



2025 PQI Report



Shelter
YOUTH & FAMILY
SERVICES

Performance and Quality Improvement

PHILOSOPHY

Founded in 1975, Shelter Youth & Family Services is a leader in Chicagoland, 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 for 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 Youth & Family Services promotes excellence and continuous

improvement in our programs: Healthy Families, Foster Care, Emergency Shelters, 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 parents facing multiple challenges that provides support and resources to help families thrive. 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.

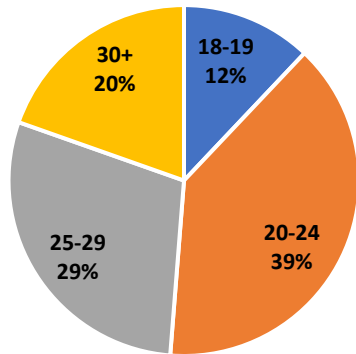
- 61 Families
- 4,364 Service Hours

Data: July 1, 2024-June 30, 2025

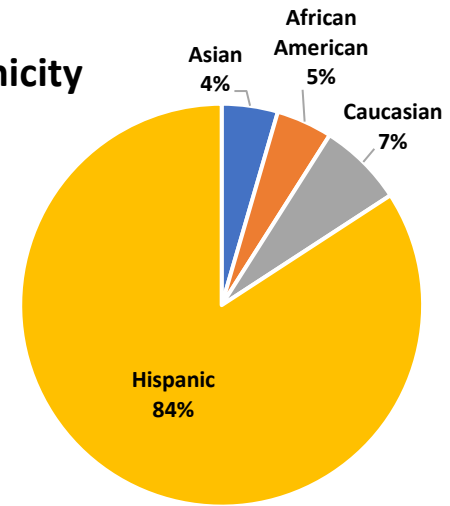
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 24-25	RESULTS 1 ST QUARTER FY 24-25	RESULTS 2 ND QUARTER FY 24-25	RESULTS 3 RD QUARTER FY 24-25	RESULTS 4 TH QUARTER FY 24-25
HEALTHY FAMILIES	% of expected home visits per level of service	Quarterly reports	75%	79%	63%	65%	65%
	Abuse/neglect occurrence	Indicated abuse/neglect reports	0	0	0	0	0
	Immunizations	Records of immunization	90%	67%	73%	78%	80%
	Well baby visits	Exam records	80%	56%	79%	88%	77%
	Depression screens	Screening records	95%	100%	75%	100%	100%
	Developmental screenings	Screening records	90%	69%	89%	67%	84%
	Parent/Child Interaction Tool	2 nd & 4 th quarter screening records	90%	N/A	96%	N/A	92%

HEALTHY FAMILIES PROGRAM (CONTINUED)

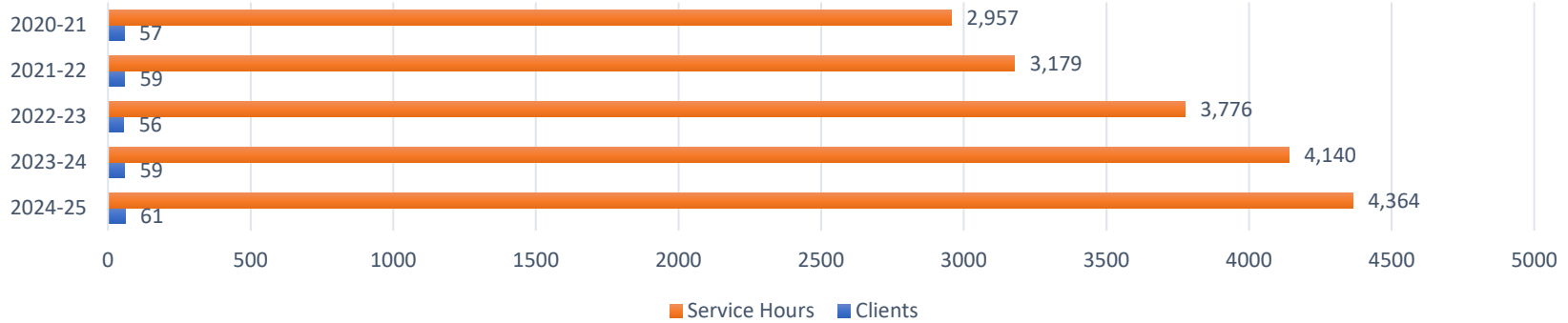
Age of Mother



Race/Ethnicity



Healthy Families Five-Year Review



EMERGENCY SHELTERS

Shelter's Buckholz Emergency Shelter (BES) for youth who identify a male and Jennings Emergency Shelter (JES) for youth who identify as female provide emergency housing for youth ages 11 - 17 who are experiencing crisis due to abuse or neglect or need 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 LGBTQIA+ community and children who have been victims of commercial sexual exploitation.

