 will demonstrate an improved level of functioning on the Devereux Early Childhood Assessment (DECA) assessment.         | 55%     | I   | 42%               | 25%               |                   |                   |                     | Y          | DECA                         |
|               |                          | # Served   |         |     | 3 of 7            | 1 of 4            |                   |                   |                     |            |                              |
| Program D     | Quarterly                | Mentees will increase their developmental assets as measured by Developmental Assets Profile (DAP) pre/post tests                              | 90%     | I   | 100%              | 100%              |                   |                   |                     | Y          | Developmental Assets Profile |
|               |                          | # Served   |         |     | 8 of 8            | 6 of 6            |                   |                   |                     |            |                              |
|               | Quarterly                | Mentees will report that they developed new hobbies or interests as a result of participating in this program                                  | 90%     | I   | 100%              | 100%              |                   |                   |                     | Y          |                              |
|               |                          | # Served   |         |     | 8 of 8            | 6 of 6            |                   |                   |                     |            |                              |

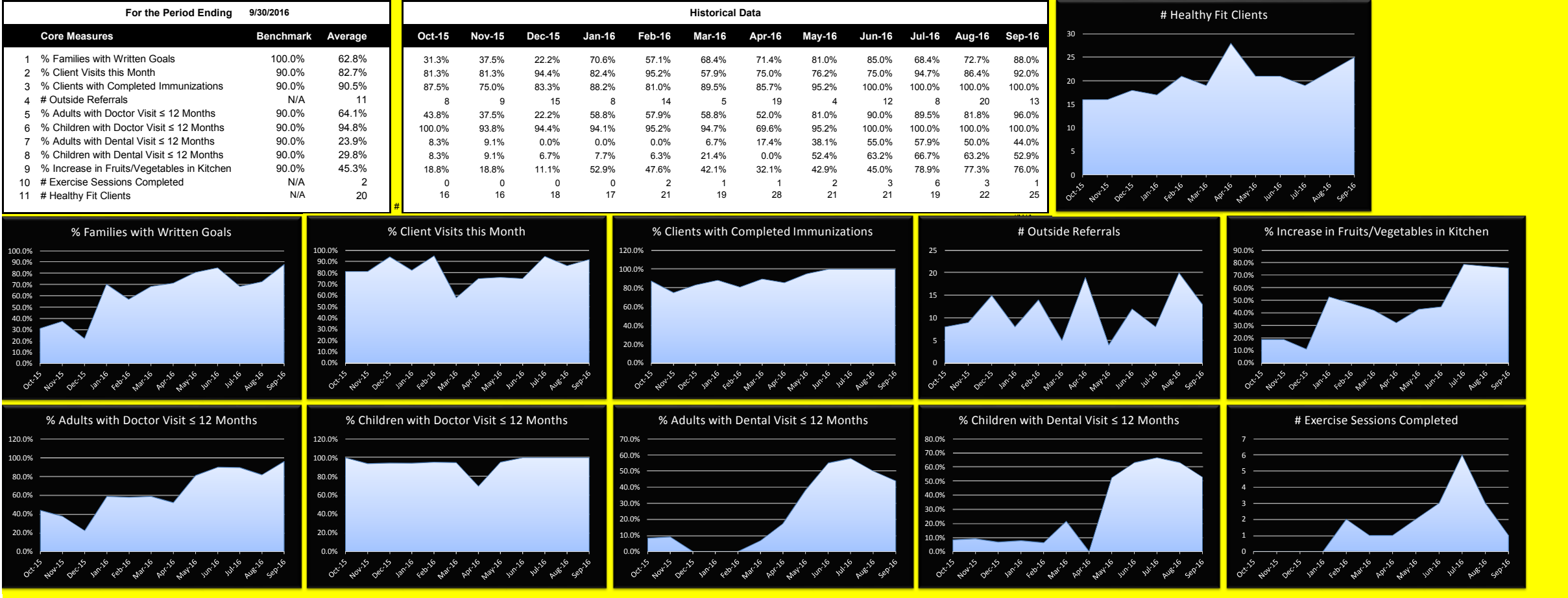
#### Comments

**\*Target -a MINIMUM PERFORMANCE STANDARD;** below target indicates risk (yellow or red), with six exceptions marked by \* where below target is a positive performance

