



2023 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 our programs: Healthy Families, Foster Care, Emergency Group Homes, Transitional Living, Youth Experiencing Homelessness, and Clinical Services. 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.

Client Service Improvement (CSI)

Healthy Families Program

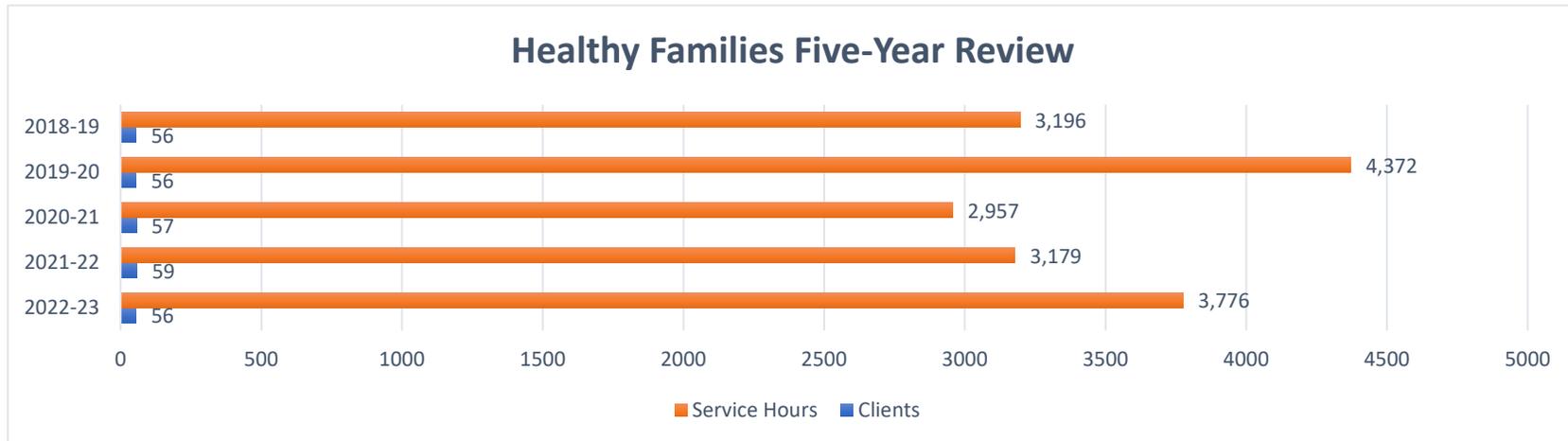
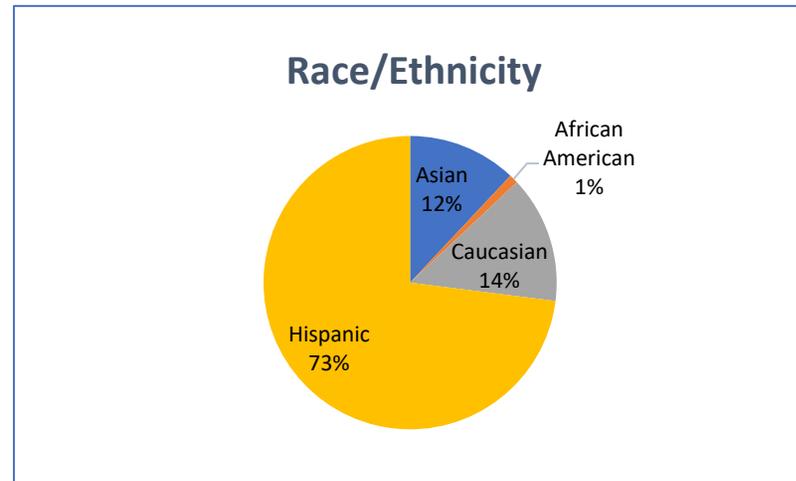
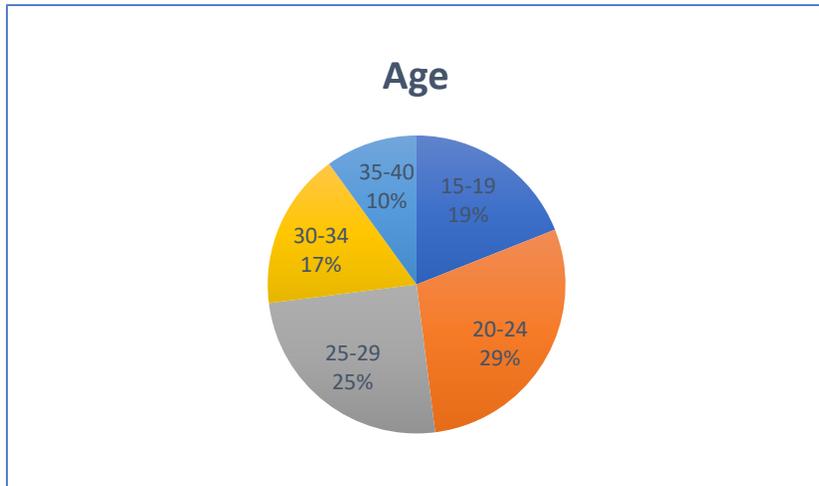
Healthy Families is an intensive home visiting program for at-risk, first-time parents. The program is voluntary, confidential, and free. Shelter’s multi-lingual staff works with parents during a child's most formative years—from birth through age 5 – to create safe and healthy environments for their 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.

