



# 2019 PQI Report



## Performance and Quality Improvement Philosophy

Founded in 1975, Shelter, Inc. has become a leader in Chicagoland for providing emotional and physical care, programs and services that children need to build safer, healthier and brighter futures. We are the only agency in Illinois to provide comprehensive and community-based services for children and families at risk and in need.

Our mission is to end the cycle of child abuse by providing a comprehensive network of support, ensuring safe, healthy and nurturing environments to children, their families and our community. We are available **24 hours a day, 365 days a year.**

Our goal is to create a world where all children grow up in safe and nurturing environments.

The Performance and Quality Improvement (PQI) program of Shelter, Inc. promotes excellence and continuous

improvement in all of our programs: Healthy Families, Foster Care, Emergency Group Homes, Transitional Living and Youth Experiencing Homelessness. Our Board of Directors, executive team and supervisory staff place a high priority on PQI and strive for excellence. We are committed to collecting and using data to help us evaluate program strengths and weaknesses and improve service delivery.

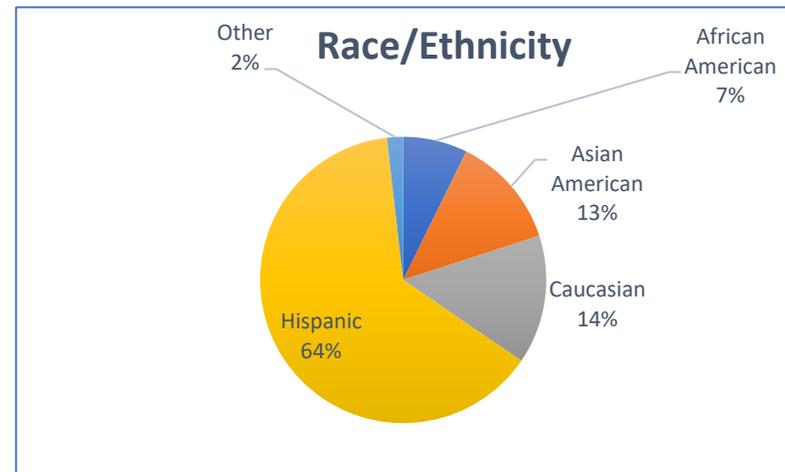
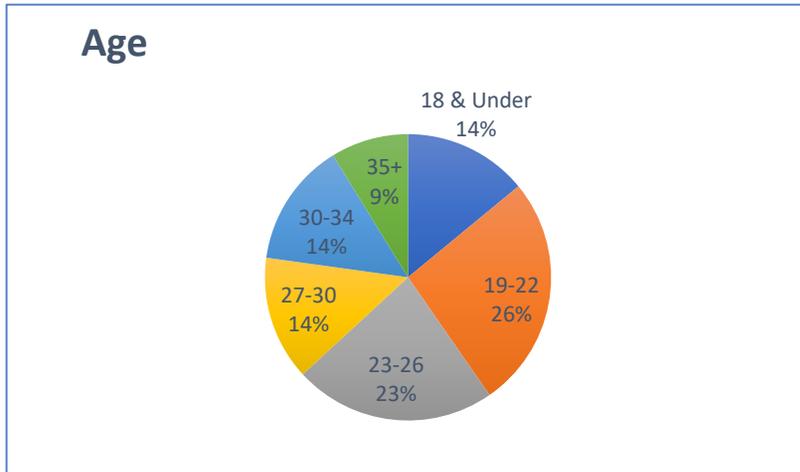
Our PQI plan encompasses all employees. All levels of staff are involved in PQI through annual training, staff meetings, data collection, annual surveys and quarterly feedback opportunities. All stakeholders and referral sources participate in annual surveys. We believe that a bottom up approach will benefit our organization.

**The goal of our PQI program is to create a high-learning, high-performance, results-oriented environment.**

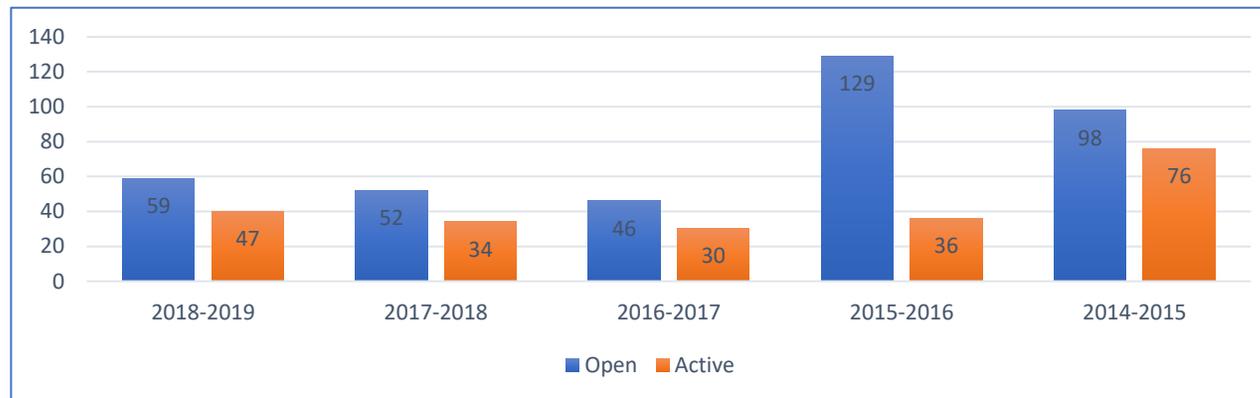
## Healthy Families Program

Healthy Families is an intensive home visiting program for at-risk, first-time parents. The program is voluntary, confidential and free. Shelter’s multi-lingual staff works with parents during a child’s most formative years - from birth through age 5 – to create safe and healthy environments for their babies. Through regular home visits, we teach parents fundamental skills such as stress management, effective discipline, health care and nutrition, and connect them to critical community resources.

