



2022 PQI Report

Protecting Children • Strengthening Families • Transforming Communities



Shelter, Inc.

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 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

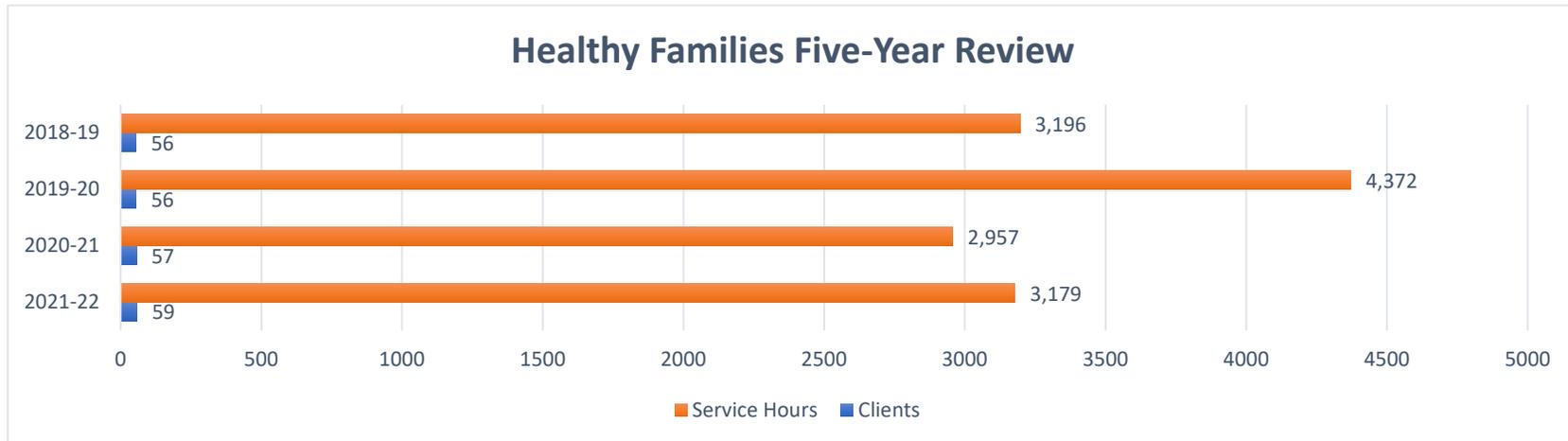
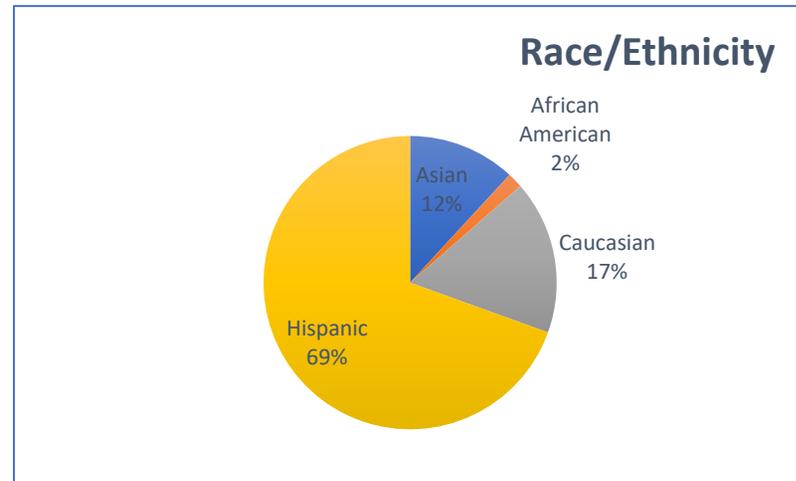
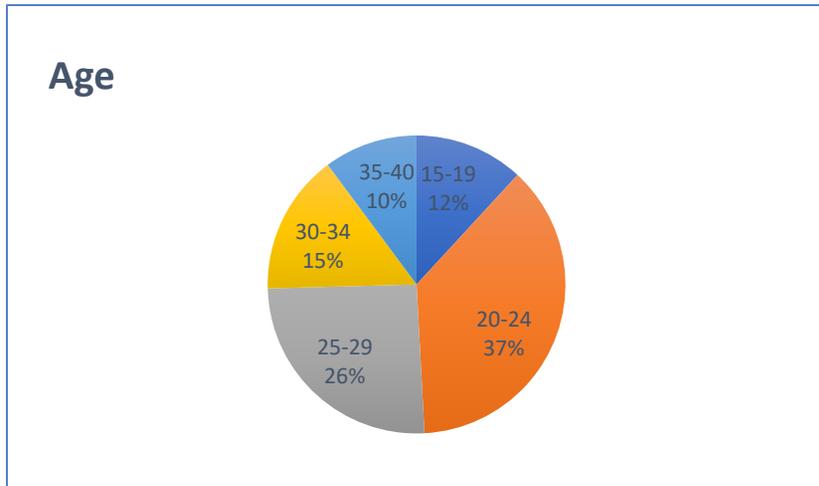
Healthy Families is an intensive home visiting program for at-risk, first-time parents. The program is voluntary, confidential and free. Shelter’s multi-lingual staff works with parents during a child's most formative years—from birth through age 5 – to create safe and healthy environments for their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

- 59 Families
- 3,179 Service Hours

Data: July 1, 2021-June 30, 22

PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 21-22	RESULTS 1 ST QUARTER FY 21-22	RESULTS 2 ND QUARTER FY 21-22	RESULTS 3 RD QUARTER FY 21-22	RESULTS 4 TH QUARTER FY 21-22
Healthy Families	% of expected home visits per level of service	Quarterly reports	75%	76% (26/34)	73% (19/26)	73% (22/30)	88% (30/34)
	Abuse/neglect occurrence	Indicated abuse/neglect reports	0	0	0	0	0
	Immunizations	Records of immunization	95%	75% (6/8)	100% (6/6)	83% (5/6)	100% (2/2)
	Well baby visits	Exam records	97%	93% (14/15)	72% (5/7)	80% (12/15)	87% (7/8)
	Depression screens	Screening records	95%	100% (8/8)	100% (1/1)	100% (3/3)	100% (3/3)
	Developmental screenings	Screening records	95%	93% (13/14)	88% (7/8)	92% (12/13)	100% (7/7)