- 56 Families
- 3,776 Service Hours

Data: July 1, 2022-June 30, 2023

PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 22-23	RESULTS 1 ST QUARTER FY 22-23	RESULTS 2 ND QUARTER FY 22-23	RESULTS 3 RD QUARTER FY 22-23	RESULTS 4 TH QUARTER FY 22-23
Healthy Families	% of expected home visits per level of service	Quarterly reports	75%	75% (27/36)	76% (25/33)	79% (26/33)	78% (29/37)
	Abuse/neglect occurrence	Indicated abuse/neglect reports	0	0	0	0	0
	Immunizations	Records of immunization	95%	100% (5/5)	100% (8/8)	89% (8/9)	100% (5/5)
	Well baby visits	Exam records	97%	82% (9/11)	79% (11/14)	83% (19/23)	81% (13/16)
	Depression screens	Screening records	95%	100% (5/5)	100% (2/2)	100% (4/4)	100% (5/5)
	Developmental screenings	Screening records	95%	80% (12/15)	90% (18/20)	93% (14/15)	92% (12/13)
	Parent/Child Interaction Tool	Screening records	90%		40% (8/20) 90% due by 12/30/23	87% (27/31) 87% were due by 12/30/23	84% (26/31) Were completed by June 30

Healthy Families Program (continued)



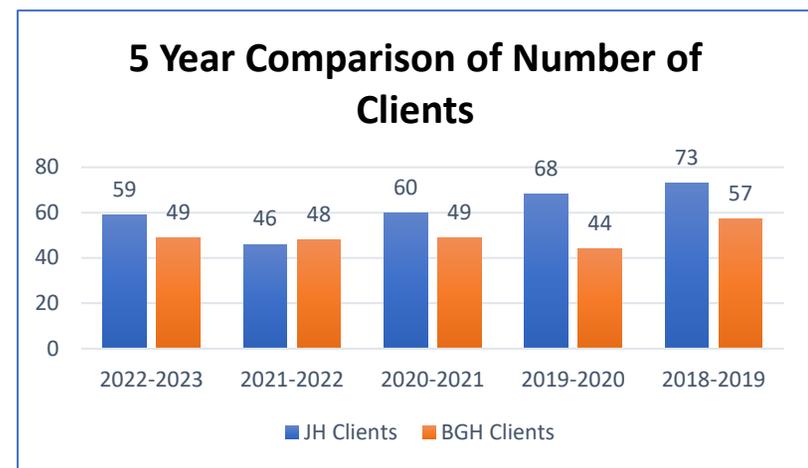
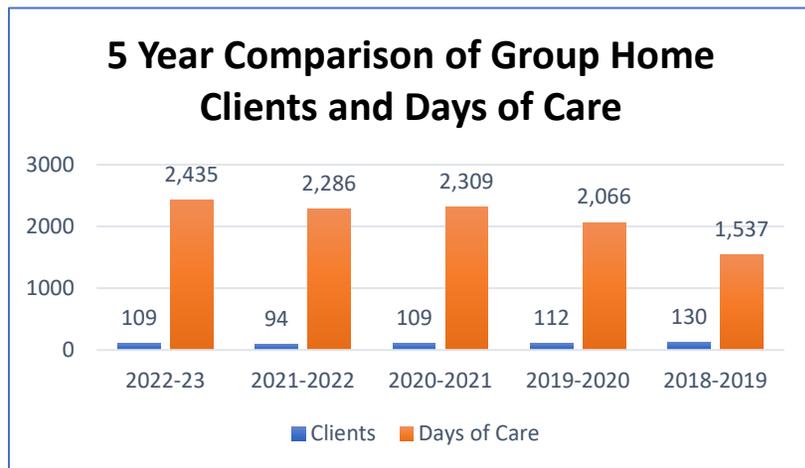
Emergency Group Homes

Shelter's Buckholz Group Home (BGH) for youth who identify a male and Jennings Group Home for youth who identify as female 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.

