



2021 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 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

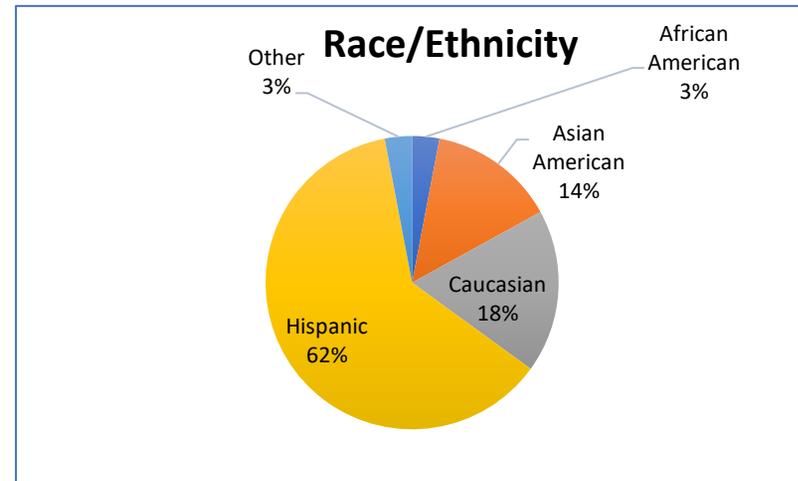
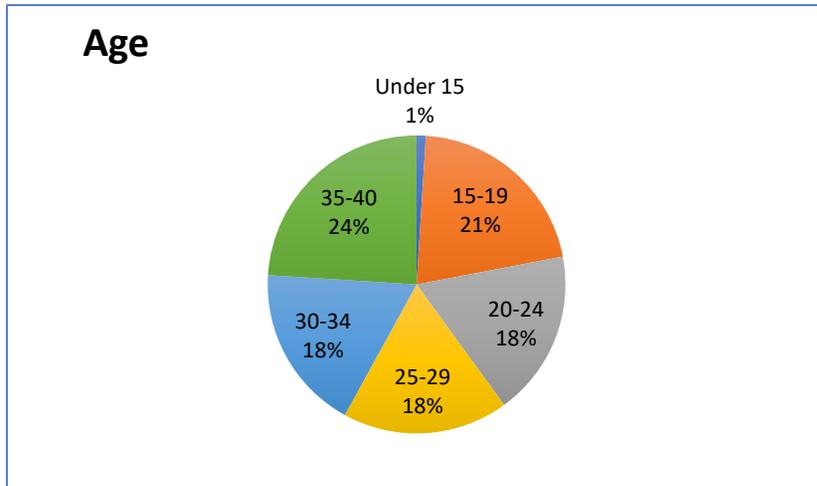
Healthy Families is an intensive home visiting program for at-risk, first-time parents. The program is voluntary, confidential and free. Shelter’s multi-lingual staff works with parents during a child's most formative years—from birth through age 5 – to create safe and healthy environments for their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

- 57 Families; 45 Currently Active; 15 Screens, 2,957 Service Hours
- Referral’s Given: 162
- For families facing overwhelming hardship due to the pandemic, we maintained a **Family Crisis Fund** to fund essential needs for our clients, including rent, food, and personal items.

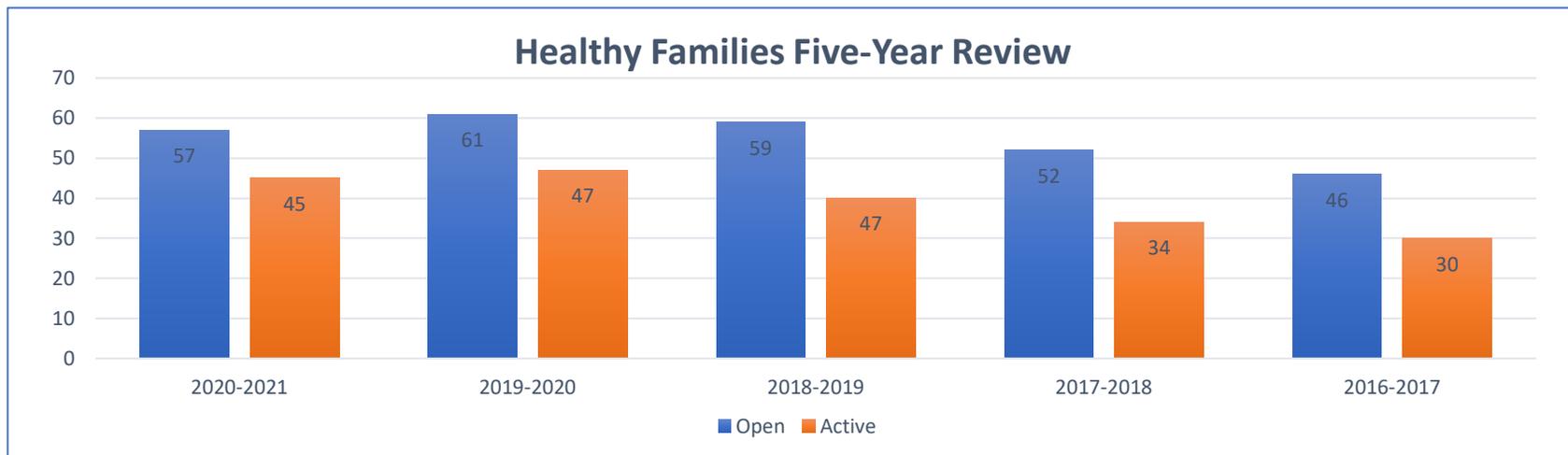
Data reflects the average quarterly percentage from July 2020-June 2021

PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 20-21	AVERAGE QUARTERLY % FY 20-21
Healthy Families	% of expected home visits per level of service	Quarterly reports	75%	76%
	Abuse/neglect occurrence	Indicated abuse/neglect reports	0	.5
	Immunizations	Records of immunization	95%	95%
	Well baby visits	Exam records	97%	88%
	Depression screens	Screening records	95%	79%
	Developmental screenings	Screening records	95%	98%

Healthy Families Program (continued)