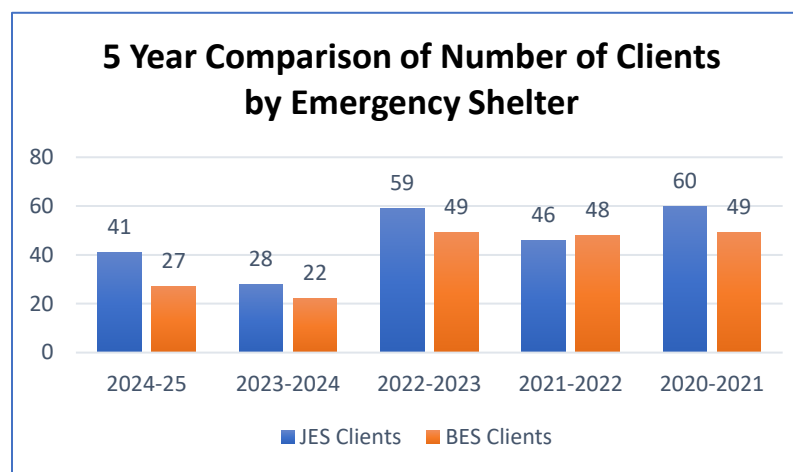
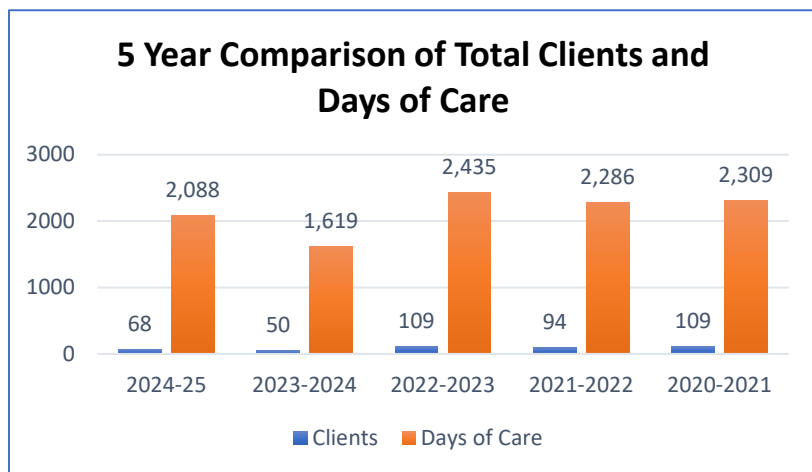
- BES: 27 Clients; 1,219 Days of Care
- JES: 41 Clients; 869 Days of Care