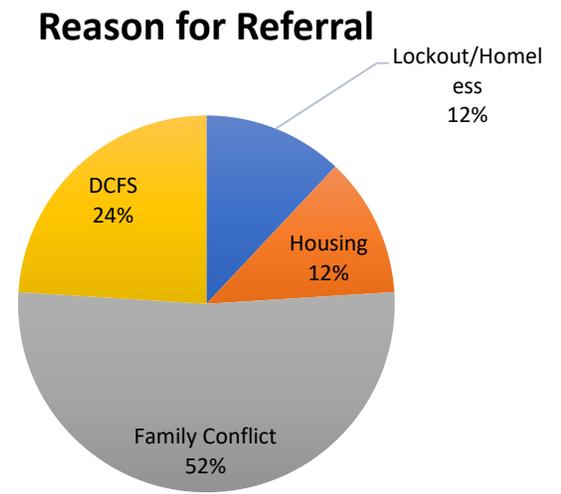
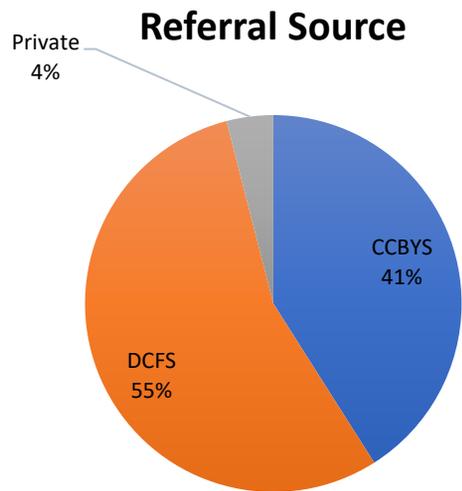
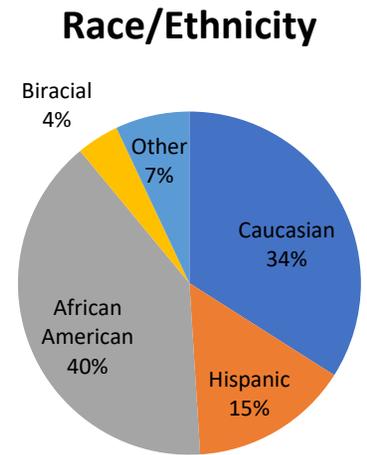
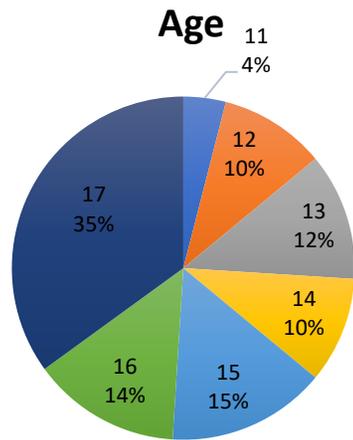
- BGH: 49 Clients; 1,135 Days of Care
- Jennings: 59 Clients; 1,300 Days of Care
- The youth being referred to both homes have demonstrated more severe behaviors and increased mental health concerns. The clinical team has increased their time at both homes in order to provide individual and group therapy. The Clinical team is also offering support to the staff to help process youth behaviors, suggest interventions, and encourage self-care.

Data: July 1, 2022-June 30, 2023

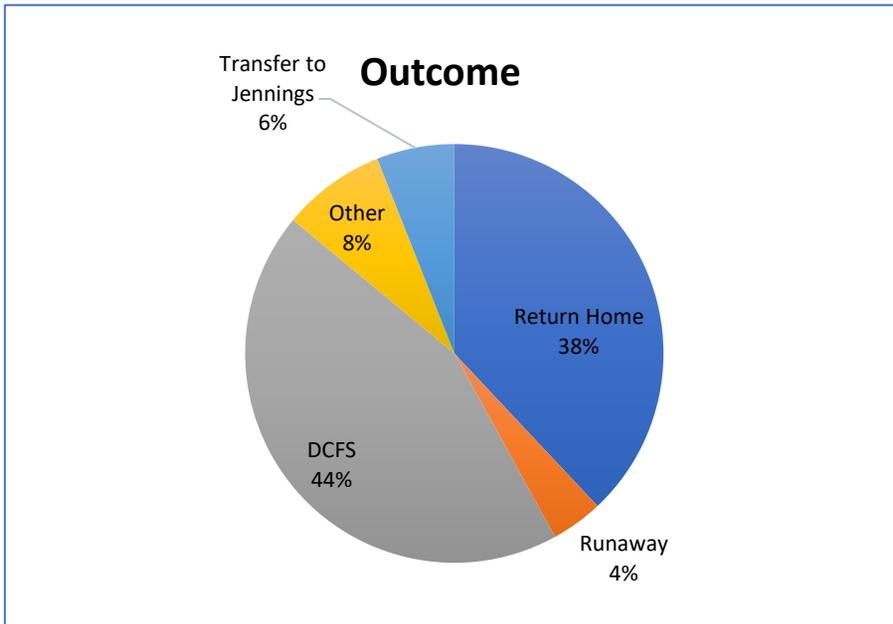
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 22-23	RESULTS 1 ST QUARTER FY 22-23	RESULTS 2 ND QUARTER FY 22-23	RESULTS 3 RD QUARTER FY 22-23	RESULTS 4 TH QUARTER FY 22-23
GROUP HOMES	School attendance	Monthly reports	90 %	51%	74%	43%	76%
	Discharged to planned discharge placement	Placed forms	70 %	66%	71%	53%	72%
	Health history screenings	Monthly reports	90%	45%	48%	72%	65%