**\*\*Actual Ratings Key:**

|               |  |                       |
|---------------|--|-----------------------|
| <b>GREEN</b>  | Green is at or above target and indicates an acceptable or good performance (except for those marked *** in which above target is an at risk performance |                       |
| <b>YELLOW</b> | Heightened Administrative Watch  | RA = Reports Annually |
| <b>RED</b>    | Administrative Review, Improvement Action Plan May Be Warranted  | NR = No Report        |

ChildServ  
Healthy Fit KPI Master File  
Dashboard



For the Period Ending

9/30/16

#

Report Date

9/30/16

15

% of Period Reported on

100.0%

| Healthy Fit Clients              | Quantity  | %             |
|----------------------------------|-----------|---------------|
| <b>Lake County Total</b>         | <b>13</b> | <b>52.0%</b>  |
| PEP                              | 13        | 52.0%         |
| FCCH                             | 0         | 0.0%          |
| <b>Cook County Total</b>         | <b>12</b> | <b>48.0%</b>  |
| PEP                              | 2         | 8.0%          |
| HIPPY                            | 2         | 8.0%          |
| ICAAP                            | 0         | 0.0%          |
| EMERGE                           | 8         | 32.0%         |
| <b>PEP Total</b>                 | <b>15</b> | <b>60.0%</b>  |
| <b>Total Healthy Fit Clients</b> | <b>25</b> | <b>100.0%</b> |

| Lake County | Cook County | Emerge | FCCH | HIPPY | PEP Lake County | PEP Cook County | PEP Total | ICAAP | Overall |
|-------------|-------------|--------|------|-------|-----------------|-----------------|-----------|-------|---------|
|-------------|-------------|--------|------|-------|-----------------|-----------------|-----------|-------|---------|

| Measure                                      | Abbr                         | Benchmark |        |        |        |     |        |        |        |        |            |
|--|------------------------------|-----------|--------|--------|--------|-----|--------|--------|--------|--------|------------|
| 1 % Families with Written Goals              | Written Goals?               | 100%      | 76.9%  | 100.0% | 100.0% | N/A | 100.0% | 76.9%  | 100.0% | 80.0%  | N/A 88.0%  |
| 2 % Client Visits this Month                 | # Visits This Month?         | 90%       | 84.6%  | 100.0% | 100.0% | N/A | 100.0% | 84.6%  | 100.0% | 86.7%  | N/A 92.0%  |
| 3 % Clients with Completed Immunizations     | Vaccinations Completed?      | 90%       | 100.0% | 100.0% | 100.0% | N/A | 100.0% | 100.0% | 100.0% | 100.0% | N/A 100.0% |
| 4 # Outside Referrals                        | # Outside Referrals?         | N/A       | 7      | 6      | 3      | 0   | 1      | 7      | 2      | 9      | 0 13       |
| 5 % Adults with Doctor Visit ≤ 12 Months     | Adult Doctor Visit ≤ 12 Mos? | 90%       | 92.3%  | 100.0% | 100.0% | N/A | 100.0% | 92.3%  | 100.0% | 93.3%  | N/A 96.0%  |
| 6 % Children with Doctor Visit ≤ 12 Months   | Child Doctor Visit ≤ 12 Mos? | 90%       | 100.0% | 100.0% | 100.0% | N/A | 100.0% | 100.0% | 100.0% | 100.0% | N/A 100.0% |
| 7 % Adults with Dental Visit ≤ 12 Months     | Adult Dental Visit ≤ 12 Mos? | 90%       | 38.5%  | 50.0%  | 25.0%  | N/A | 100.0% | 38.5%  | 100.0% | 46.7%  | N/A 44.0%  |
| 8 % Children with Dental Visit ≤ 12 Months   | Child Dental Visit ≤ 12 Mos? | 90%       | 46.2%  | 75.0%  | N/A    | N/A | 50.0%  | 46.2%  | 100.0% | 53.3%  | N/A 52.9%  |
| 9 % Increase in Fruits/Vegetables in Kitchen | Produce in Kitchen?          | 90%       | 84.6%  | 100.0% | 50.0%  | N/A | 100.0% | 84.6%  | 100.0% | 86.7%  | N/A 76.0%  |
| 10 # Exercise Sessions Completed             | # Exercise Sessions?         | N/A       | 0      | 1      | 0      | 0   | 1      | 0      | 0      | 0      | 0 1        |