Data: July 1, 2024-June 30, 2025

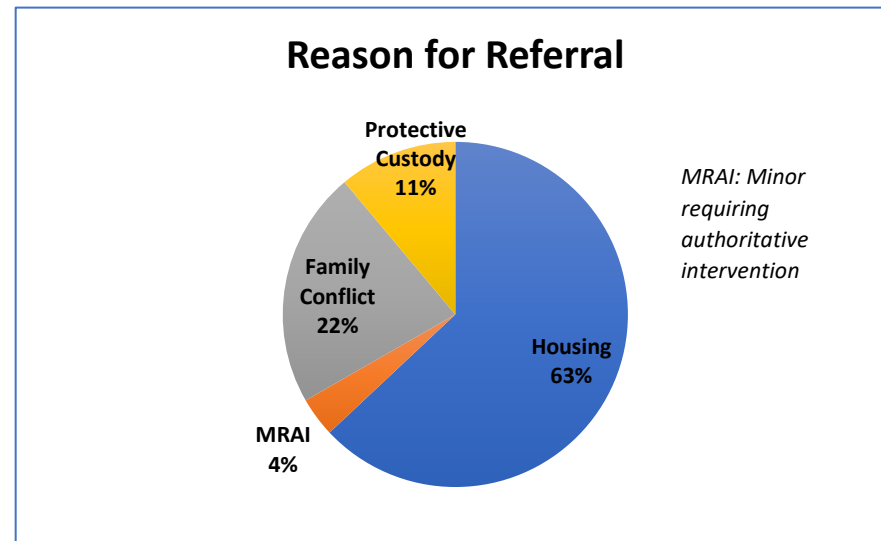
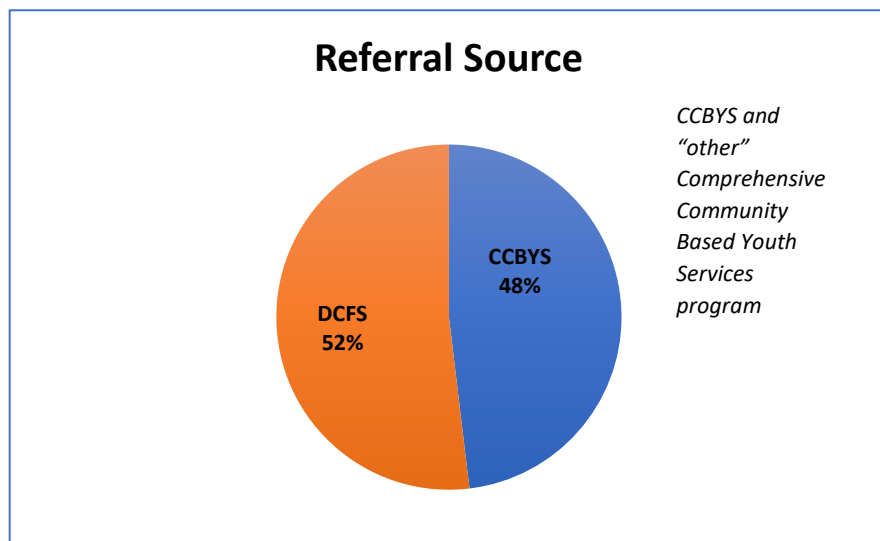
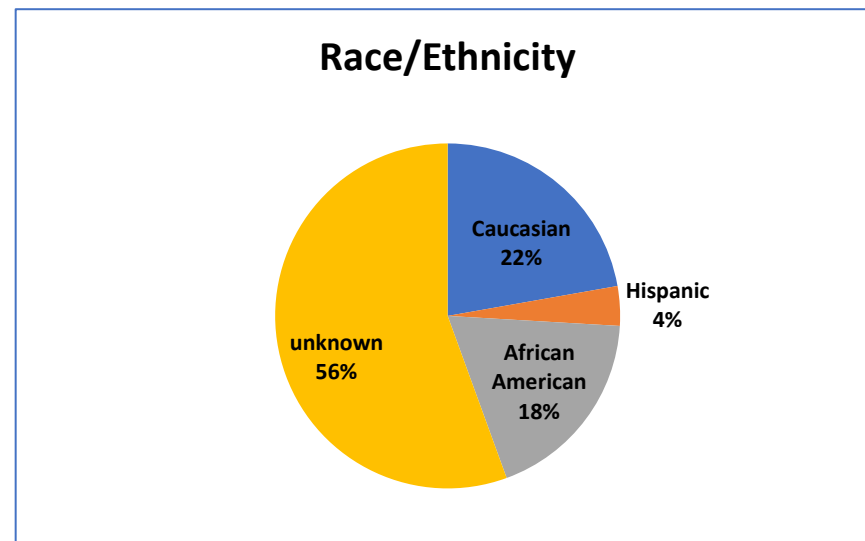
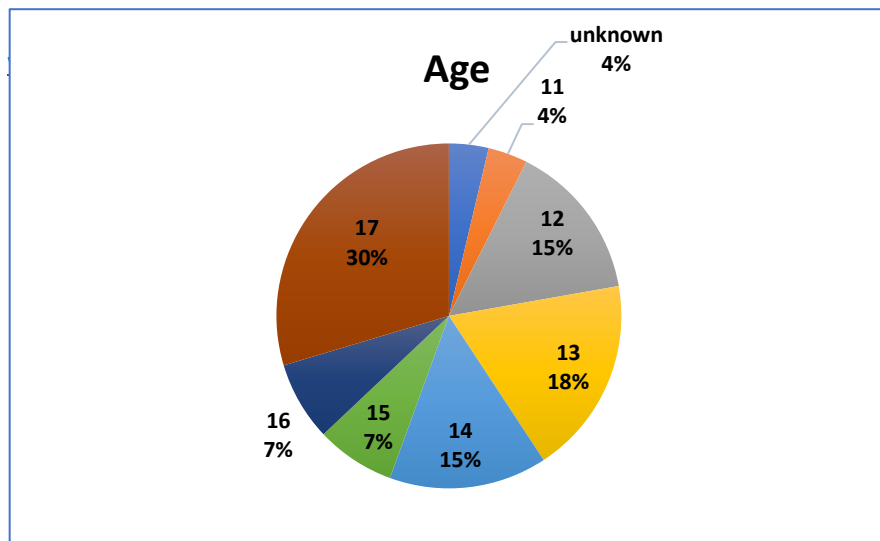
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 24-25	RESULTS 1 ST QUARTER FY 24-25	RESULTS 2 ND QUARTER FY 24-25	RESULTS 3 RD QUARTER FY 24-25	RESULTS 4 TH QUARTER FY 24-25
EMERGENCY SHELTERS	School attendance	Monthly reports	90%	100%	60%*	77%	86%
	Discharged to planned discharge placement	Placed forms	70%	100%	65%	73%	91%
	Health history screenings	Monthly reports	90%	88%**	82%**	100%	100%