BGH DEMOGRAPHICS:

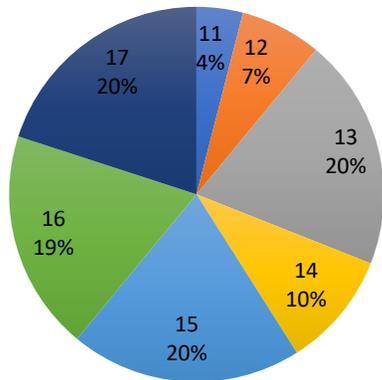


BGH DEMOGRAPHICS (continued):

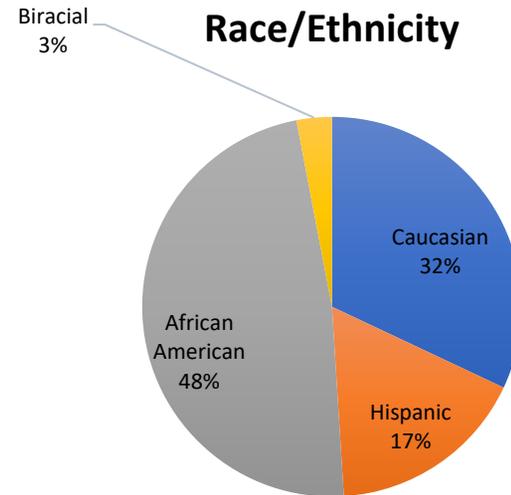


JENNINGS DEMOGRAPHICS

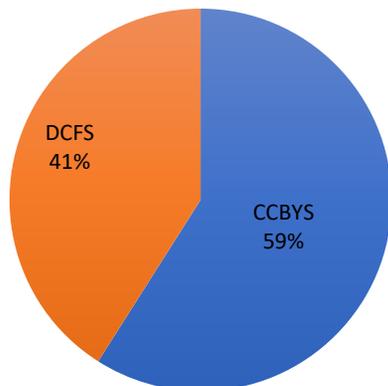
Age



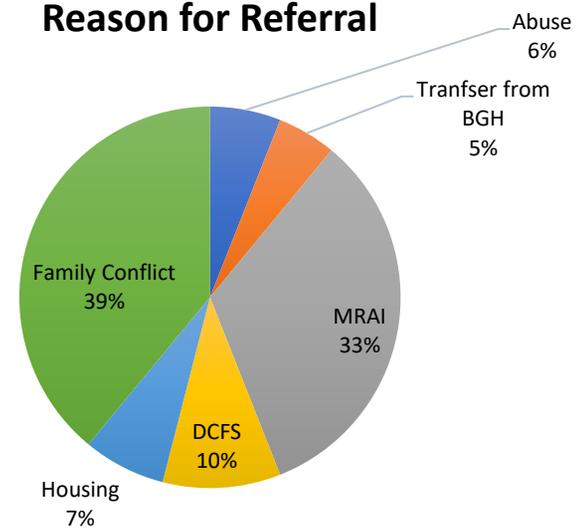
Race/Ethnicity



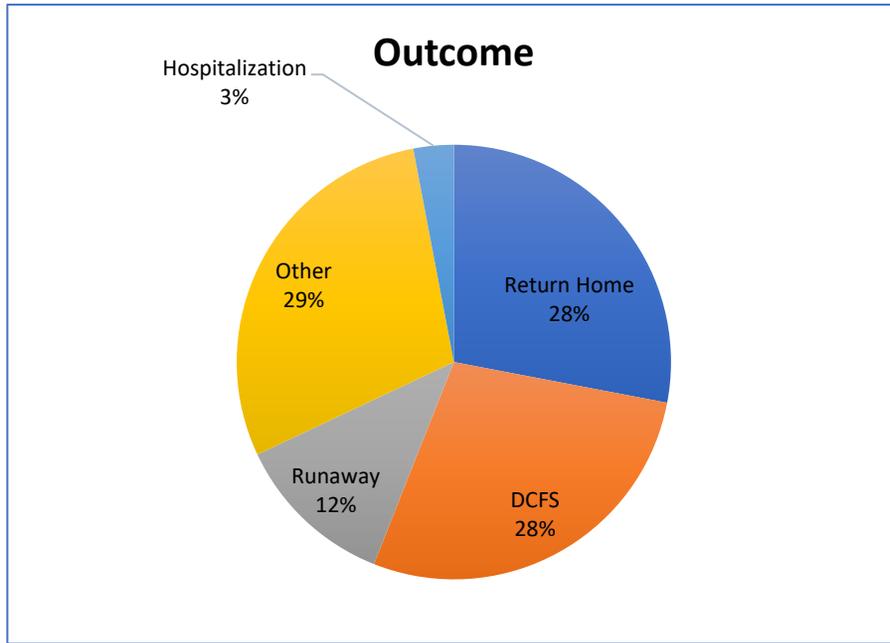
Referral Source



Reason for Referral



JENNINGS DEMOGRAPHICS (CONTINUED)



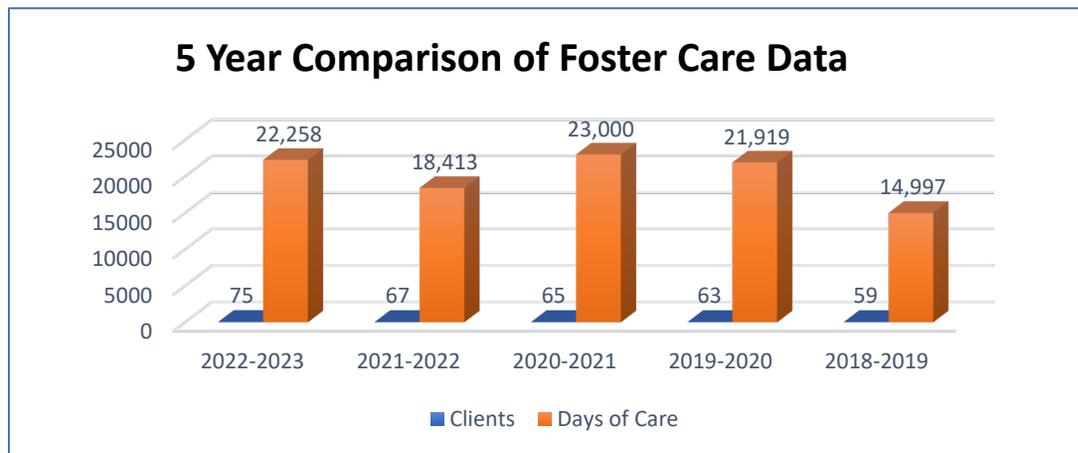
Foster Care

Shelter, Inc.'s Foster Care programs are for children from birth through 21. Our programs include home-of-relative, traditional foster care, and emergency 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. Emergency foster care addresses a critical need for stable, shorter-term housing for young people who have experienced inconsistent and difficult placements.