Healthy Families Program (continued)



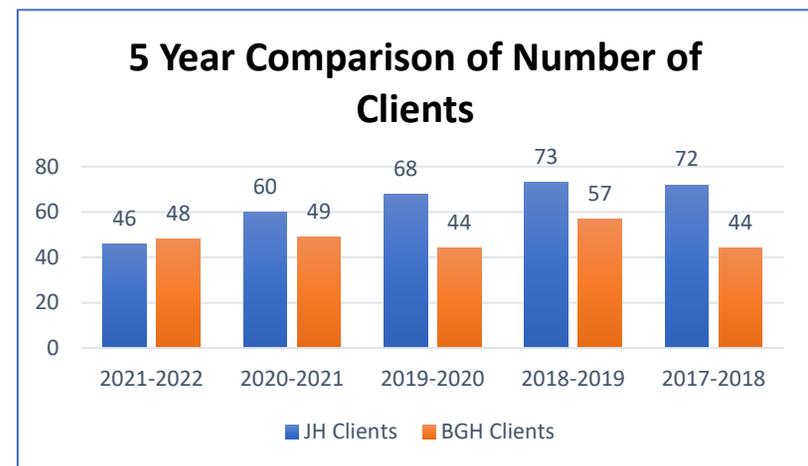
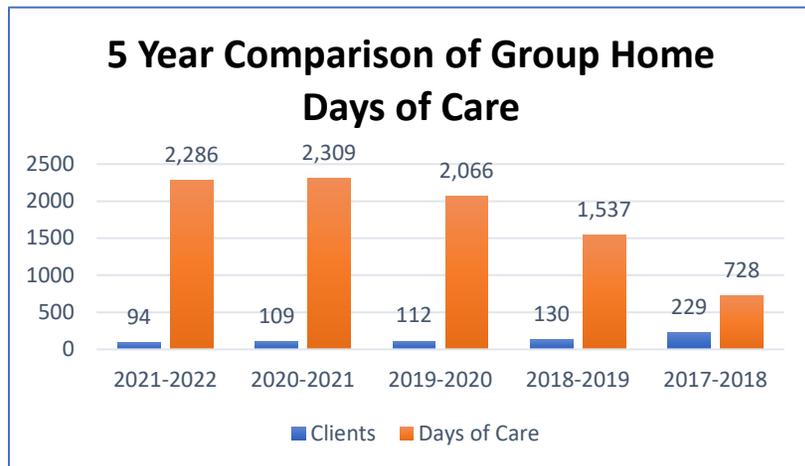
Emergency Group Homes

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.

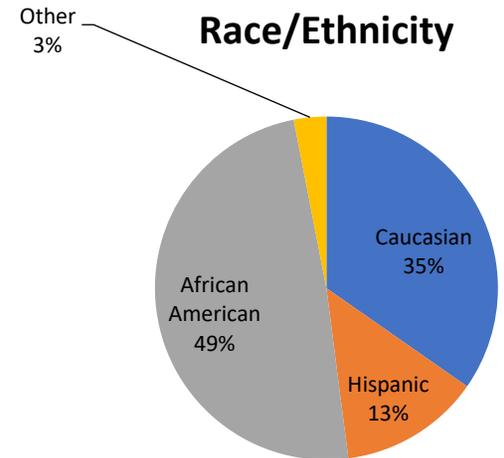
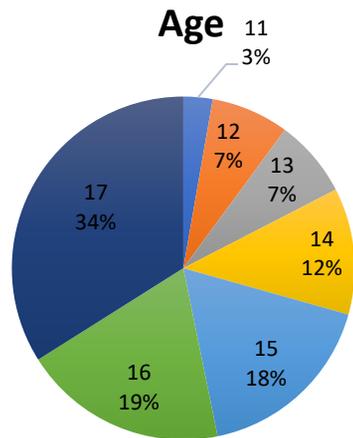
- BGH: 48 Clients; 1,222 Days of Care
- Jennings: 46 Clients; 1,064 Days of Care
- The youth being referred to both homes have demonstrated more severe behaviors and increased mental health concerns. The clinical team has increased their time at both homes in order to provide individual and group therapy. The Clinical team is also offering support to the staff to help process youth behaviors, suggest interventions, and self-care.

Data: July 1, 2021-June 30, 22

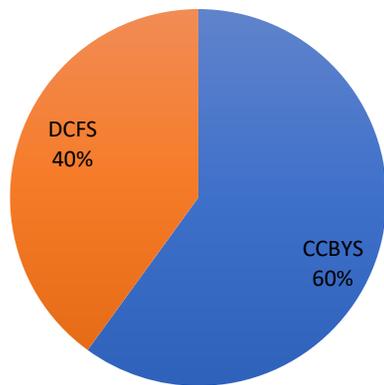
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 21-22	RESULTS 1 ST QUARTER FY 21-22	RESULTS 2 ND QUARTER FY 21-22	RESULTS 3 RD QUARTER FY 21-22	RESULTS 4 TH QUARTER FY 21-22
GROUP HOMES	School attendance	Monthly reports	90 %	100%	100%	75%	100%
	Discharged to planned discharge placement	Placed forms	70 %	66%	62%	72%	82%
	Health history screenings	Monthly reports	90%	50%	50%	41%	47%