*Excludes short placements

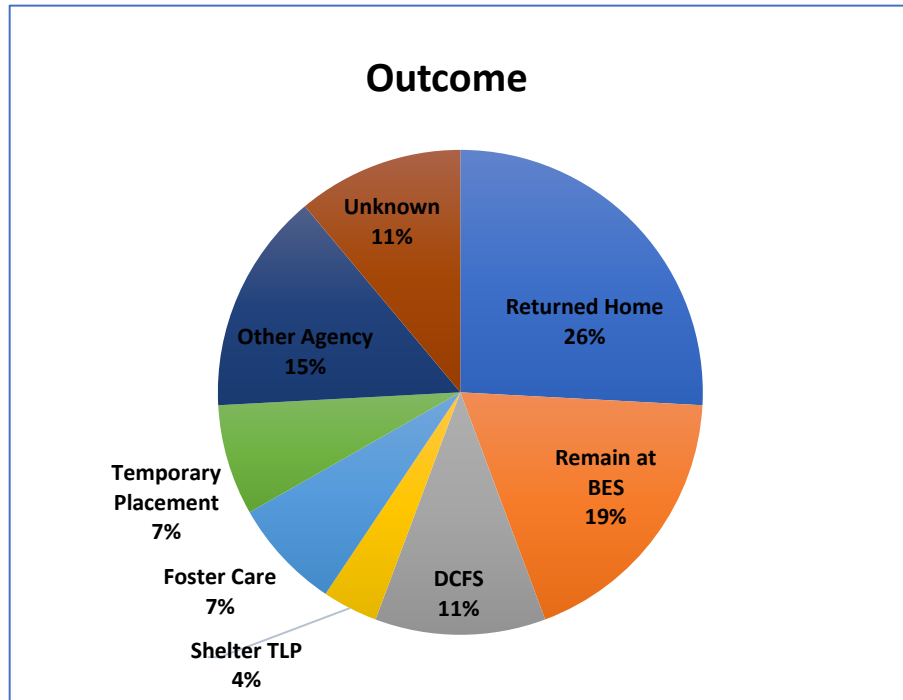
**Excludes youth discharged before 72 hours