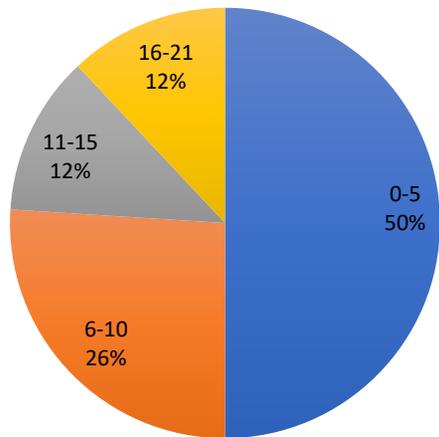
- 75 Clients
- 22,258 Days of Care

Data: July 1, 2022-June 30, 2023

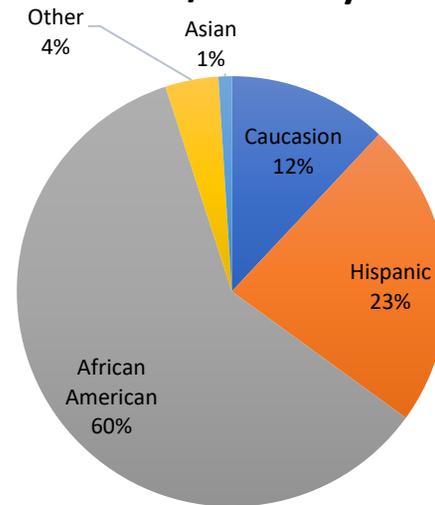
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 22-23	RESULTS 1 ST QUARTER FY 22-23	RESULTS 2 ND QUARTER FY 22-23	RESULTS 3 RD QUARTER FY 22-23	RESULTS 4 TH QUARTER FY 22-23
Foster Care	Home visits monthly	Monthly report	95%	87.5%	96.4%	99.56%	100%
	Permanency rate	Placed forms	29	1	7	9	9
	Stability rate	Monthly report	90%	73%	94.2%	90.5%	92.1%



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 people to learn healthy choices, resist gangs, crime, and drugs while living off the streets, and to build productive lives with promising futures.