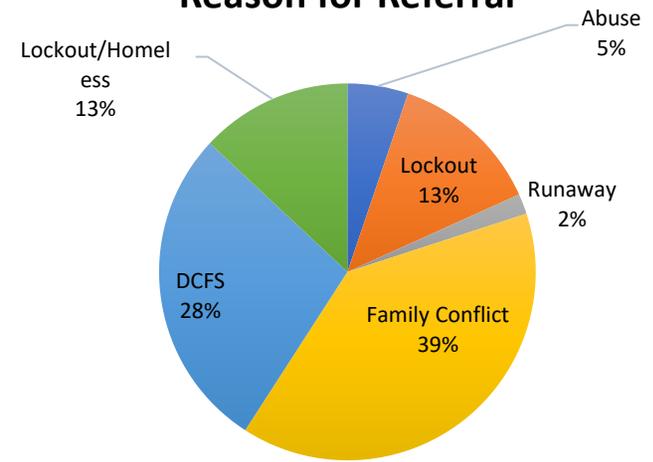
BGH DEMOGRAPHICS:



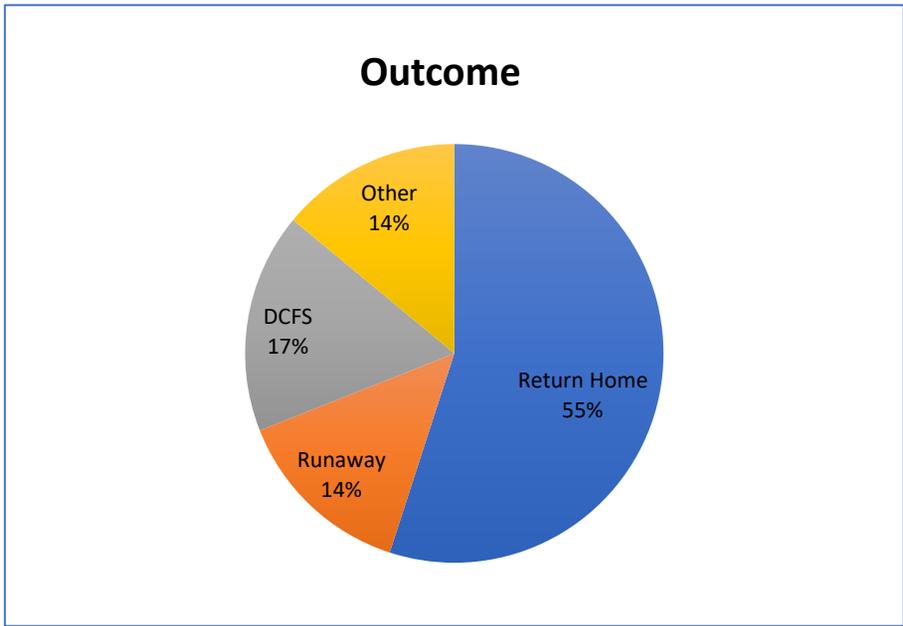
Referral Source



Reason for Referral

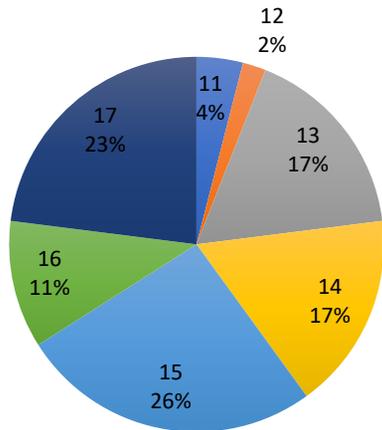


BGH DEMOGRAPHICS (continued):