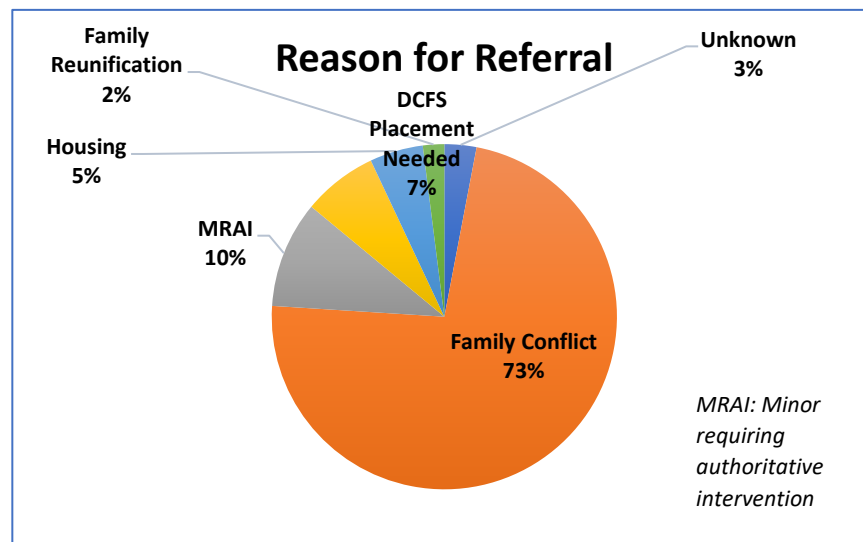
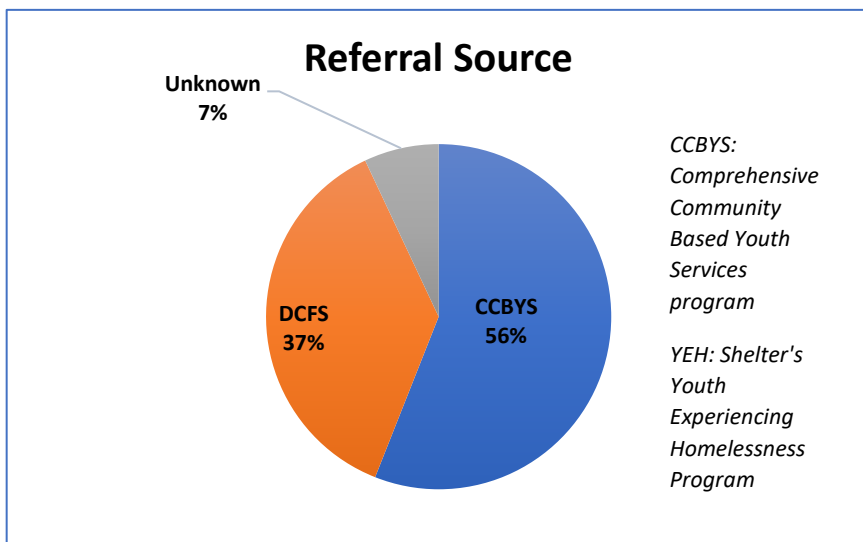
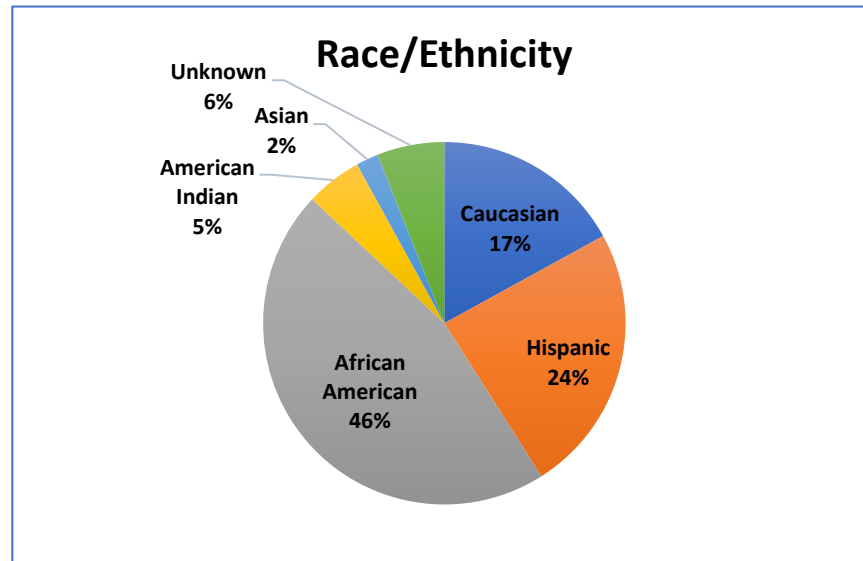
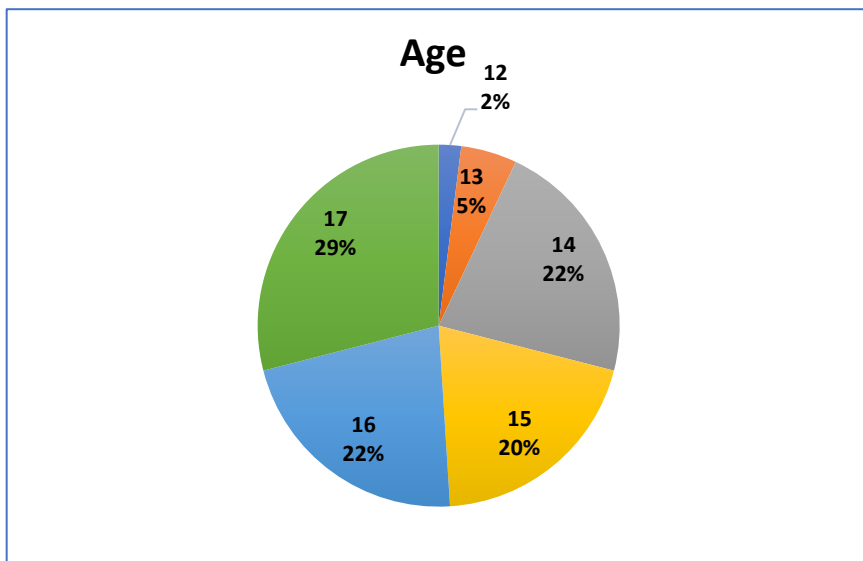
BES DEMOGRAPHICS:



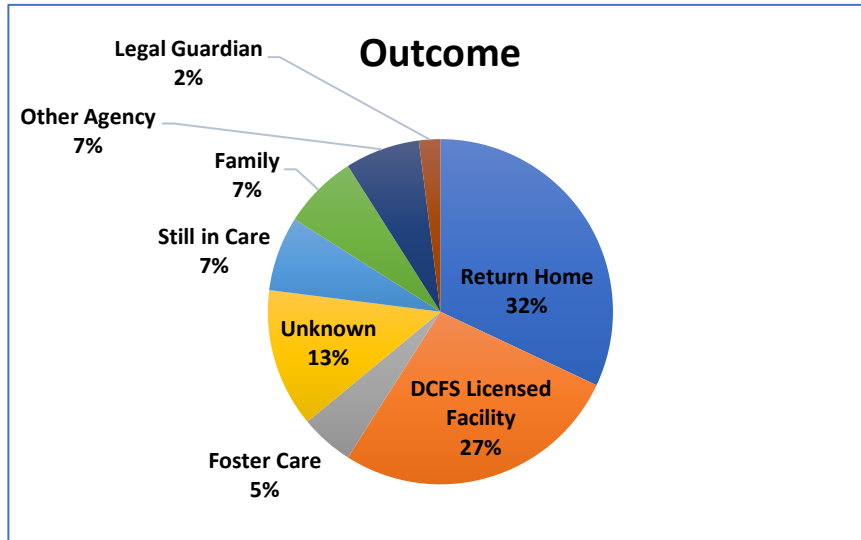
BES DEMOGRAPHICS (continued):