- 8 Clients
- 2,183 Days of Care

Data: July 1, 2022-June 30, 2023

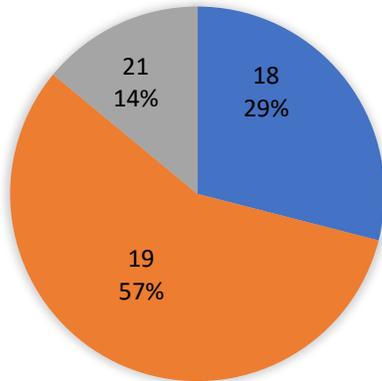
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 21-22	RESULTS 1 ST QUARTER FY 21-22	RESULTS 2 ND QUARTER FY 21-22	RESULTS 3 RD QUARTER FY 21-22	RESULTS 4 TH QUARTER FY 21-22
TLP	% of youth employed	Pay stubs	100%	83.3%	66.7%	50%	83.3%
	% of youth with HS diploma, GED, or post-secondary certificates	Diplomas, GED, vocational certificate	100%	100% 4 graduated high school; 1 enrolled in college; 2 enrolled in high school/GED	100% 4 graduated high school; 1 enrolled in college; 2 enrolled in high school/GED	100% 3 graduated high school; 1 enrolled in college; 2 enrolled in high school/GED or have received their degree	33% 3 graduated high school; 1 enrolled in college; 2 were enrolled in GED program but dropped out during the summer

5 Year Comparison of TLP Clients and Days of Care

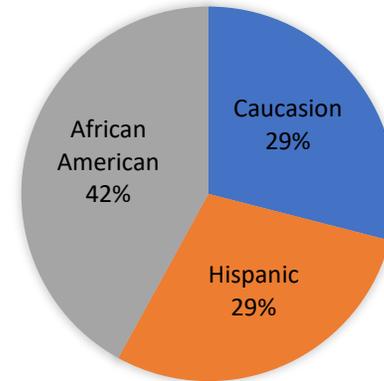


Transitional Living Program (TLP) (continued)

Age



Race/Ethnicity



Youth Experiencing Homelessness Program (YEH)

Through a grant from the Illinois Department of Human Services and in partnership with the Kenneth Young Center, Shelter, Inc. provides support for youth ages 14-24 who are without stable, fixed, or adequate housing. Shelter’s YEH program takes a housing-first approach and provides individualized support and comprehensive services to increase the safety, well-being, and self-sufficiency of youth experiencing homelessness. 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