- 55 Families; 40 currently active; 1180 Screens



**Five-year Review** We continue to grow our Healthy Families program after nearly shutting it down during our State Budget Impasse. “Open” cases represent the number of cases we opened during that fiscal year, and “Active” cases are the number of cases that are still actively engaging at the end of the fiscal year.

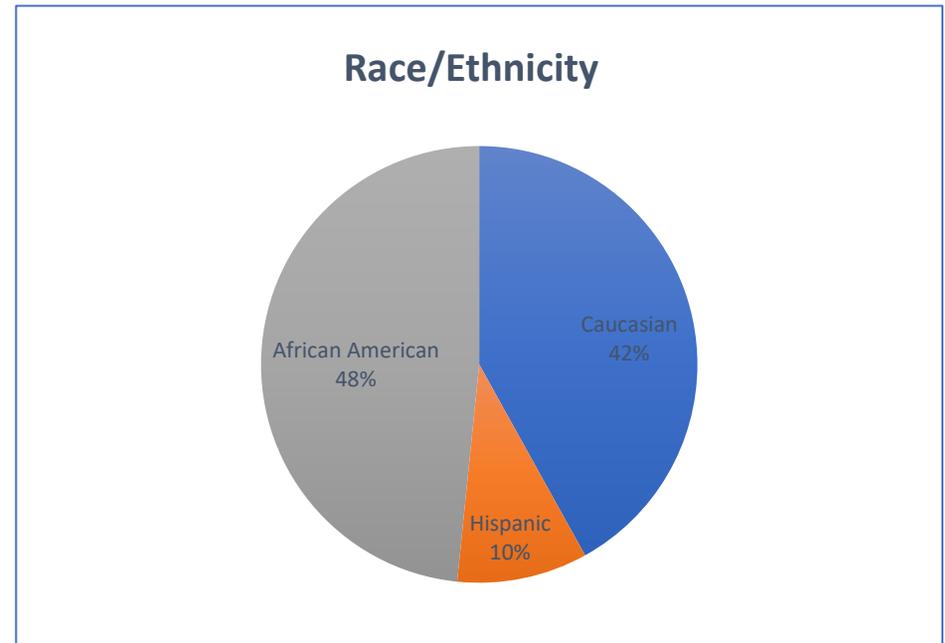
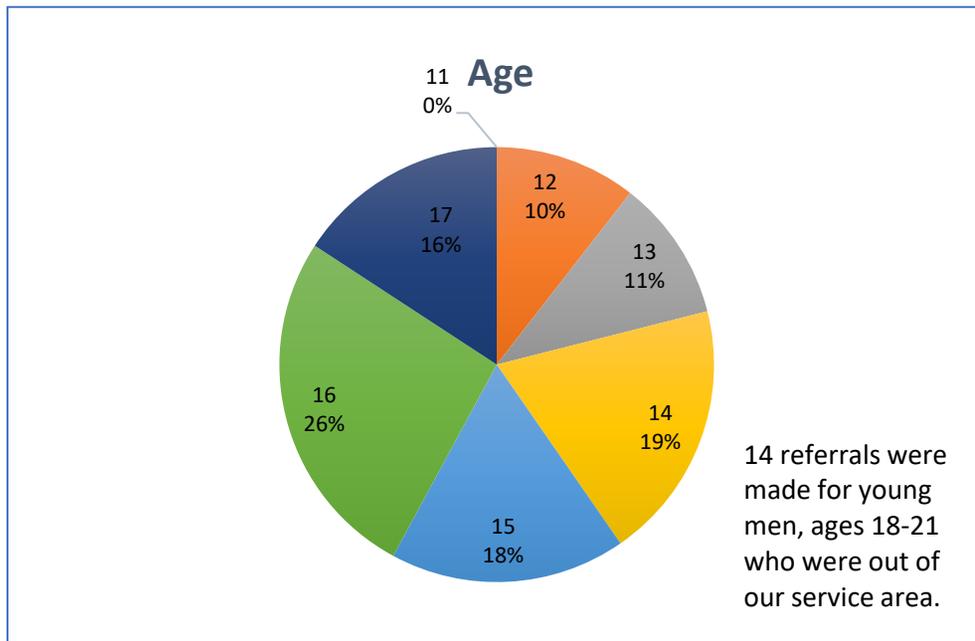