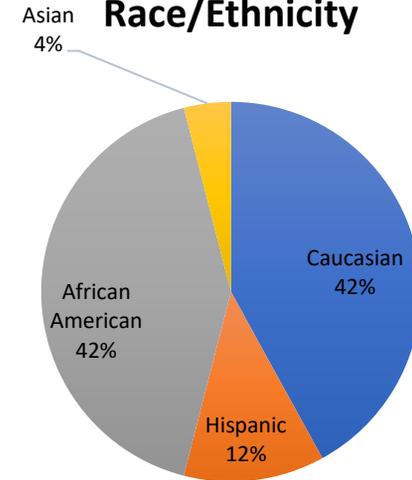


JENNINGS DEMOGRAPHICS

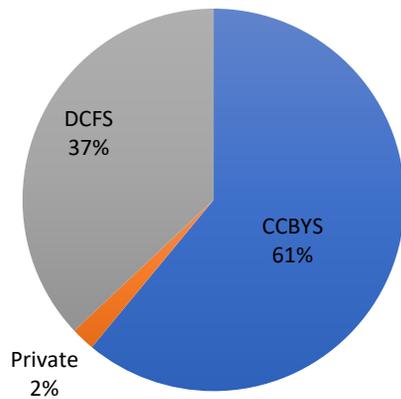
Age



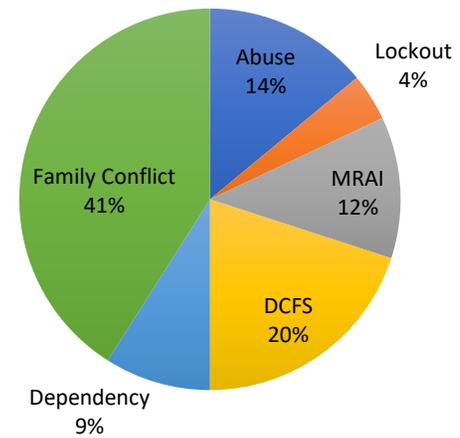
Race/Ethnicity



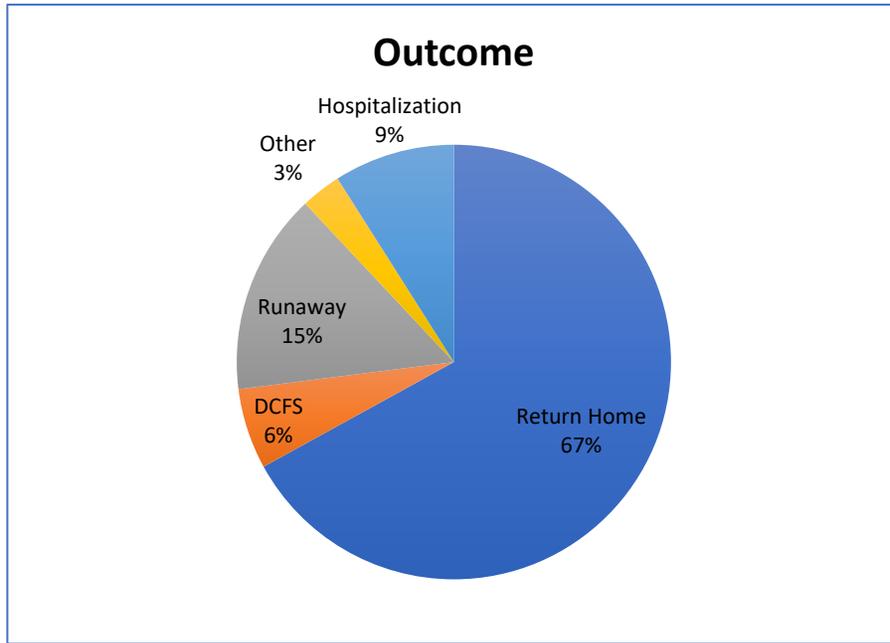
Referral Source



Reason for Referral



JENNINGS DEMOGRAPHICS (CONTINUED)



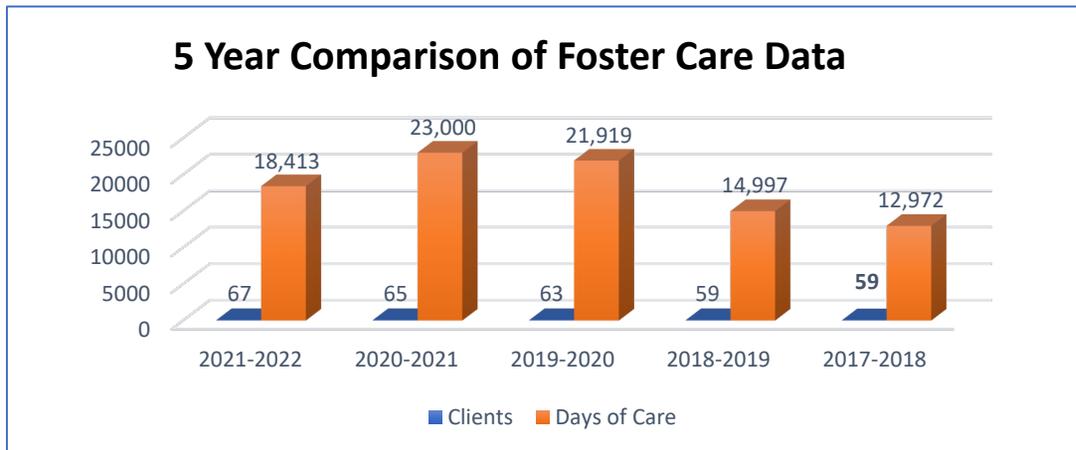
Foster Care

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.

- 67 Clients
- 18,413 Days of Care
- The licensing worker has increased interactions with the foster caregivers and maintains regular contact with them whether they have youth placed in their homes or not. While it has been a challenge, Shelter has been able to recruit and license homes who are willing to take in older youth.
- Shelter created a Foster Care Facebook page in an effort to create a sense of community with our foster parents and provide support.
- Foster Care Director has implemented standards to increase/improve the contact between biological parents and caseworkers

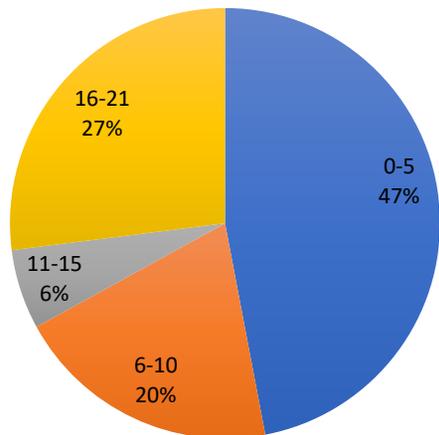
Data: July 1, 2021-June 30, 22

PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 21-22	RESULTS 1 ST QUARTER FY 21-22	RESULTS 2 ND QUARTER FY 21-22	RESULTS 3 RD QUARTER FY 21-22	RESULTS 4 TH QUARTER FY 21-22
Foster Care	Home visits monthly	Monthly report	95%	87.5%	91%		96%
	Permanency rate	Placed forms	18	1	1	0	5
	Stability rate	Monthly report	90%	80%	85%		94%

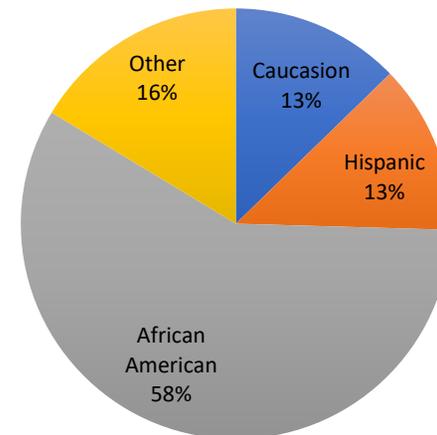


Foster Care (continued)

Age



Race/Ethnicity



Transitional Living Program (TLP)