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: 49 Clients; 1,149 Days of Care
- Jennings: 60 Clients; 1,160 Days of Care
- We are seeing a trend of youth coming in, 15+ with higher behavioral and mental health needs

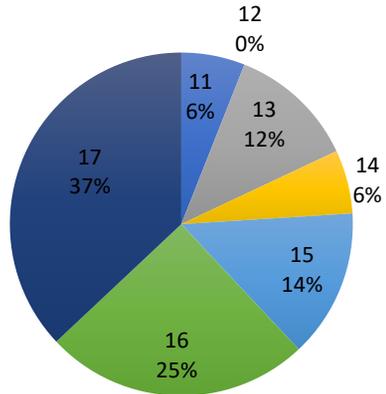
Data reflects the average quarterly percentage from July 2020-June 2021

PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 19-20	AVERAGE QUARTERLY % FY 19-20
GROUP HOMES	School attendance	Monthly reports	90 %	83%
	Discharged to planned discharge placement	Placed forms	70 %	78%
	Health history screenings	Monthly reports	90%	40%*

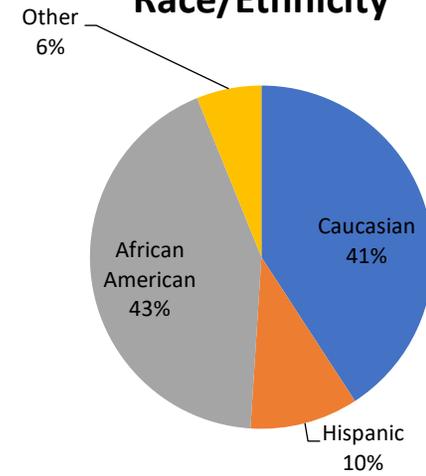
**Limited access in quarter 1 due to COVID-19 restrictions.*

BGH DEMOGRAPHICS:

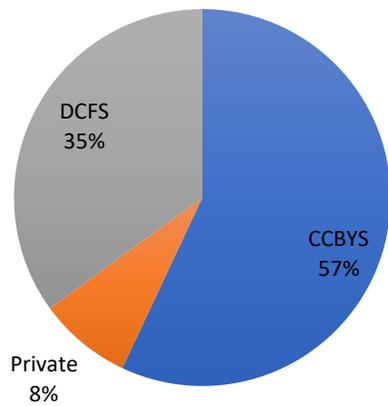
Age



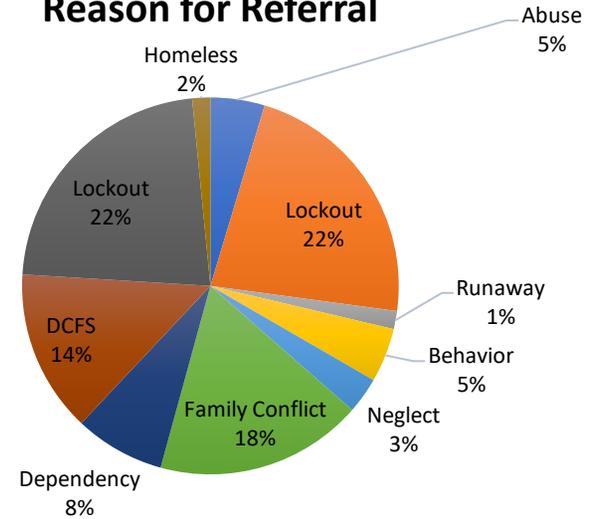
Race/Ethnicity



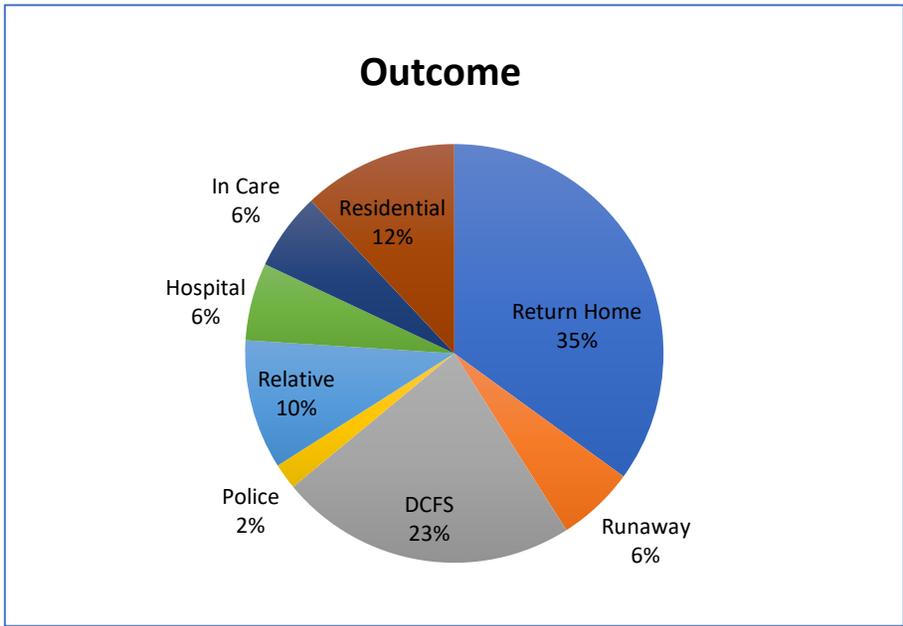
Referral Source



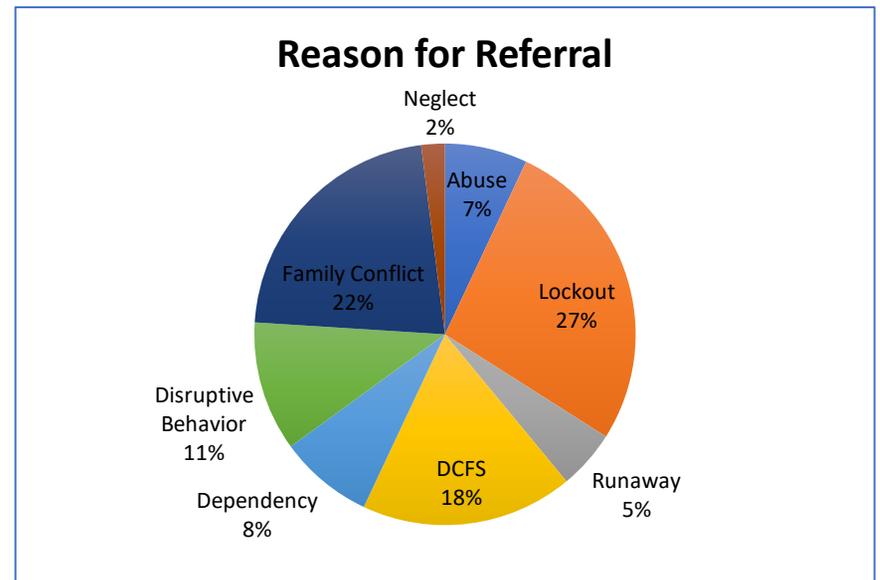
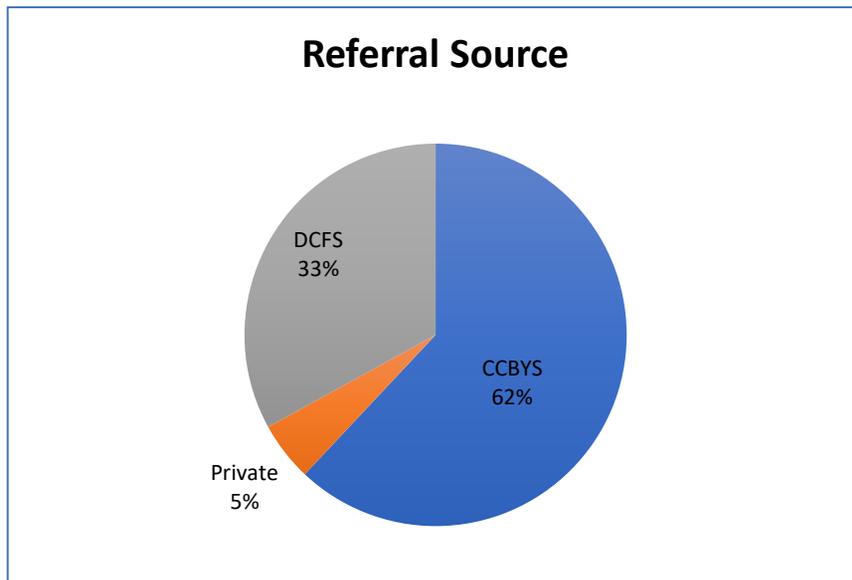
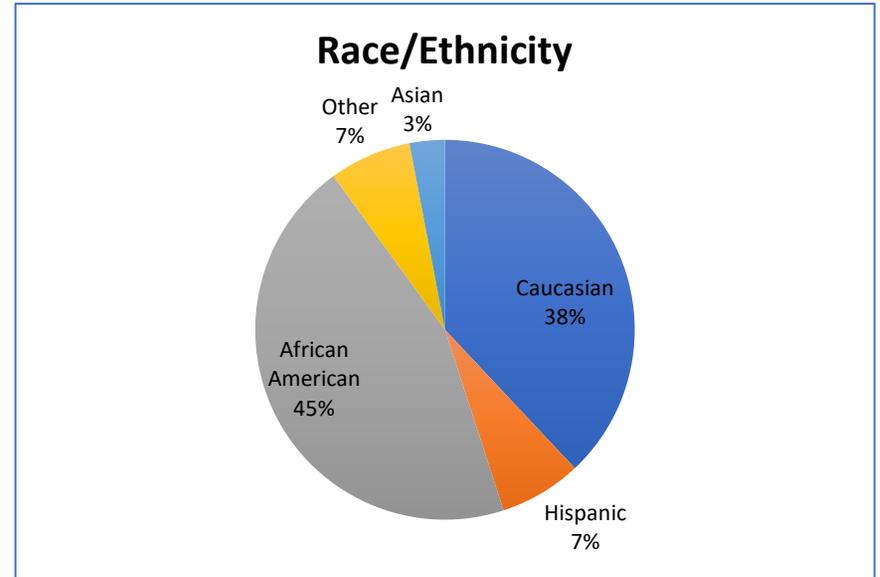
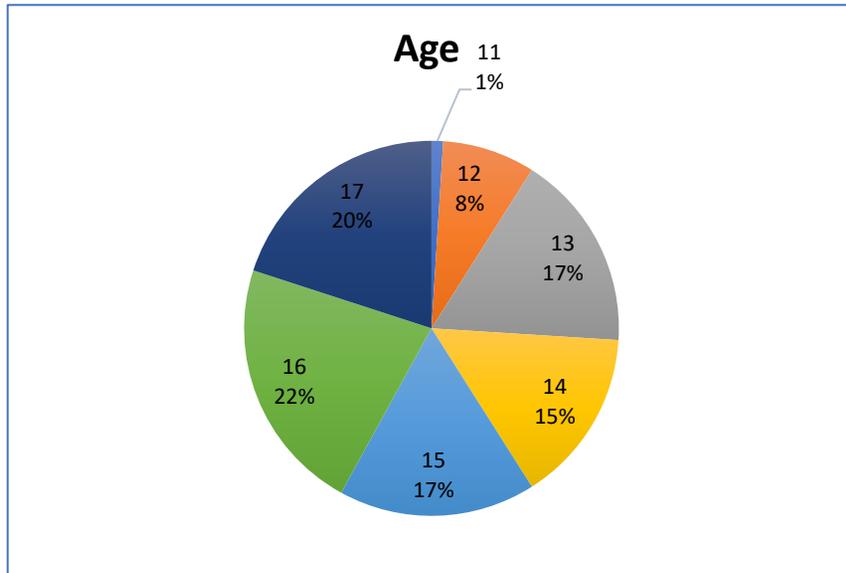
Reason for Referral