## Emergency Group Homes

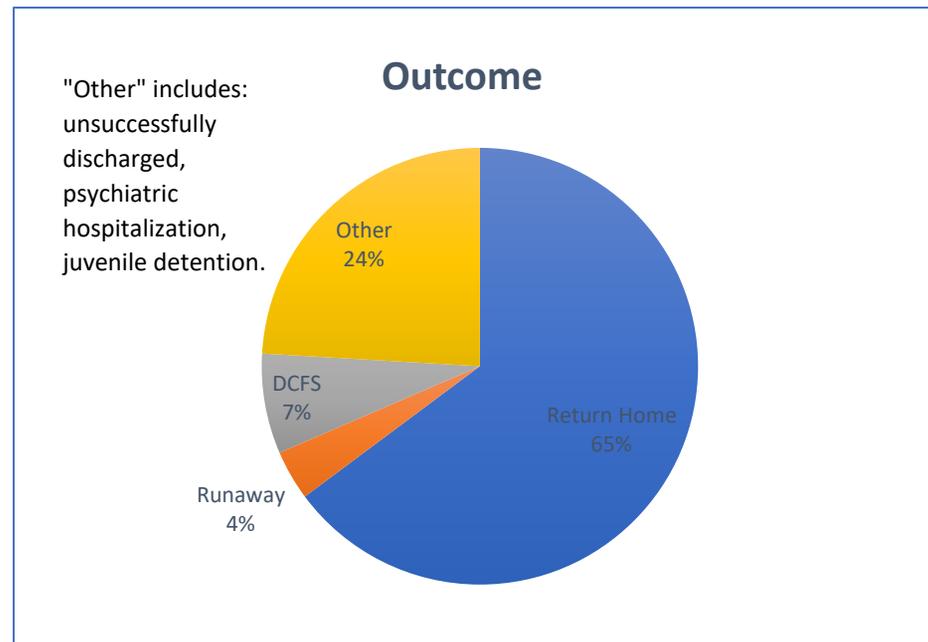
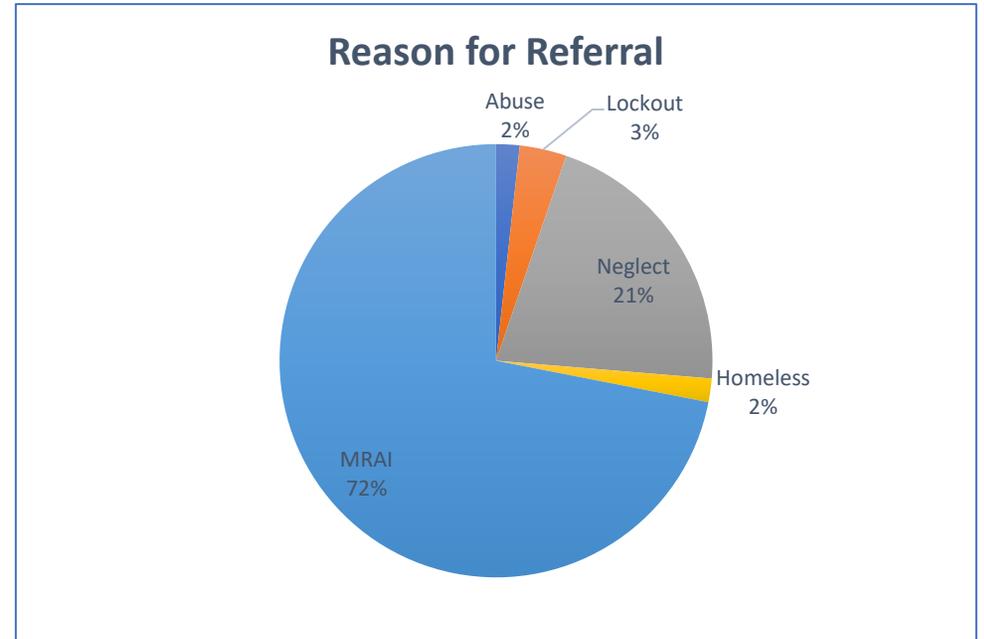
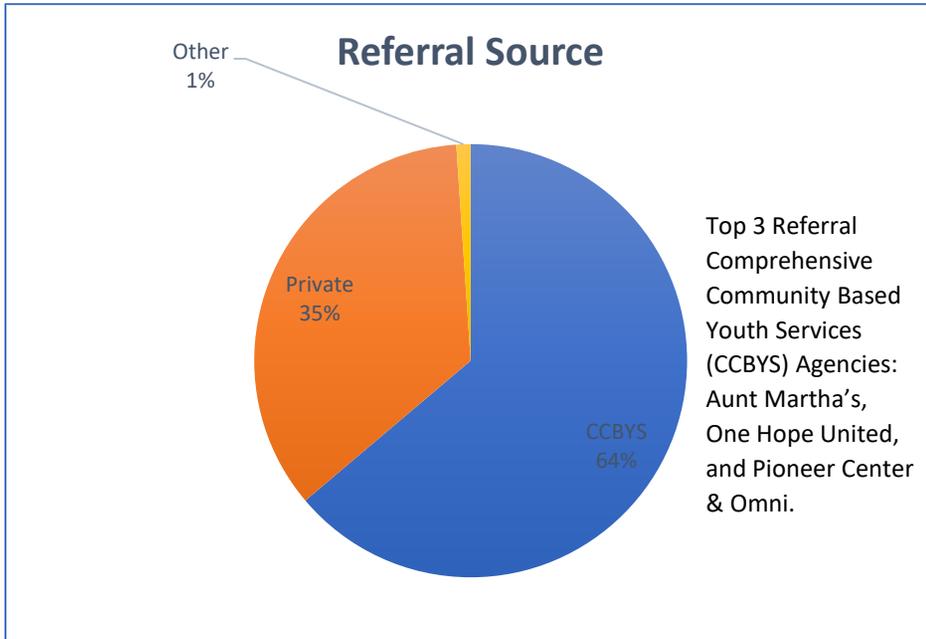
Shelter's Boys' Group Home (BGH) and Jennings Group Home for Girls provide emergency housing for youth ages 11 - 17 who are experiencing crisis due to abuse or neglect, or are in need of emergency shelter due to family circumstances such as homelessness, illness or domestic violence. Our homes are staffed 24 hours a day, 365 days a year. Our staff provides trauma-informed care, and specialized support for the most marginalized populations such as children in the LGBTQ community and children who have been victims of commercial sexual exploitation.

- BGH: 57 Clients; 819 Days of Care
- Jennings: 73 Clients; 718 Days of Care
- 68% of the youth returned home to their families with vital resources
- We are seeing a trend of youth coming in, 14+ with higher behavioral and mental health needs
- Majority of referrals come through the Minors Requiring Adult Intervention (MRAI) Act, which allows youth to request adult intervention due to crisis. Other placements occurred due to youth running away, a suspicion of abuse, and we've seen an increase in youth experiencing homelessness.