JES DEMOGRAPHICS



JES DEMOGRAPHICS (CONTINUED)



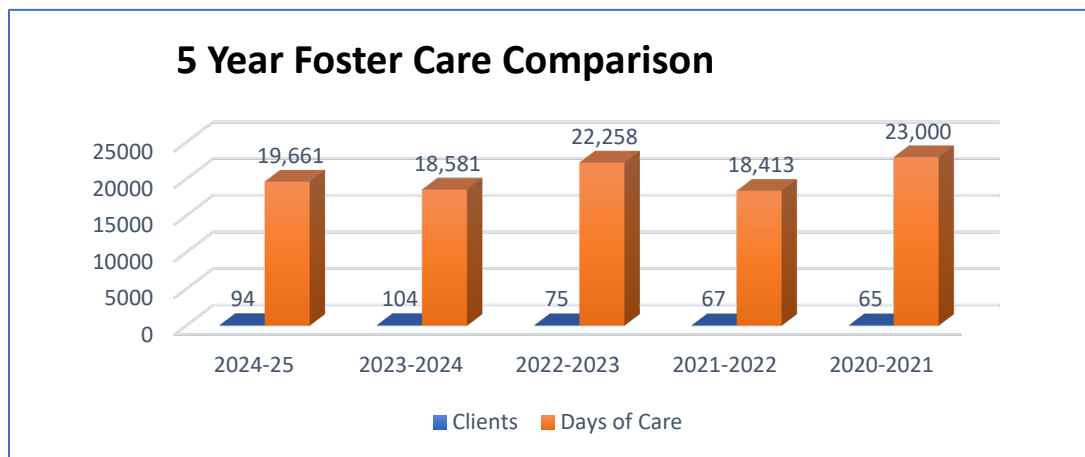
FOSTER CARE

Shelter Youth & Family Services 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 case workers, 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.

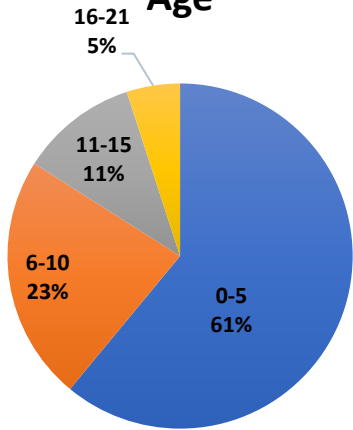
- 94 Clients
- 19,661 Days of Care
- 12 Permanencies

Data: July 1, 2024-June 30, 2025

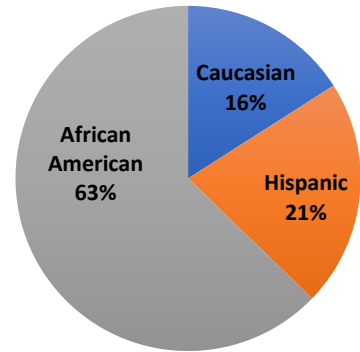
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 24-25	RESULTS 1 ST QUARTER FY 24-25	RESULTS 2 ND QUARTER FY 24-25	RESULTS 3 RD QUARTER FY 24-25	RESULTS 4 TH QUARTER FY 24-25
Foster Care	Home visits monthly	Monthly report	95%	100%	100%	100%	98%
	Permanency rate	Placed forms	24.8%	7.84%	7.84%	17.65%	12%
	Stability rate	Monthly report	90%	82.67%	82.89%	89.16%	91.46%