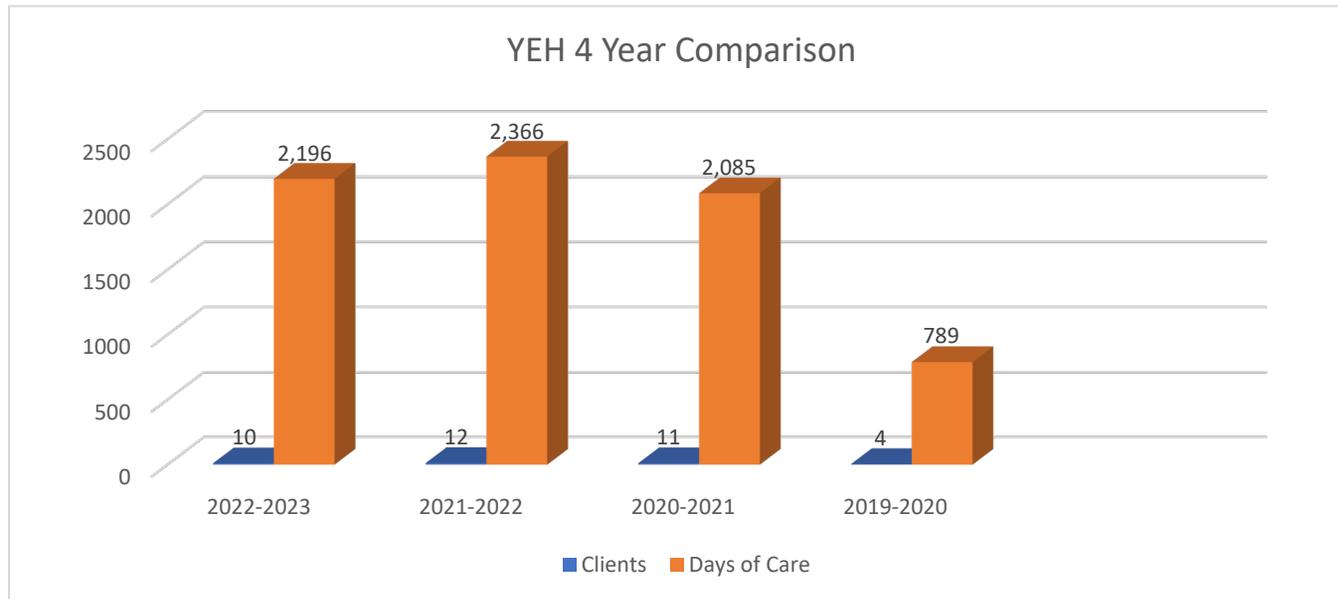
- 10 clients
- 2,196 Days of Care

Data: July 1, 2022-June 30, 2023

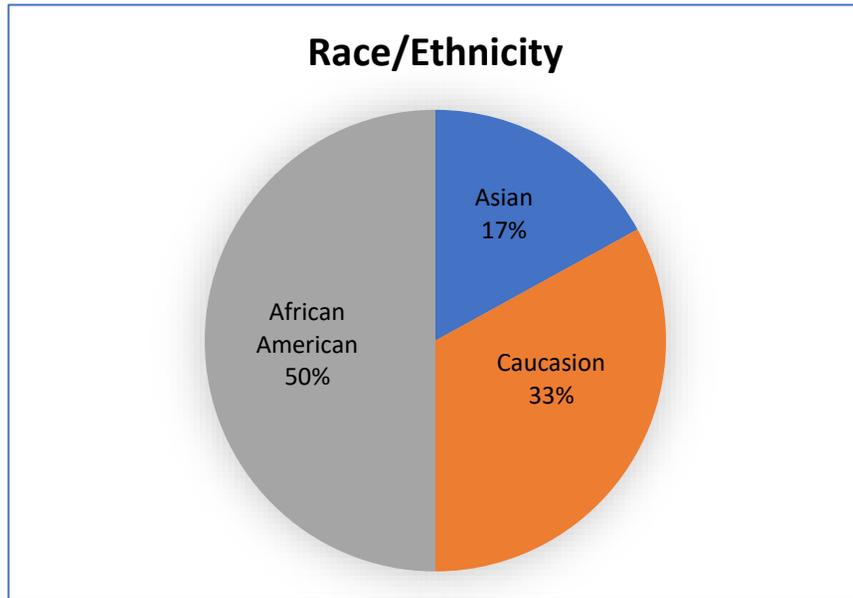
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 22-23	RESULTS 1 ST QUARTER FY 22-23	RESULTS 2 ND QUARTER FY 22-23	RESULTS 3 RD QUARTER FY 22-23	RESULTS 4 TH QUARTER FY 22-23
Youth Experiencing Homelessness	Proposed/funded service slots available	eCornerstone report	100%	7 of 8 YEH slots filled, 1 available. 6 slots available in Emergency Housing. Case management slots available.	YEH program had 10 youth that were served (6 who identify as male, 4 who identify as female). 6 additional clients received case management services only.	YEH program had 21 youth that were served. 5 were placed in Shelter, Inc. housing. 4 received case management services. 11 clients were waitlisted or requested referrals to another agency.	6 or 36 youth were YEH clients. 2 were discharged. Of the remaining 30, 1 was placed in a hotel for 14 days, the other 29 were in contact for one week and received additional referrals/case management from Shelter, Inc.
	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	90%	100%	100%	100%	100%

	Case management plan developed (youth with Casey assessment)	eCornerstone report	90%	100%	100%	100%	100%
	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%	5 of 13 placed in emergency shelter	2 of 10 placed in emergency shelter	5 of 21 placed in emergency shelter	1 of 6 placed in emergency shelter
	Transitional living youth will exit program to stable housing	eCornerstone report	80%	No youth left transitional living	No youth left transitional living	No youth left transitional living	No youth left transitional living
	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% 3 youth left, all employed full-time	100%	100%
	Pregnant youth will receive prenatal care	eCornerstone report	95%	No pregnant youth are currently in the program	No pregnant youth are currently in the program	No pregnant youth are currently in the program	No pregnant youth are currently in the program
	Parenting youth will receive parenting skills education	eCornerstone report	95%	100%	100%	100%	100%
	Eligible youth will acquire one or more new mainstream benefits (SSI, TANF, Medicaid, SNAP, WIC)	eCornerstone report	65%	2 of 13 youth currently have benefits; 5 youth have pending benefits; the remaining youth are not eligible for benefits	3 of 10 youth are currently eligible	5 of 5 youth are currently eligible	6 of 6 youth are currently eligible

YEH program began in December 2019



Youth Experiencing Homelessness Program (YEH) (continued)



Organizational Improvement Team (OIT)