### BGH DEMOGRAPHICS:

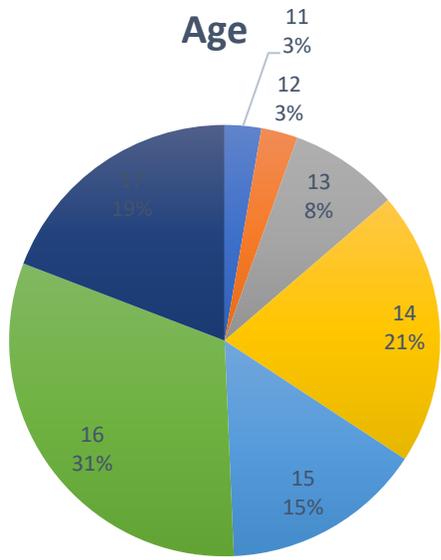


## BGH DEMOGRAPHICS (continued):



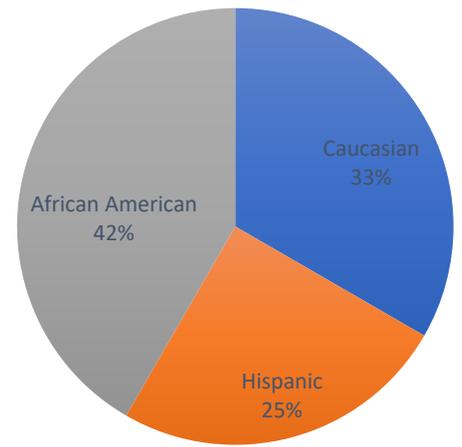
# JENNINGS DEMOGRAPHICS

## Age

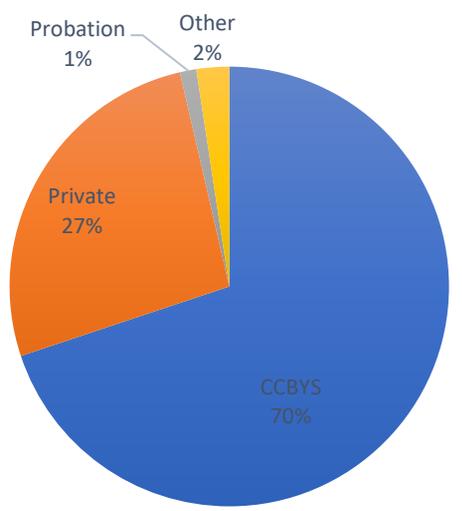


28 Referrals were denied for female youth ages 18-21 because we were out of their service area.

## Race/Ethnicity

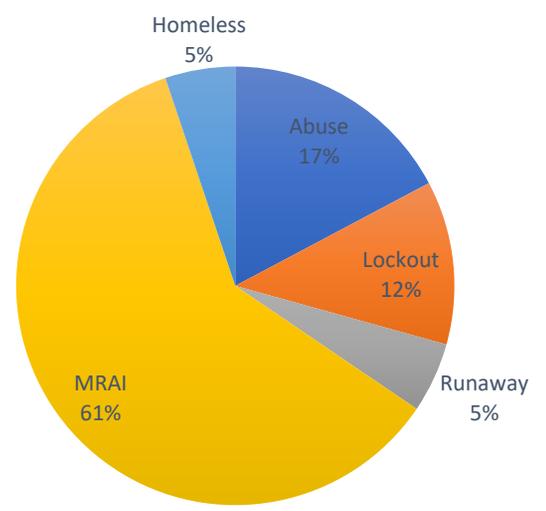


## Referral Source



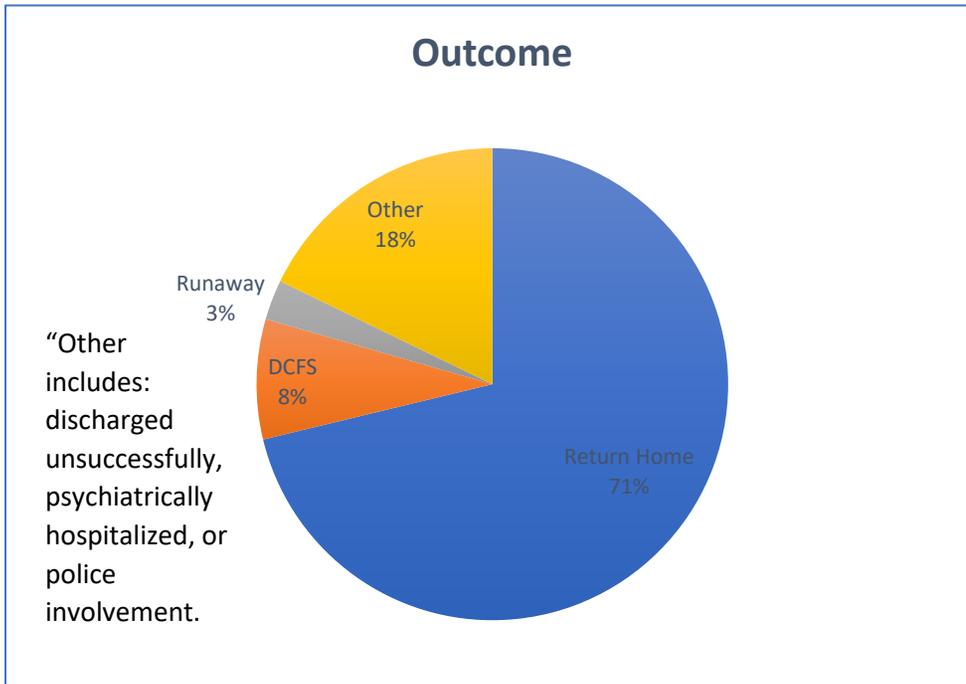
Top 3 CCBYS Agencies for Referrals:  
Aunt Martha's  
Pioneer Center  
One Hope  
United