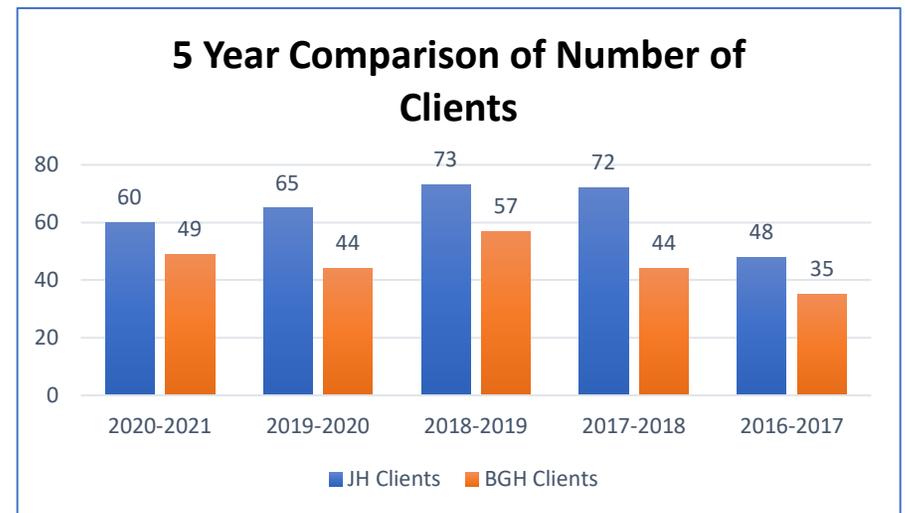
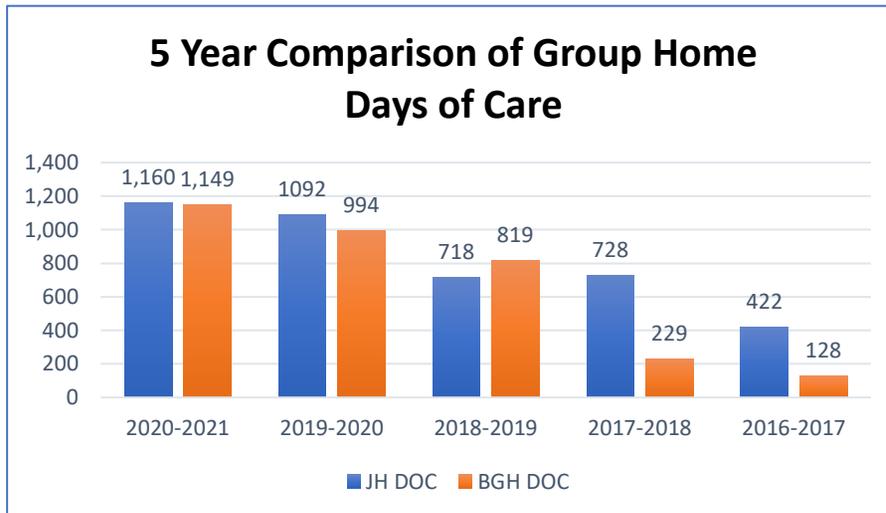
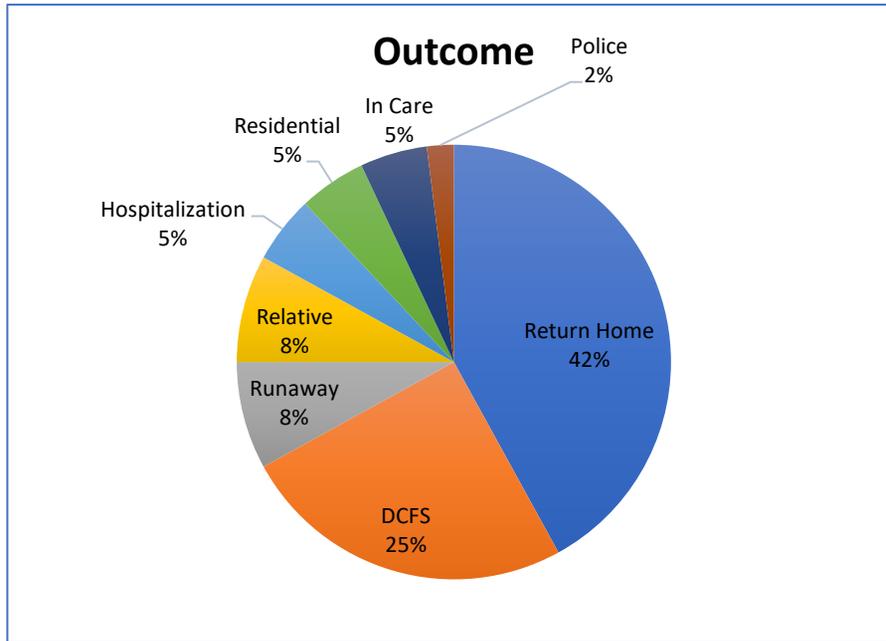
BGH DEMOGRAPHICS (continued):



JENNINGS DEMOGRAPHICS



JENNINGS DEMOGRAPHICS (CONTINUED)



Foster Care

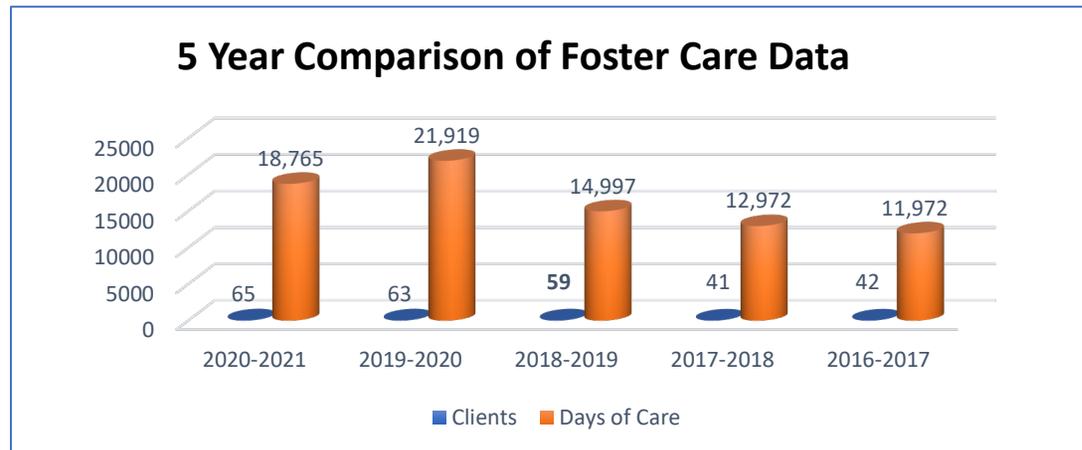
Shelter, Inc.'s Foster Care programs are for children from birth through 21. Our programs include home-of-relative and traditional foster care. Families, with the assistance of foster care caseworkers, work to resolve the problems that brought the children or adolescents into placement so that they can 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.