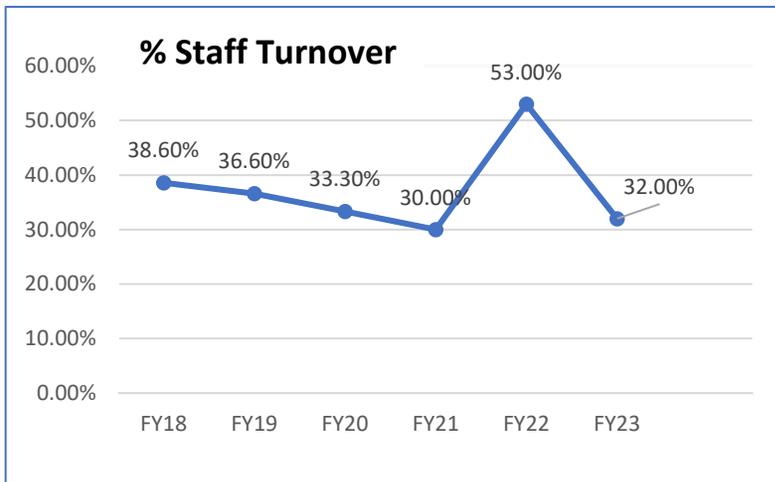
Initiatives

- Changed payroll and benefits processing to ADP Total Source
- Instituted a new monthly employee newsletter
- Conducted new hire orientation

Staff Turnover, Training and Satisfaction

Statistics:

- Full-time Staff: 37, Part-time Staff: 13
- Turnover Rate: 32% (16 people left out of 50 positions)
- 21% decrease in staff turnover from FY22



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

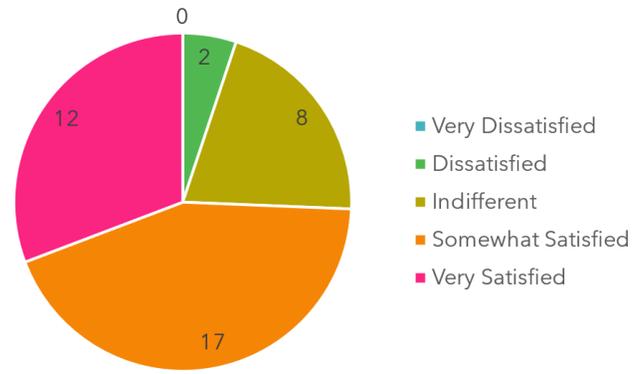
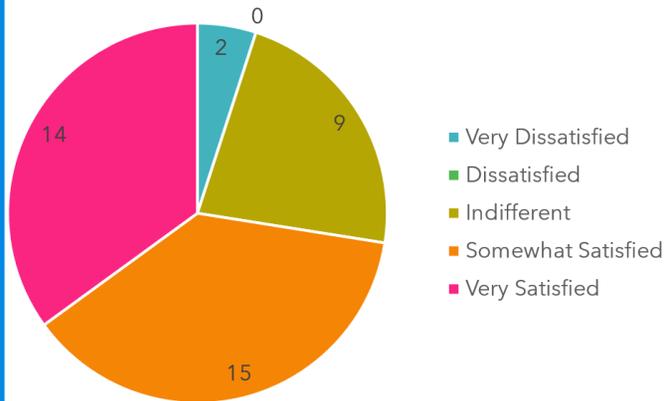
STRATEGIC TRAININGS

- 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.

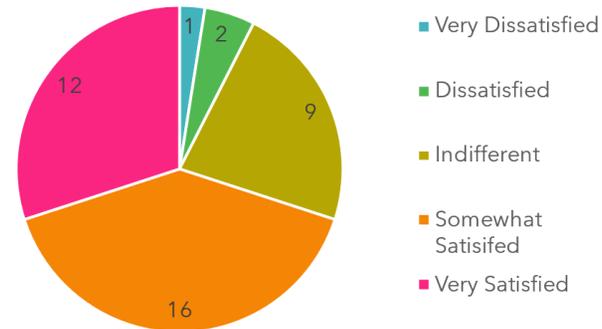
Shelter Spring Survey

Overall Employee Engagement Satisfaction

Overall Job Satisfaction



Overall Culture/ Environment Satisfaction



- 80% Participation
- 40 Questions
- Measure Satisfaction, Engagement, Culture
- Opportunity to cultivate those who are "indifferent"
- Findings support need for DEI + B
- Findings support employee desire for connection

Environmental Improvement Team (EIT)

The EIT has reported the following:

- **Monthly Fire Drills and Tornado Drills:** Jennings Home (JH), Buckholz Group Home (BGH), Transitional Living Program (TLP) and Shelter's main office are up to date with required drills without any reported issues.
- **Food and Safety Regulations:** JH 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:** JH 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:** JH, BGH and TLP all placed maintenance requests that have been addressed.
- **Agency Vehicle Report:** Am Trust and the Agency Vehicle inspection reports are current with one reported issue of a chip in the windshield of the Kia used by foster care.