## Reason for Referral

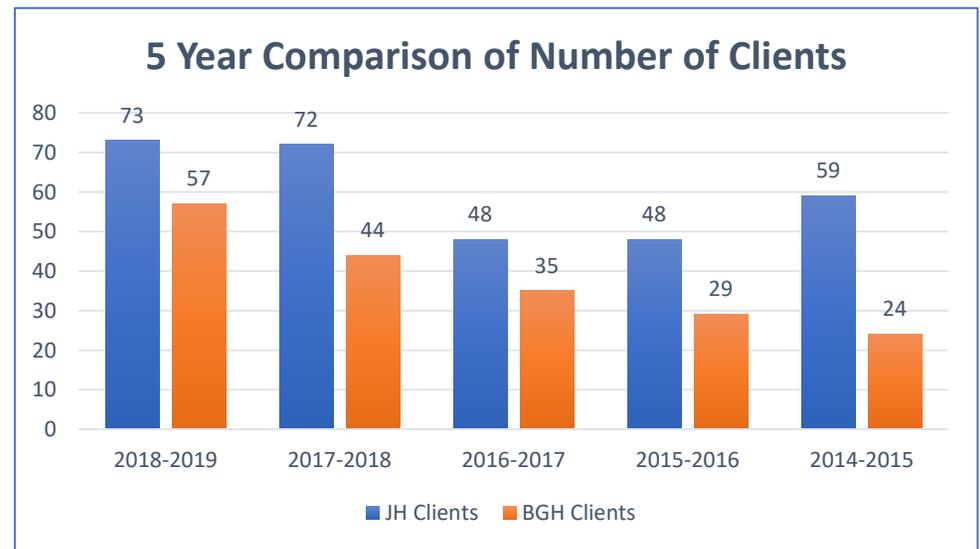
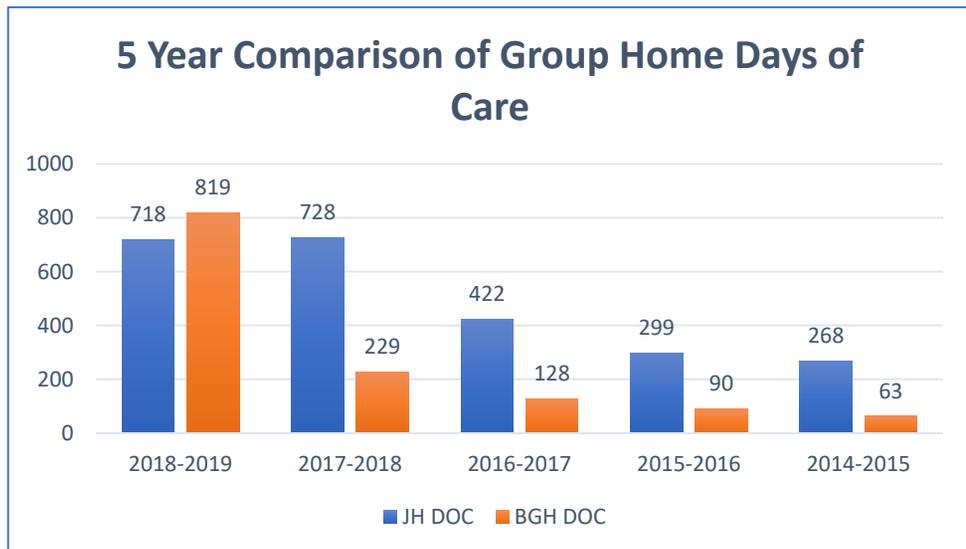


MRAI: Mnors requiring adult intervention.

## JENNINGS DEMOGRAPHICS (CONTINUED)



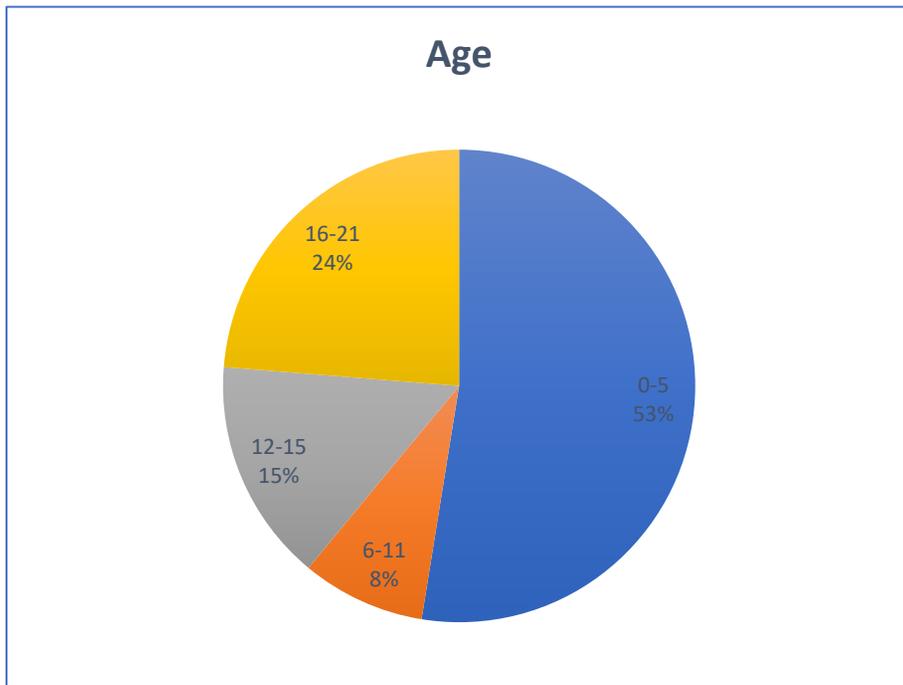
Although our group homes have grown by 60%, we were only at a 37% utilization rate for the year. We are involved in a current conversation with DCFS to allow DCFS youth to utilize our group home space for immediate needs.