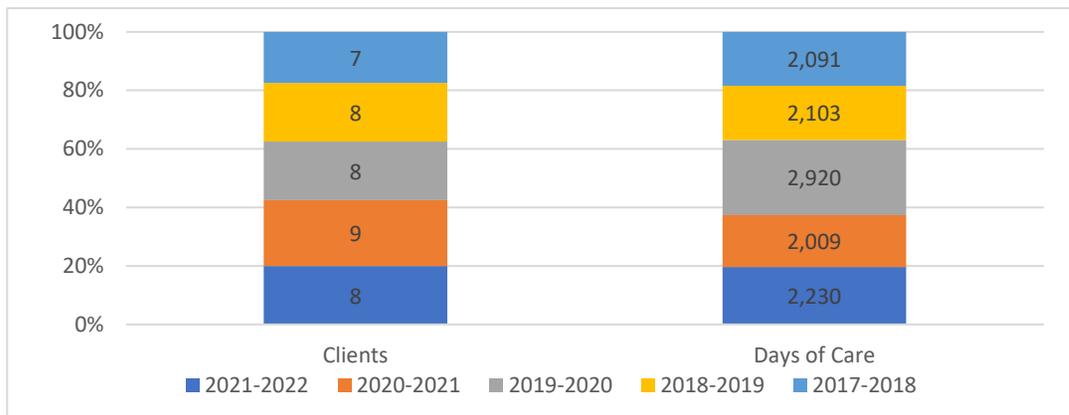
Shelter's Transitional Living Program (TLP) supports young people assigned male at birth ages 17 - 21 who are homeless and aging out of the child welfare system. The goal of the two-year program is to provide support in a safe, appropriate, and stable home-like environment as they learn to transition 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 Clients
- 2,230 Days of Care

Data: July 1, 2021-June 30, 22

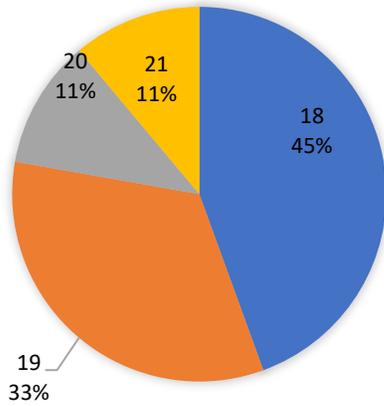
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 21-22	RESULTS 1 ST QUARTER FY 21-22	RESULTS 2 ND QUARTER FY 21-22	RESULTS 3 RD QUARTER FY 21-22	RESULTS 4 TH QUARTER FY 21-22
TLP	% of youth employed	Pay stubs	100%	50%	57%	63%	71%
	% of youth with HS diploma, GED, or post-secondary certificates	Diplomas, GED, vocational certificate	100%	100% 3 graduated high school; 2 enrolled in Harper college; 3 enrolled in high school/GED	86% 4 graduated high school, 2 enrolled in school, and 1 unenrolled self and may pursue GED	100% 4 graduated high school, 3 enrolled in school	86% 5 graduated high school, 1 enrolled in school, and 1 unenrolled self and may pursue GED
Residents: 7							

5 Year Comparison of TLP Clients and Days of Care

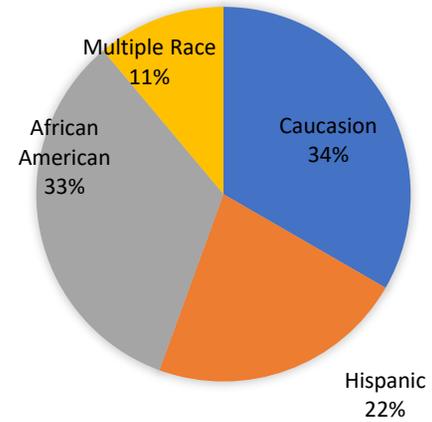


Transitional Living Program (TLP) (continued)

Age



Race/Ethnicity



Youth Experiencing Homelessness Program (YEH)

In December 2019, through a grant from the Illinois Department of Human Services and in partnership with the Kenneth Young Center, we launched this program for ages 14-24, offering transitional housing and support services. All services provided are free, confidential, and voluntary, and include assistance with housing, pregnancy and parenting support, counseling, life-skills training, and other help needed to secure permanent housing