- 65 Clients, 48 Currently Active (caseload capacity = 60)
- 18,765 Days of Care
- For families facing overwhelming hardship due to the pandemic, we maintained our **Family Crisis Fund** that to fund essential needs for our clients, including rent, food, and personal items.

Data reflects the average quarterly percentage from July 2020-June 2021

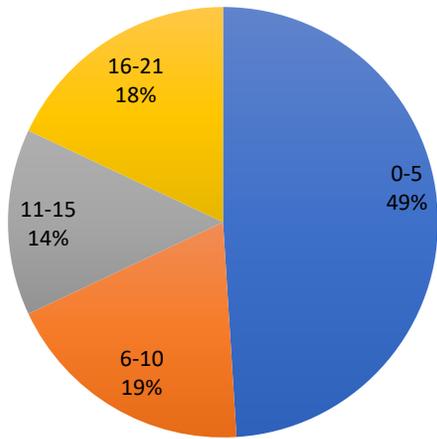
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 19-20	AVERAGE QUARTERLY % FY 19-20
Foster Care	Home visits monthly	Monthly report	95%	91%*
	Permanency rate	Placed forms	18	5.5
	Stability rate	Monthly report	90%	88%*

*June data not available.

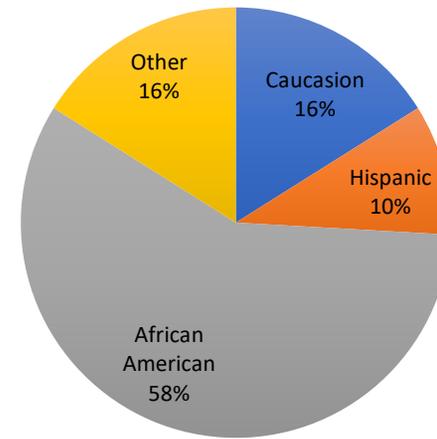


Foster Care (continued)

Age



Race/Ethnicity



Transitional Living Program (TLP)

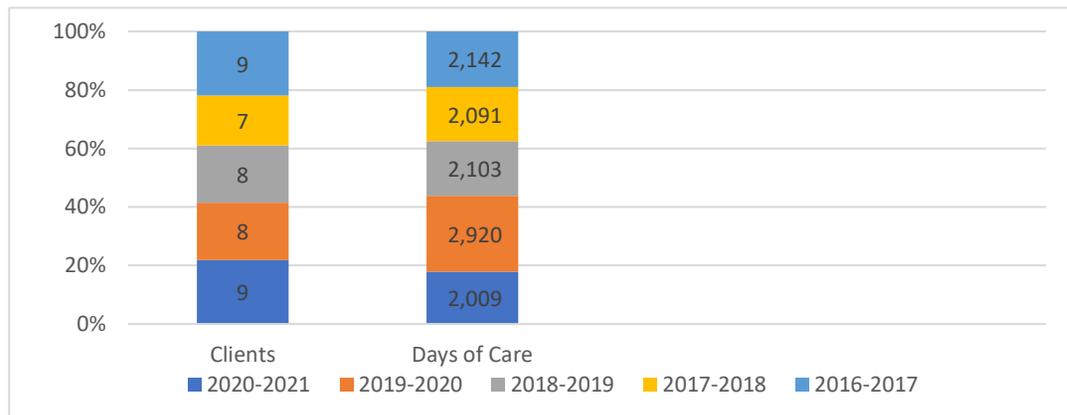
Shelter's Transitional Living Program (TLP) supports young men ages 17 - 21 who are homeless and aging out of the child welfare system. The goal of the two-year program is to provide support in a safe, appropriate, and stable home-like environment as they learn to transition to sustainable, healthy, 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.

- 9 Clients
- 2,009 Days of Care

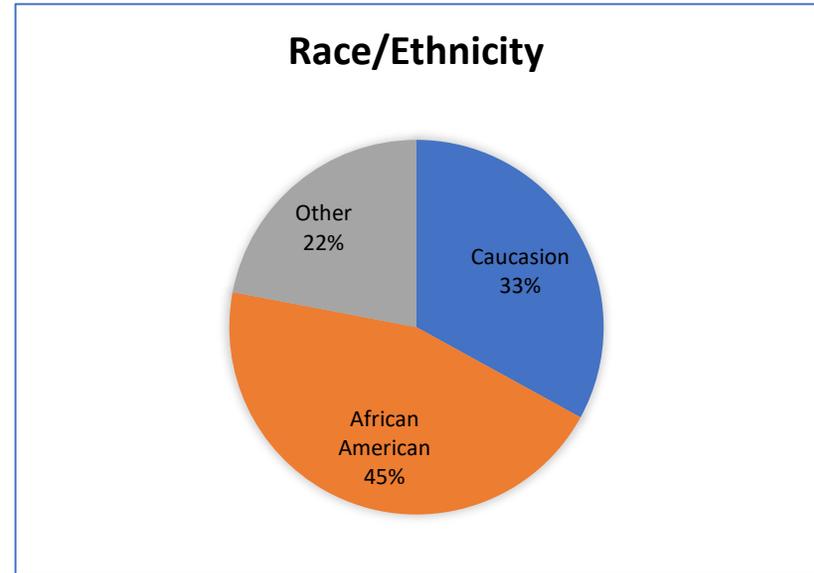
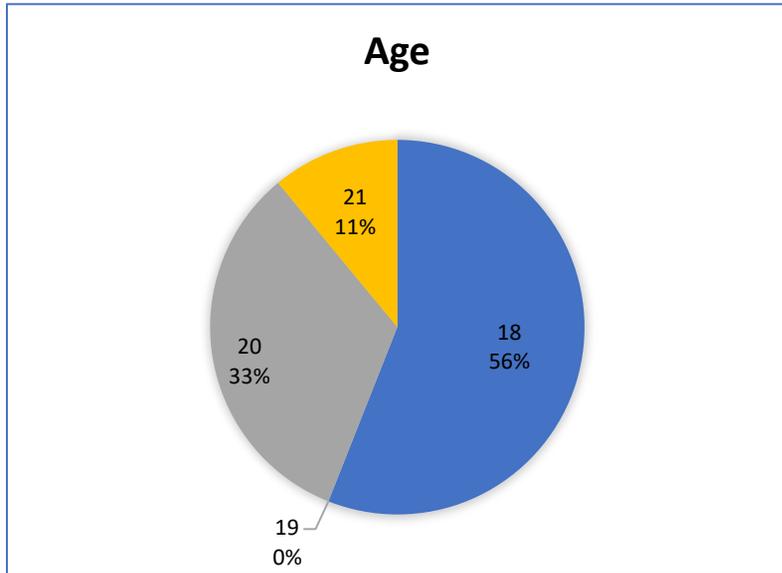
Data reflects the average quarterly percentage from July 2020-June 2021

PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 19-20	AVERAGE QUARTERLY % FY 19-20
TLP	% of youth employed	Pay stubs	100%	64%
	% of youth with HS diploma, GED, or post-secondary certificates	Diplomas, GED, vocational certificate	100%	100%

5 Year Comparison of TLP Clients and Days of Care



Transitional Living Program (TLP) (continued)



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

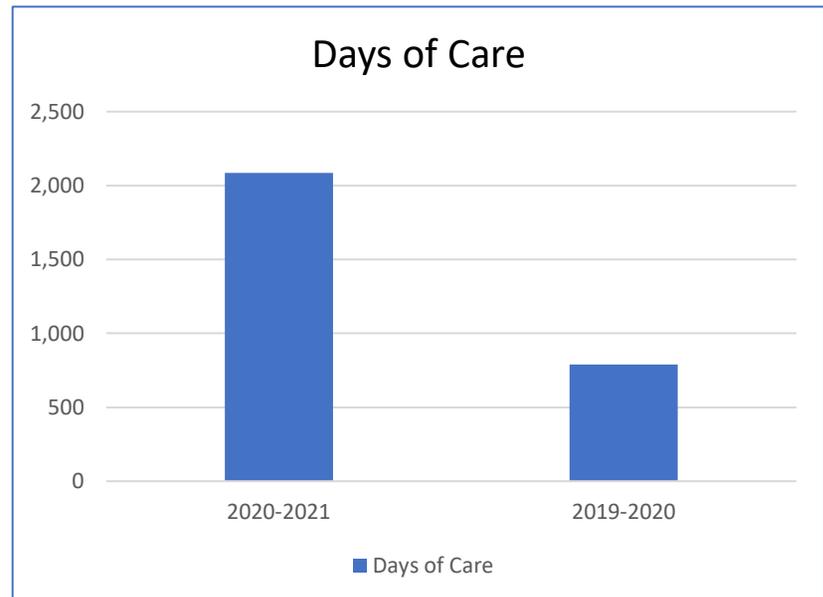
- 11 Clients, 7 Currently Active
- 2,085 Days of Care

Data reflects the average quarterly percentage from July 2020-June 2021

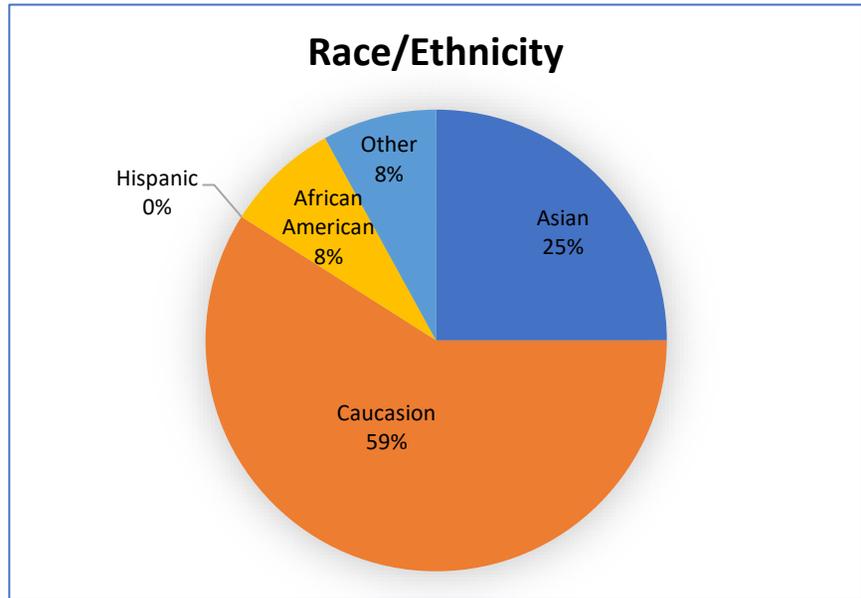
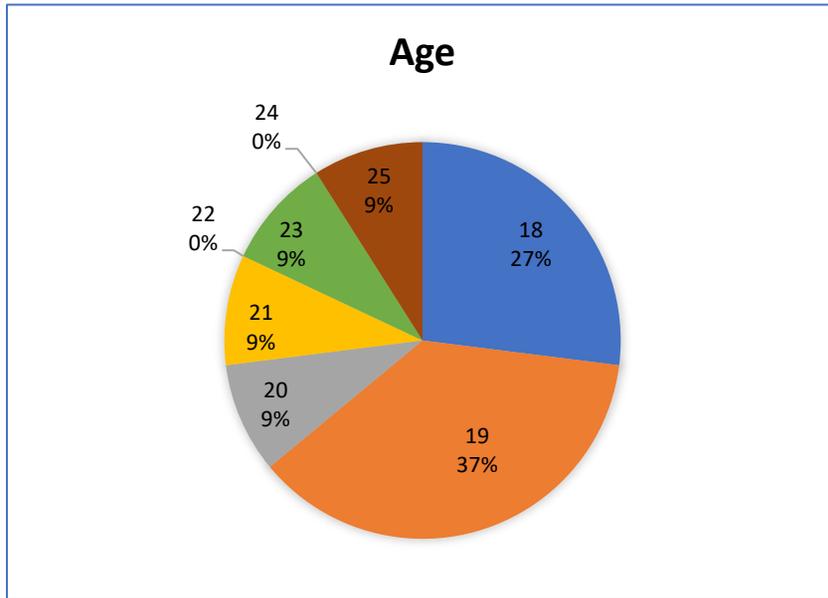
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 19-20	AVERAGE QUARTERLY % FY 19-20
YEH	Proposed/funded service slots available	eCornerstone report	100%	Currently 6 of 8 slots filled, 2 available. 2 brief contact/supportive services clients. 6 slots available in Emergency Shelter. Case management slots open.
	Completed Safety assessment	eCornerstone report	80%	100%
	Emergency care plan implemented	eCornerstone report	95%	100%
	Completed Ansell Casey assessment (<i>excludes outreach brief contacts</i>)	eCornerstone report	70%	100%
	Case management plan developed (<i>youth with Casey assessment</i>)	eCornerstone report	90%	100%
	Case management plan implemented	eCornerstone report	90%	100%
	Case management plans include strategies to encourage employment and/or education	eCornerstone report	90%	100%
	Case management plans include strategies to increase life skills	eCornerstone report	90%	100%
	Emergency Shelter youth will exit program to stable housing	eCornerstone report	70%	NA-No youth placed in emergency shelter