| Period                                       | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 |
|--|--------|--------|--------|--------|--------|--------|
| Period #                                     | 9      | 10     | 11     | 12     | 13     | 14     |
| 1 % Families with Written Goals              | 68.4%  | 71.4%  | 81.0%  | 85.0%  | 68.4%  | 72.7%  |
| 2 % Client Visits this Month                 | 57.9%  | 75.0%  | 76.2%  | 75.0%  | 94.7%  | 86.4%  |
| 3 % Clients with Completed Immunizations     | 89.5%  | 85.7%  | 95.2%  | 100.0% | 100.0% | 100.0% |
| 4 # Outside Referrals                        | 5      | 19     | 4      | 12     | 8      | 20     |
| 5 % Adults with Doctor Visit ≤ 12 Months     | 58.8%  | 52.0%  | 81.0%  | 90.0%  | 89.5%  | 81.8%  |
| 6 % Children with Doctor Visit ≤ 12 Months   | 94.7%  | 69.6%  | 95.2%  | 100.0% | 100.0% | 100.0% |
| 7 % Adults with Dental Visit ≤ 12 Months     | 6.7%   | 17.4%  | 38.1%  | 55.0%  | 57.9%  | 50.0%  |
| 8 % Children with Dental Visit ≤ 12 Months   | 21.4%  | 0.0%   | 52.4%  | 63.2%  | 66.7%  | 63.2%  |
| 9 % Increase in Fruits/Vegetables in Kitchen | 42.1%  | 32.1%  | 42.9%  | 45.0%  | 78.9%  | 77.3%  |
| 10 # Exercise Sessions Completed             | 1      | 1      | 2      | 3      | 6      | 3      |

Period Ending 9/30/16

| Performance Indicators |   |   |   |   |   |   |   |   |    |
|------------------------|---|---|---|---|---|---|---|---|----|
| 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| Program | Client    | Initial Assessment Date | Written Goals? | # Visits This Month? | Vaccinations Completed? | # Outside Referrals? | Adult Doctor Visit ≤ 12 Mos? | Child Doctor Visit ≤ 12 Mos? | Adult Dental Visit ≤ 12 Mos? | Child Dental Visit ≤ 12 Mos? | Produce in Kitchen? | # Exercise Sessions? | Successful Completion Date | Goals Attained | Successes This Month | Notes |
|---------|-----------|-------------------------|----------------|----------------------|-------------------------|----------------------|------------------------------|------------------------------|------------------------------|------------------------------|---------------------|----------------------|----------------------------|----------------|----------------------|-------|
| PEP     | Client 1  | 11/04/14                | Yes            | 0                    | Yes                     | 0                    | Previously                   | Previously                   | No                           | Previously                   | No                  | 0                    |                            |                |                      |       |
| PEP     | Client 2  | 10/22/15                | Yes            | 2                    | Yes                     | 1                    | Previously                   | Previously                   | No                           | No                           | Yes                 | 0                    |                            |                |                      |       |
| PEP     | Client 3  | 12/21/15                | Yes            | 1                    | Yes                     | 0                    | Previously                   | Previously                   | Previously                   | No                           | Yes                 | 0                    |                            |                |                      |       |
| PEP     | Client 4  | 10/23/15                | Yes            | 1                    | Yes                     | 0                    | Previously                   | Previously                   | No                           | Previously                   | Yes                 | 0                    |                            |                |                      |       |
| PEP     | Client 5  | 10/16/15                | Yes            | 1                    | Yes                     | 2                    | Previously                   | Previously                   | No                           | No                           | Yes                 | 0                    |                            |                |                      |       |
| PEP     | Client 6  | 04/28/16                | No             | 1                    | Yes                     | 3                    | Previously                   | Previously                   | Previously                   | Previously                   | Yes                 | 0                    |                            |                |                      |       |
| PEP     | Client 7  | 08/30/16                | No             | 1                    | Yes                     | 0                    | Previously                   | Previously                   | No                           | No                           | Yes                 | 0                    |                            |                |                      |       |
| PEP     | Client 8  | 10/26/15                | No             | 0                    | Yes                     | 0                    | Previously                   | Previously                   | No                           | No                           | No                  | 0                    |                            |                |                      |       |
| PEP     | Client 9  | 08/30/16                | Yes            | 2                    | Yes                     | 0                    | No                           | Previously                   | No                           | Previously                   | Yes                 | 0                    |                            |                |                      |       |
| PEP     | Client 10 | 01/14/16                | Yes            | 1                    | Yes                     | 0                    | Previously                   | Previously                   | No                           | Previously                   | Yes                 | 0                    |                            |                |                      |       |
| PEP     | Client 11 | 12/03/14                | Yes            | 1                    | Yes                     | 0                    | Previously                   | Previously                   | Previously                   | Previously                   | Yes                 | 0                    |                            |                |                      |       |
| PEP     | Client 12 | 12/15/15                | Yes            | 1                    | Yes                     | 0                    | Previously                   | Previously                   | Previously                   | No                           | Yes                 | 0                    |                            |                |                      |       |
| PEP     | Client 13 | 08/26/15                | Yes            | 1                    | Yes                     | 1                    | Previously                   | Previously                   | Previously                   | No                           | Yes                 | 0                    |                            |                |                      |       |