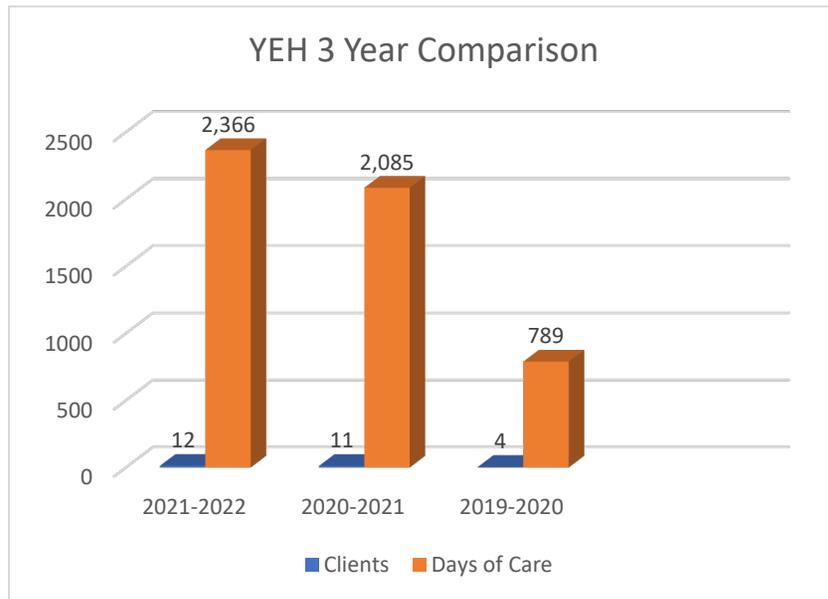
- 12 clients
- 2,366 Days of Care

Data: July 1, 2021-June 30, 22

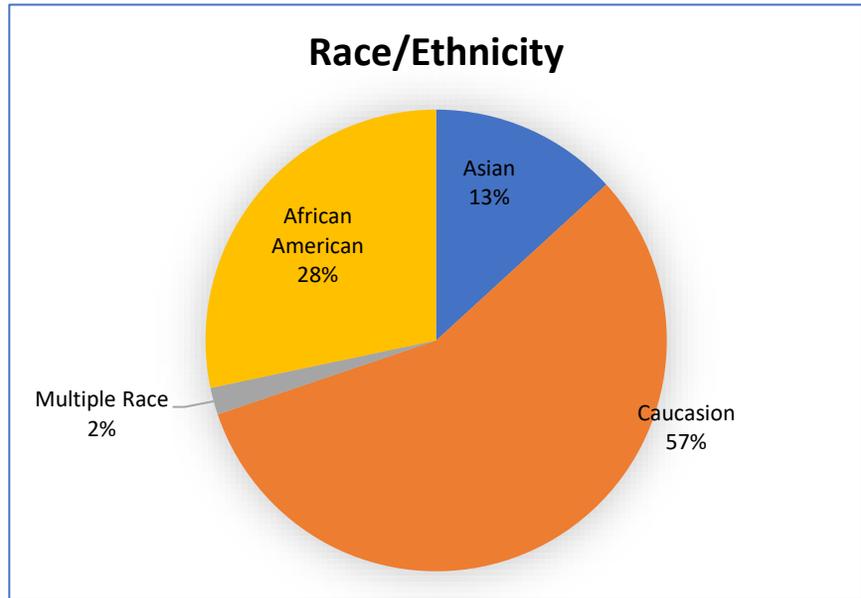
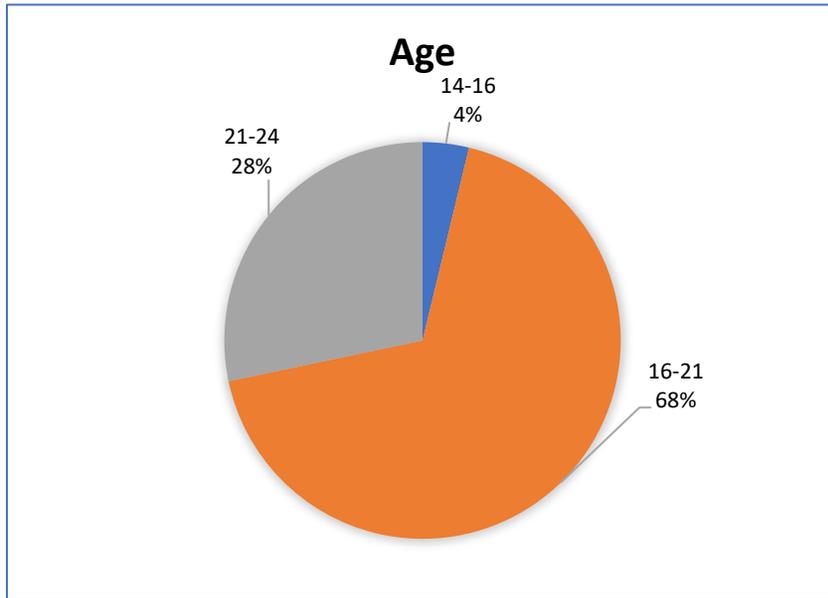
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 21-22	RESULTS 1 ST QUARTER FY 21-22	RESULTS 2 ND QUARTER FY 21-22	RESULTS 3 RD QUARTER FY 21-22	RESULTS 4 TH QUARTER FY 21-22
Youth Experiencing Homelessness	Proposed/funded service slots available	eCornerstone report	100%	7 of 8 TLP slots filled, 1 available. 6 slots available in Emergency Shelter. Case management slots available.	7 of 8 TLP slots filled, 1 available. 6 slots available in Emergency Shelter. Case management slots available.	7 of 8 TLP slots filled, 1 available. 6 slots available in Emergency Shelter. Case management slots available.	7 of 8 TLP slots filled, 1 available. 6 slots available in Emergency Shelter. Case management slots available.
	Completed Safety assessment	eCornerstone report	80%	100%	100%	100%	100%
	Emergency care plan implemented	eCornerstone report	95%	100%	100%	100%	100%
	Completed Ansell Casey assessment (excludes outreach brief contacts)	eCornerstone report	70%	100%	100%	100%	100%
	Case management plan developed (youth with Casey assessment)	eCornerstone report	90%	100%	100%	100%	100%
	Case management plan implemented	eCornerstone report	90%	100%	100%	100%	100%

PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 21-22	RESULTS 1 ST QUARTER BY 21-22	RESULTS 2 ND QUARTER FY 21-22	RESULTS 3 RD QUARTER FY 21-22	RESULTS 4 TH QUARTER FY 21-22
	Case management plans include strategies to increase life skills	eCornerstone report	90%	100%	100%	100%	100%
	Emergency Shelter youth will exit program to stable housing	eCornerstone report	70%	NA – No youth placed in emergency shelter	NA – No youth placed in emergency shelter	NA – No youth placed in emergency shelter	NA – No youth placed in emergency shelter
	Transitional living youth will exit program to stable housing	eCornerstone report	80%	100% 3 youth left, all to stable housing	100% 1 youth left to stable housing	NA-No youth left program	100% 2 youth left to stable housing
	Transitional living youth will exit program employed and/or enrolled in educational program	eCornerstone report	80%	100% 3 youth left, all employed full-time	100% 1 youth left to stable housing	NA-No youth left program	100% 2 youth left to stable housing
	Pregnant youth will receive prenatal care	eCornerstone report	95%	NA- No pregnant youth are currently in the program	NA- No pregnant youth are currently in the program	NA- No pregnant youth are currently in the program	NA- No pregnant youth are currently in the program
	Parenting youth will receive parenting skills education	eCornerstone report	95%	NA- No pregnant youth are currently in the program	NA- No pregnant youth are currently in the program	NA- No pregnant youth are currently in the program	NA- No pregnant youth are currently in the program
	Eligible youth will acquire one or more new mainstream benefits (SSI, TANF, Medicaid, SNAP, WIC)	eCornerstone report	65%	One new youth applied for benefits and is waiting to hear back. 4 youth receiving benefits. 2 not eligible.	One youth applied for benefits and is waiting to hear back. 4 youth receiving benefits. 2 not eligible.	3 youth received benefits, 2 youth not eligible due to income, and 2 youth not eligible due to lack of follow though	3 youth received benefits, 2 youth not eligible due to income, and 2 youth not eligible due to lack of follow though