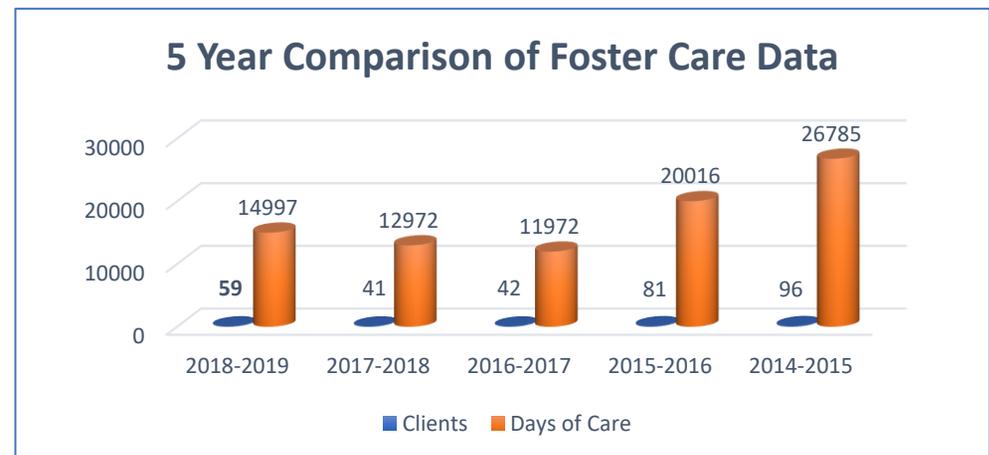
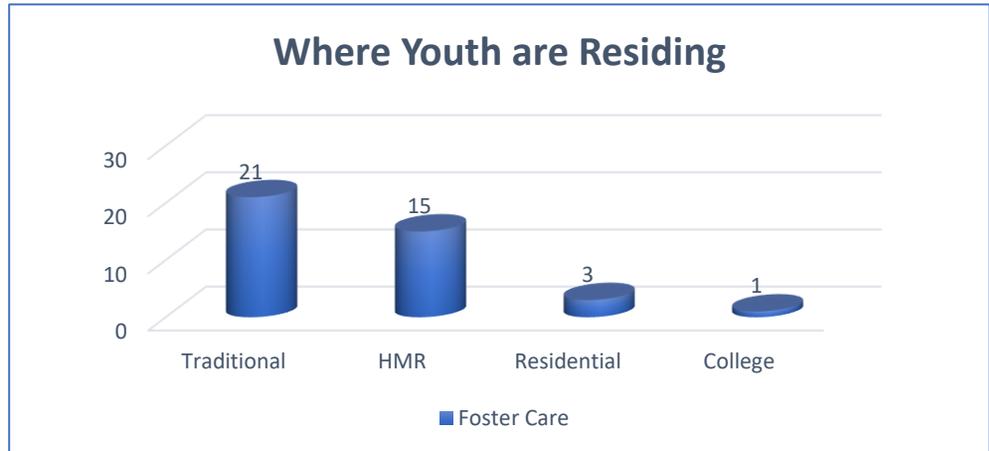
## Foster Care

Shelter, Inc.'s Foster Care programs are for children from birth through 21. Our programs include home-of-relative and traditional foster care. Families, with the assistance of foster care caseworkers, work to resolve the problems that brought the children or adolescents into placement so that they can be reunited as quickly as possible. Whenever possible, children will be transported to their schools. Home-of-Relative Foster Care gives children a sense of identity and belonging. Caseworkers work with family members to ensure a safe and secure environment while working to reunite families whenever possible. Traditional Foster Care can be arranged when there are no relatives available and a longer-term placement is appropriate.

- 59 Clients (caseload capacity = 60)
- 14,997 Days of Care
- 15.6% Growth from FY18
- Number of Adoptions: 2



We struggle with finding placements for youth ages 12+ and have had targeted recruitment for that age range.