| Program | Client    | Initial Assessment Date | Written Goals? | # Visits This Month? | Vaccinations Completed? | # Outside Referrals? | Adult Doctor Visit ≤ 12 Mos? | Child Doctor Visit ≤ 12 Mos? | Adult Dental Visit ≤ 12 Mos? | Child Dental Visit ≤ 12 Mos? | Produce in Kitchen? | # Exercise Sessions? | Successful Completion Date | Goals Attained                     | Successes This Month                  | Notes |
|---------|-----------|-------------------------|----------------|----------------------|-------------------------|----------------------|------------------------------|------------------------------|------------------------------|------------------------------|---------------------|----------------------|----------------------------|------------------------------------|---------------------------------------|-------|
| Emerge  | Client 1  | 10/12/15                | Yes            | 1                    | Yes                     | 0                    | Previously                   | N/A                          | No                           | N/A                          | No                  | 0                    |                            |                                    |                                       |       |
| Emerge  | Client 2  | 09/22/15                | Yes            | 1                    | Yes                     | 0                    | Previously                   | N/A                          | Yes                          | N/A                          | Yes                 | 0                    |                            |                                    |                                       |       |
| Emerge  | Client 3  | 09/22/16                | Yes            | 1                    | Yes                     | 0                    | Previously                   | N/A                          | No                           | N/A                          | No                  | 0                    |                            |                                    |                                       |       |
| Emerge  | Client 4  | 04/13/16                | Yes            | 1                    | Yes                     | 2                    | Previously                   | N/A                          | No                           | N/A                          | Yes                 | 0                    |                            |                                    |                                       |       |
| Emerge  | Client 5  | 05/20/16                | Yes            | 3                    | Yes                     | 1                    | Previously                   | N/A                          | No                           | N/A                          | No                  | 0                    |                            |                                    | Applied for SNAP                      |       |
| Emerge  | Client 6  | 01/12/16                | Yes            | 1                    | Yes                     | 0                    | Yes                          | N/A                          | No                           | N/A                          | Yes                 | 0                    |                            |                                    | Had doctor's visit                    |       |
| Emerge  | Client 7  | 12/09/14                | Yes            | 1                    | Yes                     | 0                    | Previously                   | N/A                          | No                           | N/A                          | No                  | 0                    |                            |                                    |                                       |       |
| Emerge  | Client 8  | 03/05/14                | Yes            | 1                    | Yes                     | 0                    | Yes                          | Yes                          | Yes                          | N/A                          | Yes                 | 0                    | 9/30/2016                  | Found permanent affordable housing | Successfully completed Emerge program |       |
| HIPPY   | Client 9  | 04/14/16                | Yes            | 1                    | Yes                     | 0                    | Previously                   | Previously                   | Previously                   | No                           | Yes                 | 0                    | 9/14/2016                  | Garden successfully completed      |                                       |       |
| HIPPY   | Client 10 | 09/30/15                | Yes            | 3                    | Yes                     | 1                    | Previously                   | Previously                   | Previously                   | Yes                          | Yes                 | 1                    |                            |                                    |                                       |       |
| PEP     | Client 11 | 03/24/16                | Yes            | 1                    | Yes                     | 2                    | Previously                   | Previously                   | Previously                   | Yes                          | Yes                 | 0                    |                            |                                    |                                       |       |
| PEP     | Client 12 | 06/02/16                | Yes            | 1                    | Yes                     | 0                    | Previously                   | Previously                   | Previously                   | Previously                   | Yes                 | 0                    |                            |                                    |                                       |       |