YEH program began in December 2019



Youth Experiencing Homelessness Program (YEH) (continued)



Staff Turnover, Training and Satisfaction

Statistics:

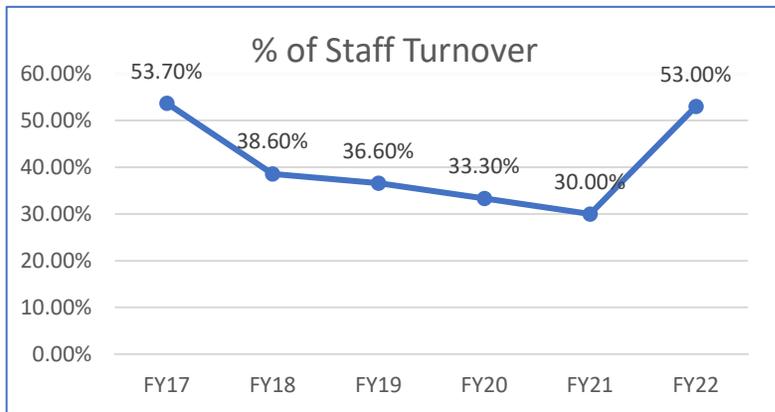
- Full-time Staff: 36, Part-time Staff: 15
- 2% increase in staffing from FY21
 - Added 1 position
- Turnover Rate: 53% (28 people left out of 51 positions)
- 21% decrease in staff turnover from FY21

New Hires:

- 22 new hires to replace open positions

Separations:

- Resignations/terminations were 3 Admin, 1 Development, 3 Jennings 2 BGH, 8 TLP, 3 Foster Care, 2 Healthy Families
- Terminations: 4
- Transfers/Promotions: 8
- Resignations: 18



BIENNIAL TRAININGS

- Mandated Reporter Training from DCFS
- Think Trauma
- Harassment and Discrimination Training through Gallagher 360 online portal

ANNUAL TRAINING

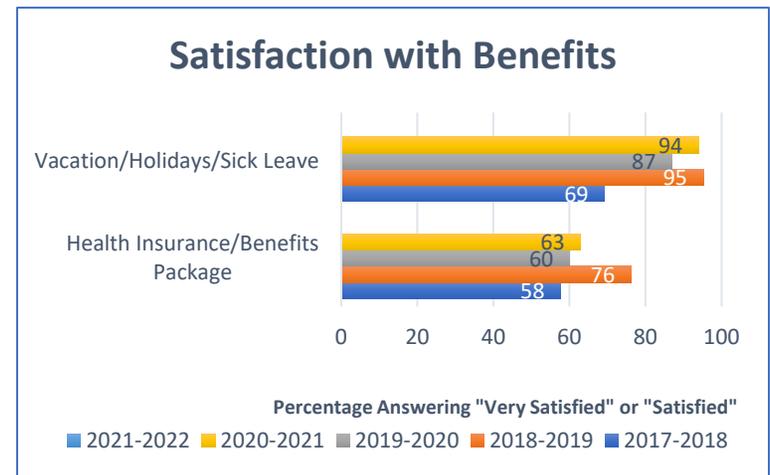
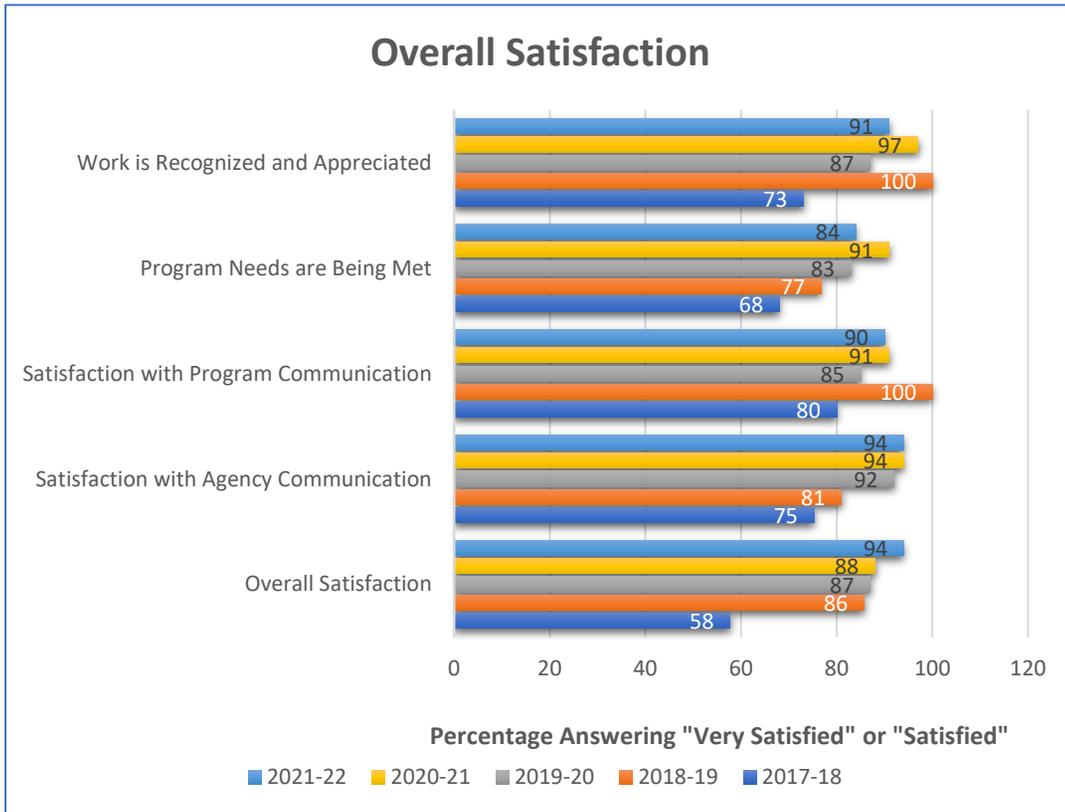
- CPR/First Aid
- Crisis Prevention Institute—Non-violent Crisis Intervention