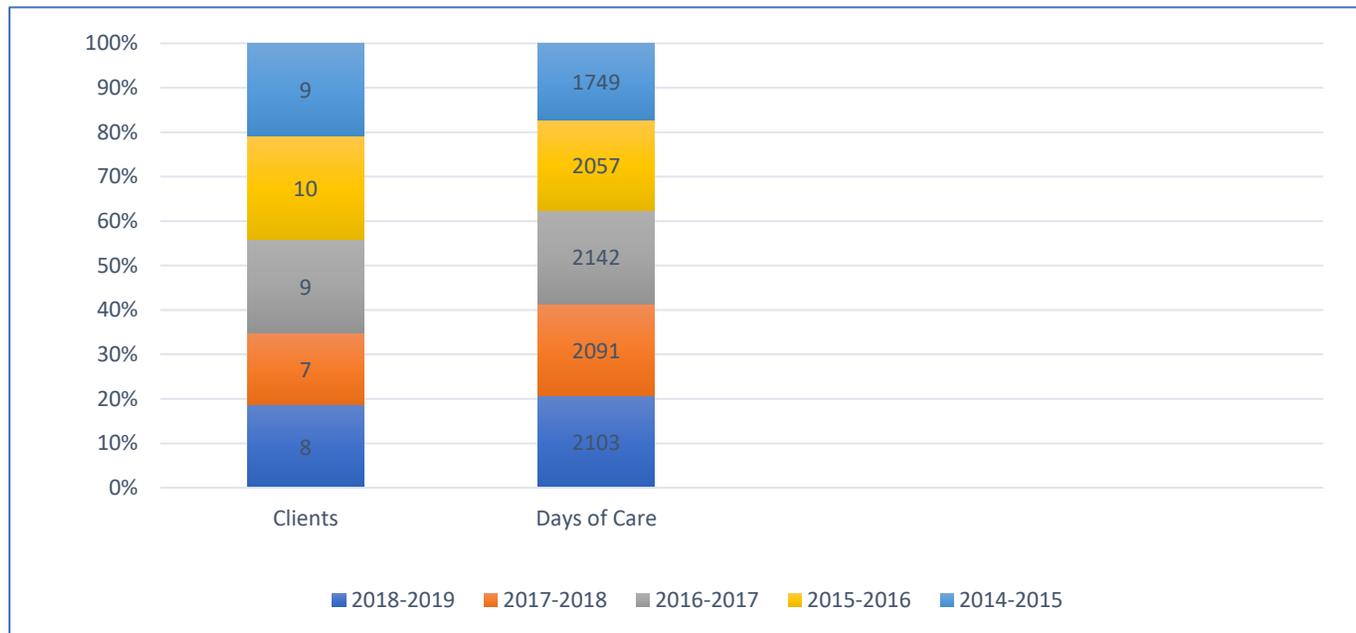


## Transitional Living Program (TLP)

Shelter's Transitional Living Program (TLP) supports young men ages 17 - 21 who are homeless and aging out of the child welfare system. The goal of the two-year program is to provide support in a safe, appropriate, and stable home-like environment as they learn to transition to sustainable, healthy and independent living. Support services target continuing education, stable employment, permanent connections, and social and emotional wellbeing. Life skills training includes essential skills from cooking and nutrition to budgeting, work ethics, and building self-esteem. In most cases, this is the last opportunity for these young men to learn healthy choices, resist gangs, crime and drugs while living off the streets, and to build productive lives with promising futures.

- 8 men participated in our TLP
- 2 graduated this year from the two-year program
- 80% job/education placement rate during residency

## 5 Year Comparison of TLP Clients and Days of Care



# Staff Turnover, Training and Satisfaction

## Statistics:

- Full-time Staff: 34, Part-time Staff: 10
- 6% decrease in staffing from FY18
  - Admin positions were restructured and 3 were cut
  - One FT staff added to Health Families after PT staff retired
  - Group Home management was changed from 2 people to 1 and a PT position was added in the Group Homes and then eliminated.
- Turnover Rate: 36.6% (15 people left out of 41 positions)
- 2% decrease in staff turnover from FY18

## New Hires: 15

- 15 new hires to replace open positions

## Separations: 25

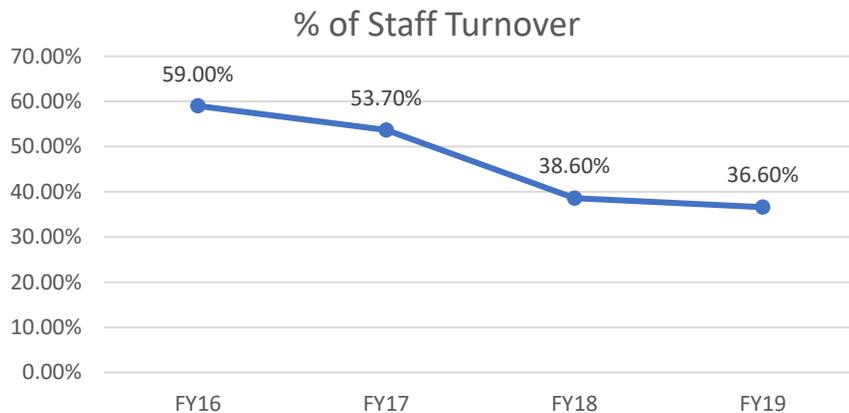
- Resignations: 15
- Terminations: 3
- Transfers: 7
- Resignations/terminations were 3 Admin, 2 Development, 3 TLP, 4 Jennings, 2 BGH, 1 Foster Care, 3 Healthy Families

**2018 ANNUAL TRAININGS**

- Department Orientation including Abuse/Neglect and Mandated Reporting
- CPR/First Aid
- Crisis Prevention Institute—Non-violent Crisis Intervention

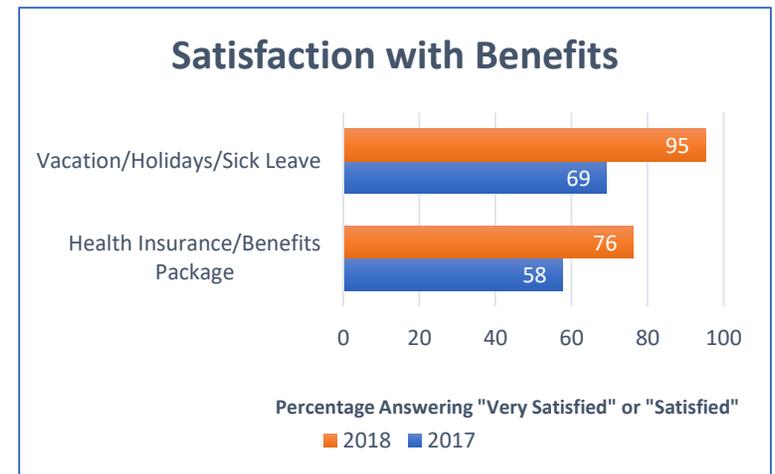
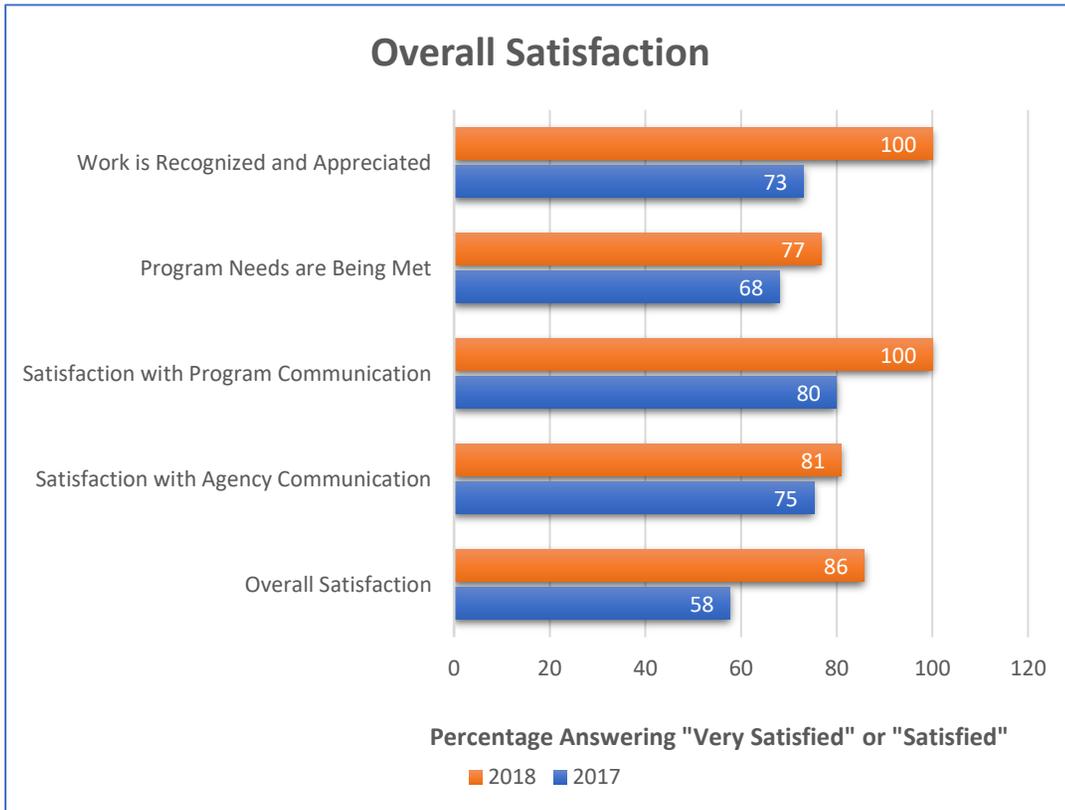
**2018 STRATEGIC TRAININGS**