| Period   |  | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 |
|----------|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Period # |  | 1      | 2      | 3      | 4      | 5      | 6      | 7      | 8      | 9      | 10     | 11     | 12     | 13     | 14     | 15     |
| 1        | % Families with Written Goals              | 16.7%  | 8.3%   | 40.0%  | 31.3%  | 37.5%  | 22.2%  | 70.6%  | 57.1%  | 68.4%  | 71.4%  | 81.0%  | 85.0%  | 68.4%  | 72.7%  | 88.0%  |
| 2        | % Client Visits this Month                 | 50.0%  | 91.7%  | 70.0%  | 81.3%  | 81.3%  | 94.4%  | 82.4%  | 95.2%  | 57.9%  | 75.0%  | 76.2%  | 75.0%  | 94.7%  | 86.4%  | 92.0%  |
| 3        | % Clients with Completed Immunizations     | 50.0%  | 41.7%  | 90.0%  | 87.5%  | 75.0%  | 83.3%  | 88.2%  | 81.0%  | 89.5%  | 85.7%  | 95.2%  | 100.0% | 100.0% | 100.0% | 100.0% |
| 4        | # Outside Referrals                        | 1      | 22     | 4      | 8      | 9      | 15     | 8      | 14     | 5      | 19     | 4      | 12     | 8      | 20     | 13     |
| 5        | % Adults with Doctor Visit ≤ 12 Months     | 16.7%  | 41.7%  | 50.0%  | 43.8%  | 37.5%  | 22.2%  | 58.8%  | 57.9%  | 58.8%  | 52.0%  | 81.0%  | 90.0%  | 89.5%  | 81.8%  | 96.0%  |
| 6        | % Children with Doctor Visit ≤ 12 Months   | 50.0%  | 100.0% | 100.0% | 100.0% | 93.8%  | 94.4%  | 94.1%  | 95.2%  | 94.7%  | 69.6%  | 95.2%  | 100.0% | 100.0% | 100.0% | 100.0% |
| 7        | % Adults with Dental Visit ≤ 12 Months     | 16.7%  | 8.3%   | 14.3%  | 8.3%   | 9.1%   | 0.0%   | 0.0%   | 0.0%   | 6.7%   | 17.4%  | 38.1%  | 55.0%  | 57.9%  | 50.0%  | 44.0%  |
| 8        | % Children with Dental Visit ≤ 12 Months   | 0.0%   | 8.3%   | 14.3%  | 8.3%   | 9.1%   | 6.7%   | 7.7%   | 6.3%   | 21.4%  | 0.0%   | 52.4%  | 63.2%  | 66.7%  | 63.2%  | 52.9%  |
| 9        | % Increase in Fruits/Vegetables in Kitchen | 16.7%  | 8.3%   | 20.0%  | 18.8%  | 18.8%  | 11.1%  | 52.9%  | 47.6%  | 42.1%  | 32.1%  | 42.9%  | 45.0%  | 78.9%  | 77.3%  | 76.0%  |
| 10       | # Exercise Sessions Completed              | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 2      | 1      | 1      | 2      | 3      | 6      | 3      | 1      |
| 11       | # Healthy Homes Clients                    | 6      | 12     | 10     | 16     | 16     | 18     | 17     | 21     | 19     | 28     | 21     | 21     | 19     | 22     | 25     |

## Performance and Quality Improvement Report (PQI)



**THE QUARTERLY PQI REPORT IS ABOUT WHAT OCCURRED IN YOUR SERVICE AREA, THAT HELPED TO ENSURE COMPLIANCE AND QUALITY, AND WHAT CHANGES WERE MADE TO IMPROVE SERVICES TO CLIENTS OR EMPLOYEES. IF IT DOES NOT FALL INTO THAT CATEGORY, FOR THE PURPOSE OF THIS REPORT, WE ARE GOING TO KEEP IT OUT.**

### Success Stories

Attach in a separate Word document.