Transitional living youth will exit program to stable housing	eCornerstone report	80%	100% 3 youth exited, one back to parents, one to other program, one to independent living.
Transitional living youth will exit program employed and/or enrolled in educational program	eCornerstone report	80%	33% 3 youth exited. One in school and employed. 2 not in school and unemployed.
Pregnant youth will receive prenatal care	eCornerstone report	95%	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.
Eligible youth will acquire one or more new mainstream benefits (SSI, TANF, Medicaid, SNAP, WIC)	eCornerstone report	65%	3-4 youths on average receiving Medicaid, SNAP, food stamps

YEH program began in December 2019



Youth Experiencing Homelessness Program (YEH) (continued)



Staff Turnover, Training and Satisfaction

Statistics:

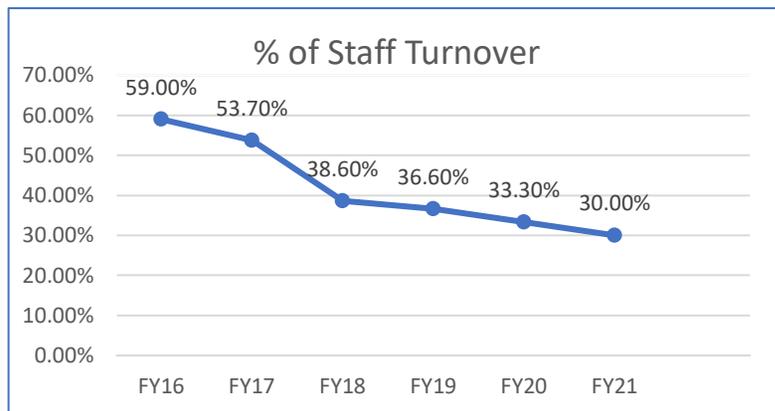
- Full-time Staff: 33, Part-time Staff: 14
- 11% increase in staffing from FY20
 - Added 4 positions
- Turnover Rate: 30% (14 people left out of 47 positions)
- 3.3% decrease in staff turnover from FY19

New Hires:

- 11 new hires to replace open positions

Separations:

- Resignations: 13
- Terminations: 1
- Transfers/Promotions: 8
- Resignations/terminations were 3 BGH, 5 Jennings, 3 TLP, 2 Foster Care, 1 Healthy Families