- Active Shooter
- DCFS Training Protocol for Foster Care
- DHS/Ounce of Prevention Training for Healthy Families
- Department Specific Training for Group Homes (Treatment Planning, Trauma Informed Care, Working with LGBTQ+ Population)



## Staff Survey Highlights

### 2017 vs. 2019 Comparison



#### 2018 STAFF FEEDBACK

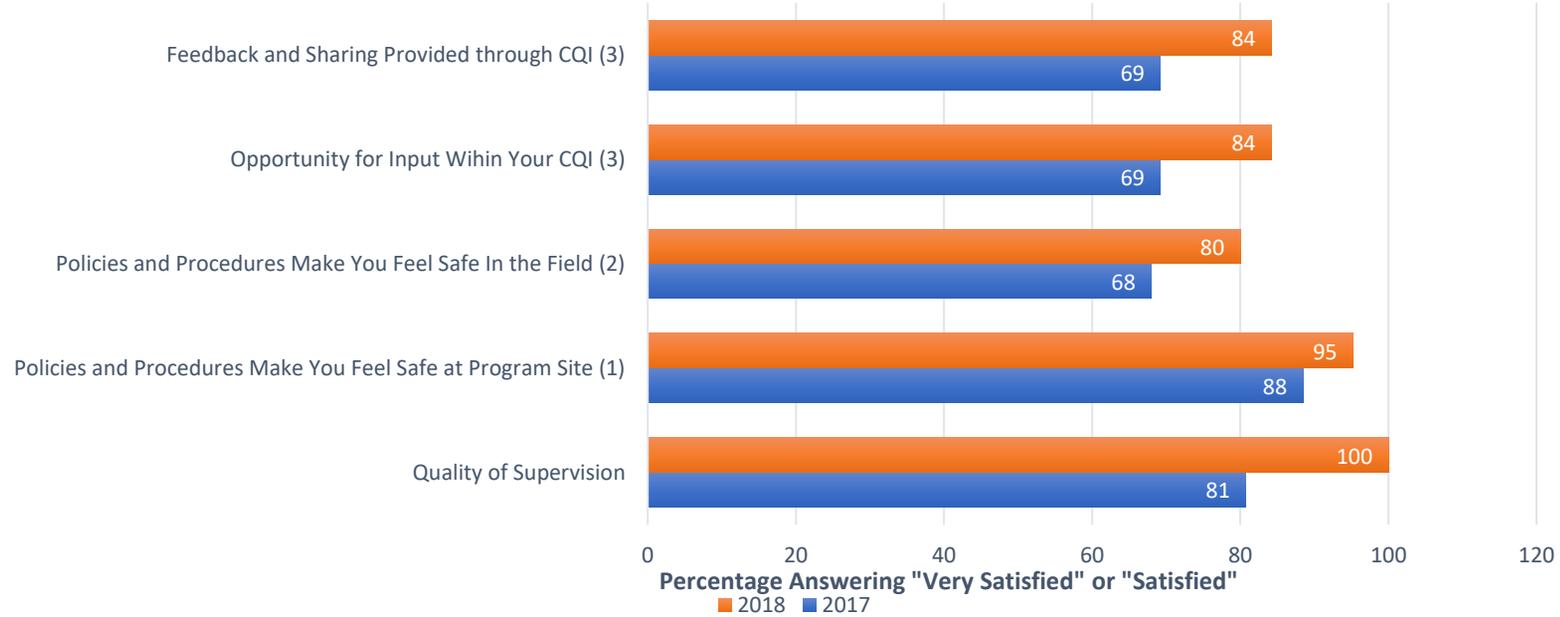
"I feel like communication has improved greatly with Carina joining the Shelter, Inc. team."

"I feel that what the new administration has done so far has really positively impacted staff morale."

"I feel like our program gets more of our needs met than we had in the past."

"Great job on the current changes. Just wanted to say that 😊."

## Satisfaction With Supervision, Safety and Input



(1) 2018: 14.2% indicated "Not Applicable"

(2) 2017: 16% indicated "Not Applicable"; 2018: 15% indicated "Not Applicable"

(3) 2017: 23% indicated "Not Applicable"; 2018: 5% indicated "Not Applicable"