*Success Stories are about successes of the clients. These successes should be, at least in part, attributed to the services and the efforts of our staff. The story should indicate how our services contributed to the success. Often our clients have success that has nothing to do with our services, which is wonderful. Those stories do not go in this report.*

### Service Redesign or Performance Improvement Actions

- Were there any changes made in your service area as a result of feedback from consumer/client, staff, board, other stakeholder recommendation?  
If yes, what were the changes?
- Were there any changes in program, operations or services in response to incident reviews, audits (internal & external), case record review?  
If yes, what were the changes?
- Did you make any changes (this quarter or annually) after studying the results of outcomes measures, funding requests, changes in community impact goals?  
If yes, what were the changes?
- What did you learn from consumer/client input this quarter although no changes were made?  
(Omit this section if changes were noted above)



### Significant Highlights

*Significant Highlights is really about awards and recognitions of the programs. Awards and recognitions of staff or clients do not go here.*

### Client Satisfaction Survey



*Please make sure you include as much of the following information as possible in your reports. You may use the following table if you wish.*

| CLIENT SATISFACTION SURVEYS |                                |                  |                 |
|-----------------------------|--------------------------------|------------------|-----------------|
| PROGRAM                     | TOTAL # OF SURVEYS DISTRIBUTED | TOTAL # RETURNED | OVERALL RESULTS |
|                             |                                |                  |                 |
|                             |                                |                  |                 |

## Internal Case Record Reviews & Results



Reminder – all COA-covered programs are supposed to complete quarterly peer record reviews. Those results should be reported in this section. For example:

| Program | # of files reviewed | # found to be complete at the time of review | # complete after action plan | % complete after correction |
|---------|---------------------|--|------------------------------|-----------------------------|
|         |                     |  |                              |                             |
|         |                     |  |                              |                             |
|         |                     |  |                              |                             |
|         |                     |  |                              |                             |
|         |                     |  |                              |                             |

## External Reviews & Results

When outside regulators or funders review files of your program, please report the results here.

| Program | Date of Review | Review Source | # of files Reviewed | Findings |
|---------|----------------|---------------|---------------------|----------|
|         |                |               |                     |          |
|         |                |               |                     |          |

## Staff Training



Do not include client training here. Staff Council is not a training. Include the Name of the Training, # of staff who attended, and date of the training.

| STAFF TRAINING |                   |  |                                      |  |                                    |  |
|----------------|-------------------|--|--------------------------------------|--|------------------------------------|--|
| Program        | Internal Agency   |  | Internal Program (Your Program ONLY) |  | External (Outside Agency Training) |  |
| ALL STAFF      | Date:             |  | Date:                                |  | Date:                              |  |
|                | Name of Training: |  | Name of Training:                    |  | Name of Training:                  |  |
|                | # of Staff:       |  | # of Staff:                          |  | # of Staff:                        |  |
|                |                   |  |                                      |  |                                    |  |
| PROGRAM NAME   | Date:             |  | Date:                                |  | Date:                              |  |
|                | Name of Training: |  | Name of Training:                    |  | Name of Training:                  |  |
|                | # of Staff:       |  | # of Staff:                          |  | # of Staff:                        |  |
|                |                   |  |                                      |  |                                    |  |

|  |                   |  |                   |  |                   |  |
|--|-------------------|--|-------------------|--|-------------------|--|
|  | Date:             |  | Date:             |  | Date:             |  |
|  | Name of Training: |  | Name of Training: |  | Name of Training: |  |
|  | # of Staff:       |  | # of Staff:       |  | # of Staff:       |  |

**Number of Incidents Reported**

**Number of Complaints**

**Number of Grievances Filed**

**Programs Outcome Performance Measures**