Age



Race/Ethnicity

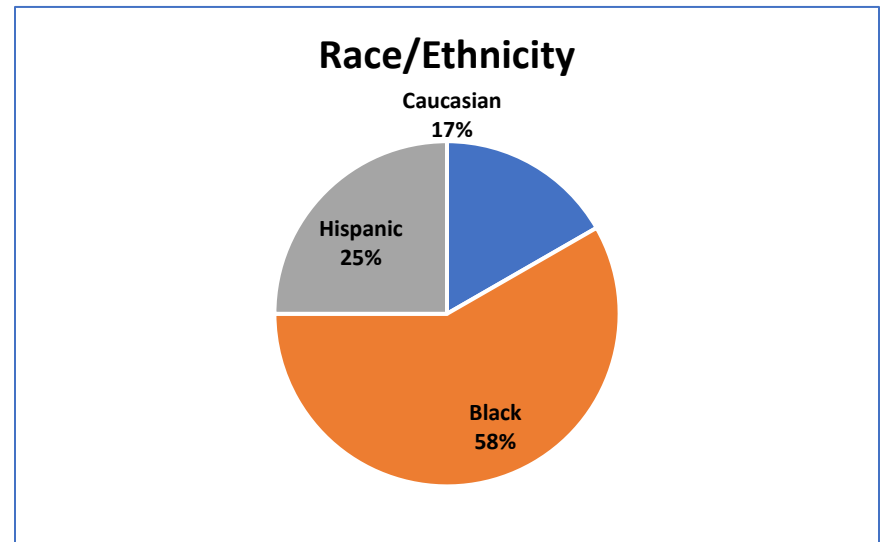
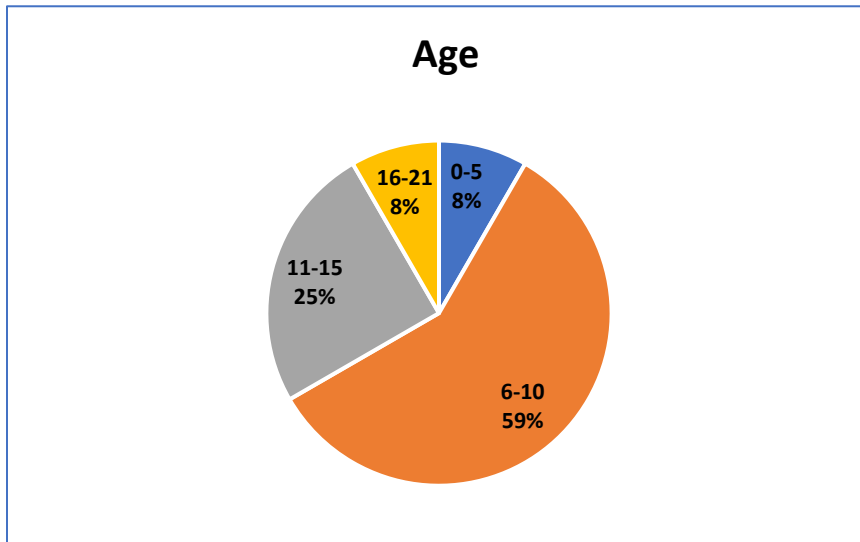


EMERGENCY FOSTER CARE

Emergency foster care addresses a critical need for stable, shorter-term housing for young people who have experienced inconsistent and difficult placements.

- 12 Clients
- 600 Days of Care

Data: July 1, 2024-June 30, 2025



TRANSITIONAL LIVING PROGRAM (TLP)

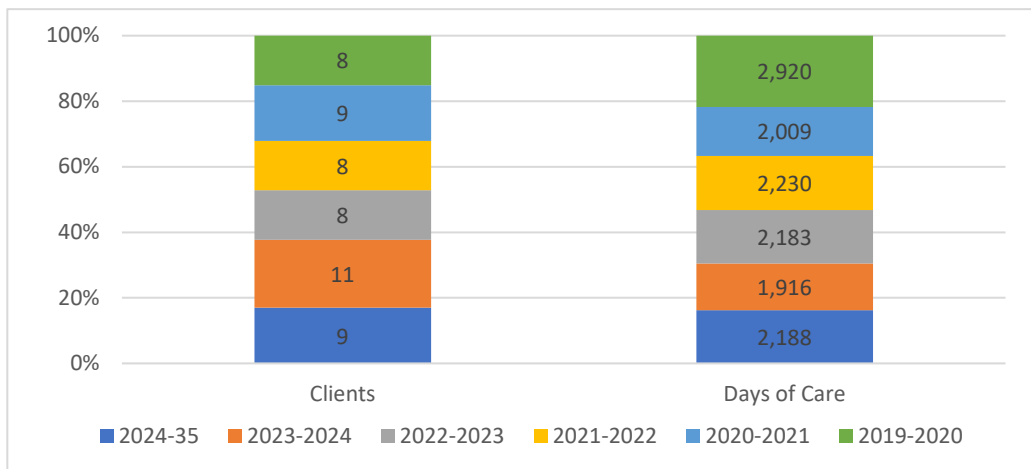
Shelter's Transitional Living Program (TLP) supports young people assigned male at birth ages 17 - 21 who are homeless and aging out of the child welfare system. The goal of the two-year program is to provide support in a safe, appropriate, and stable home-like environment as they learn to transition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

- 9 Clients
- 2,188 Days of Care

Data: July 1, 2024-June 30, 2025

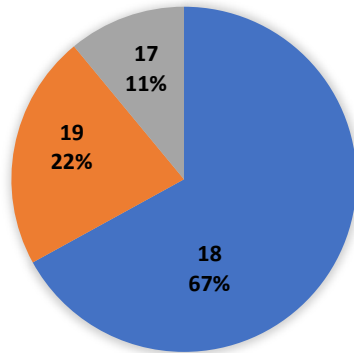
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 24-25	RESULTS 1 ST QUARTER FY 24-25	RESULTS 2 ND QUARTER FY 24-25	RESULTS 3 RD QUARTER FY 24-25	RESULTS 4 TH QUARTER FY 24-25
TLP	% of youth employed	Pay stubs	100%	83%	100%	83%	57%
	% of youth with HS diploma, GED, or post-secondary certificates	Diplomas, GED, vocational certificate	100%	50%	50%	50%	71%