2020 ANNUAL TRAININGS

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

2020 BIENNIAL TRAININGS

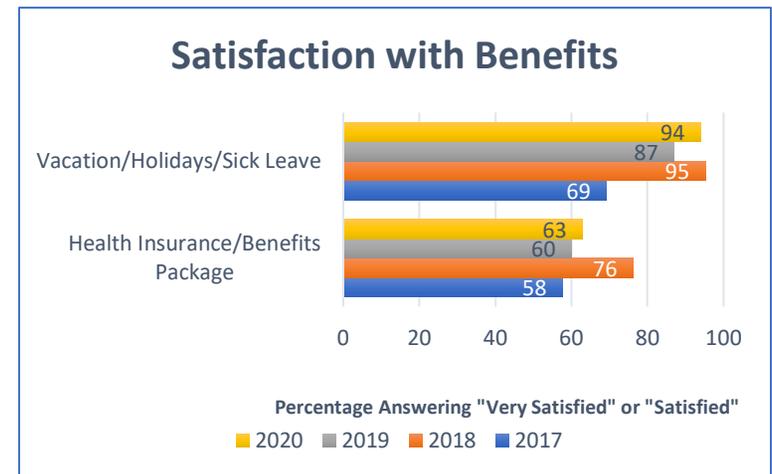
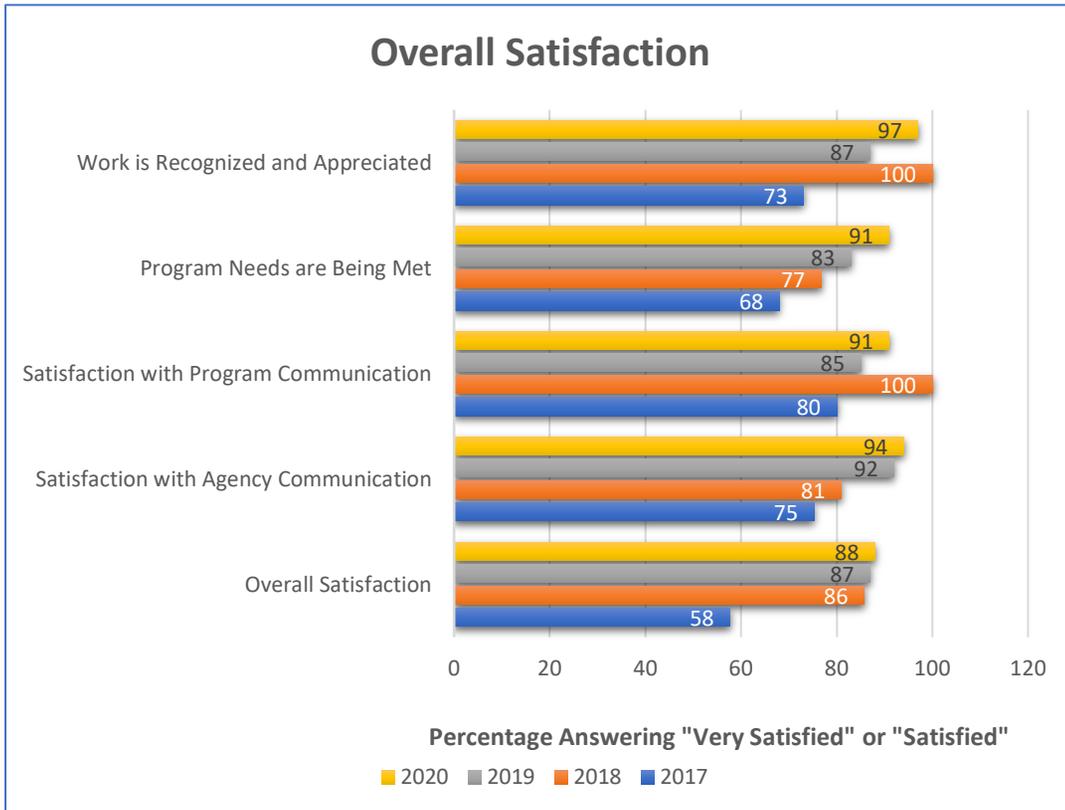
- CPR/First Aid
- Crisis Prevention Institute—Non-violent Crisis Intervention

2020 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 a full day with various staff training on different subjects including abuse and neglect, mandated reporting, cultural competency, and diversity and inclusion.

Staff Survey Highlights

2017-2020 Comparison



STAFF FEEDBACK

“ Communication is OK but could be better. Weekly or monthly notification to all regarding state of agency would be great.”

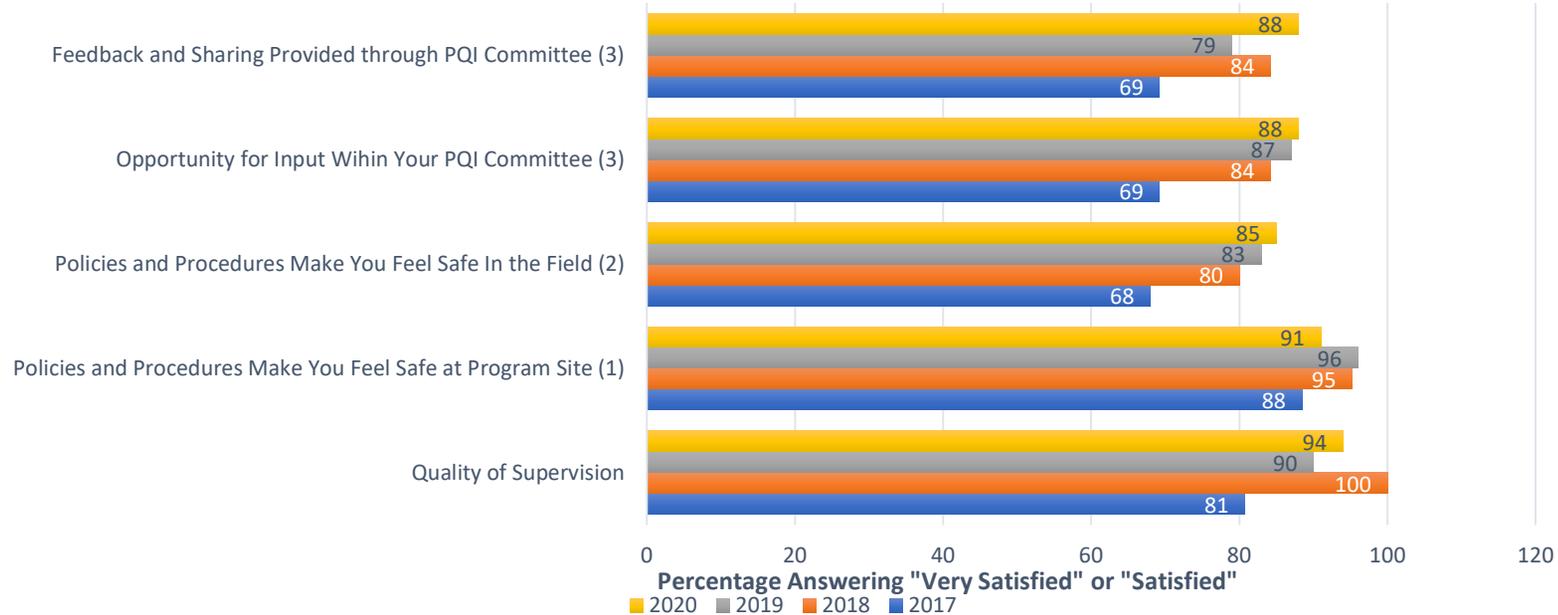
“Supervisor is excellent and is always open to new ideas.”

“Need to improve communication between the programs.”

“...It’s an excellent place to work with amazing staff and leadership.”

“I feel the agency has done its best during these unpredictable times.”

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

SATISFACTION WITH NEEDS BEING MET DURING COVID-19 PANDEMIC

"I'm very satisfied with all the precautions and items to keep safe in both group homes."

"The PPE supplied by the agency has been very useful."

"Blessed to still have a job and feel safe."

"When my computer stopped working, the agency took care of the issue very quickly and provided me with a new computer."

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.