STRATEGIC TRAININGS

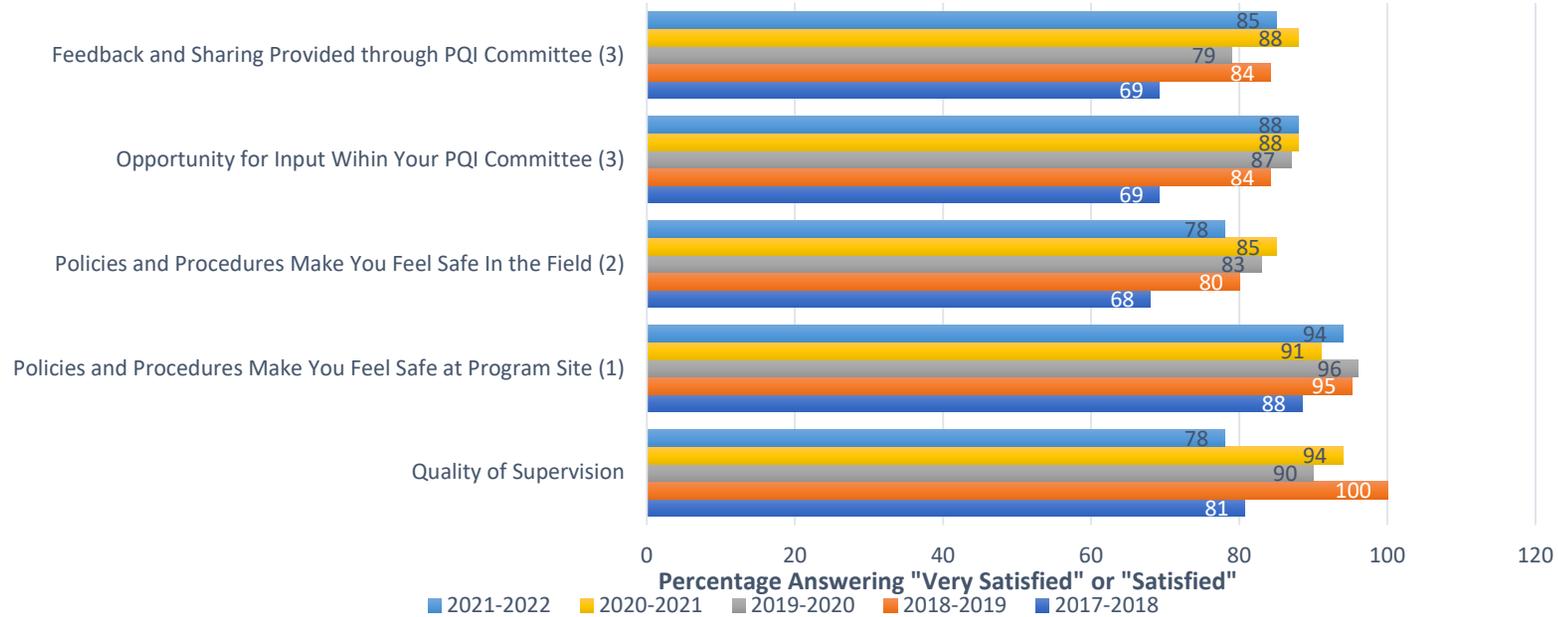
- Active Shooter
- DCFS Training Protocol for Foster Care
- DHS/Ounce of Prevention Training for Healthy Families
- Department Specific Training for Group Homes (Treatment Planning, Trauma Informed Care, Working with LGBTQ+ Population)
- New Hire Orientation training was revised and extended to one week with various staff training on different subjects including abuse and neglect, mandated reporting, cultural competency, and diversity and inclusion.

Staff Survey Highlights

5-Year Comparison



Satisfaction With Supervision, Safety and Input



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

(2) 2017: 16% indicated "Not Applicable"; 2018: 15% indicated "Not Applicable"; 2019: 20% indicated "Not Applicable"; 2020: 15% indicated "Not Applicable"

(3) 2017: 23% indicated "Not Applicable"; 2018: 5% indicated "Not Applicable"; 2019: 6% indicated "Not Applicable" for Input within CQI and 10% indicated "Not Applicable" for Feedback and Sharing Provided through CQI; 2020: 9% indicated "Not Applicable" for Input within CQI and 6% indicated "Not Applicable" for Feedback and Sharing Provided through CQI

Environmental Improvement Team

The EIT has reported the following:

- **Monthly Fire Drills and Tornado Drills:** Jennings, Boys Group Home (BGH) and Transitional Living Program (TLP) are up to date with required drills without any reported issues.
- **Food and Safety Regulations:** Jennings and BGH turned in on-time monthly reports with no reported issues. TLP did not complete or turn in required reports with several food and safety issues reported.
- **Bi-weekly Hazardous Surveillance Reports:** Jennings and BGH turned in on-time monthly reports with no reported issues. Some missing reports for TLP, however they did report their maintenance needs throughout the quarter.
- **Maintenance Requests:** Provided new maintenance procedure to new staff. Several maintenance requests were placed this quarter. All have been addressed except for a few at TLP.
- **Agency Vehicle Report:** Am Trust and the Agency Vehicle inspection reports are current with no reported issues.
- **COVID-19 Response:** Thanks to community support and Shelter's dedicated essential workers and staff, each of our programs has remained open during the pandemic. Staff were provided technology and remote technical support to access Shelter's server and to meet via Microsoft Teams and/or Zoom. Staff have returned to the office and are following all local, state and CDC work guidelines. In-person home visits are slowly resuming.