5 Year Comparison of TLP Clients and Days of Care

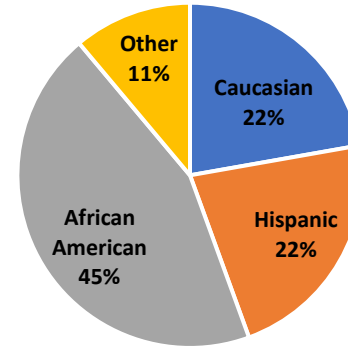


TRANSITIONAL LIVING PROGRAM (TLP) (CONTINUED)

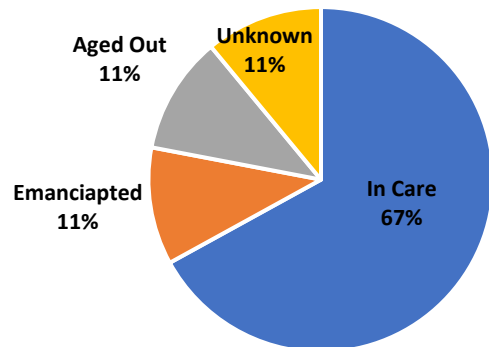
Age



Race/Ethnicity



Outcome



YOUTH EXPERIENCING HOMELESSNESS PROGRAM (YEH)

Through a grant from the Illinois Department of Human Services and in partnership with the Kenneth Young Center, Shelter Youth & Family Services 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

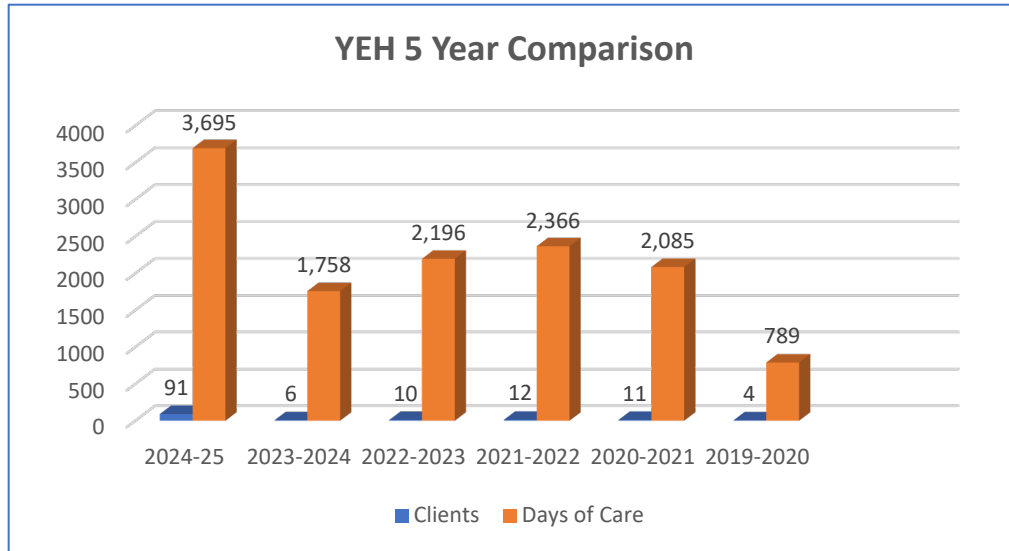
- 91 clients (housing, resources, and outreach services)
 - ✓ 10 in apartments
 - ✓ 18 case management
 - ✓ 63 referrals provided
- 3,695 Days of Care

Data: July 1, 2024-June 30, 2025

PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 24-25	RESULTS 1 ST QUARTER FY 24-25	RESULTS 2 ND QUARTER FY 24-25	RESULTS 3 RD QUARTER FY 24-25	RESULTS 4 TH QUARTER FY 24-25
Youth Experiencing Homelessness	Proposed/funded service slots available	eCornerstone report	100%	100%	100%	100%	100%
	Completed Safety assessment	eCornerstone report	80%	100%	40%	80%	100%
	Emergency care plan implemented	eCornerstone report	95%	100%	100%	100%	100%
	Completed Ansell Casey assessment (excludes outreach brief contacts)	eCornerstone report	70%	100%	80%	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%	N/A	N/A	N/A	100%
	Transitional living youth will exit program to stable housing	eCornerstone report	80%	N/A	100%	N/A	100%
	Transitional living youth will exit program employed and/or enrolled in educational program	eCornerstone report	80%	N/A	100%	N/A	100%
	Pregnant youth will receive prenatal care	eCornerstone report	95%	N/A	N/A	N/A	N/A
	Parenting youth will receive parenting skills education	eCornerstone report	95%	N/A	N/A	N/A	N/A
	Eligible youth will acquire one or more new mainstream benefits (SSI, TANF, Medicaid, SNAP, WIC)	eCornerstone report	65%	100%	100%	100%	100%

YOUTH EXPERIENCING HOMELESSNESS PROGRAM (YEH) (CONTINUED)

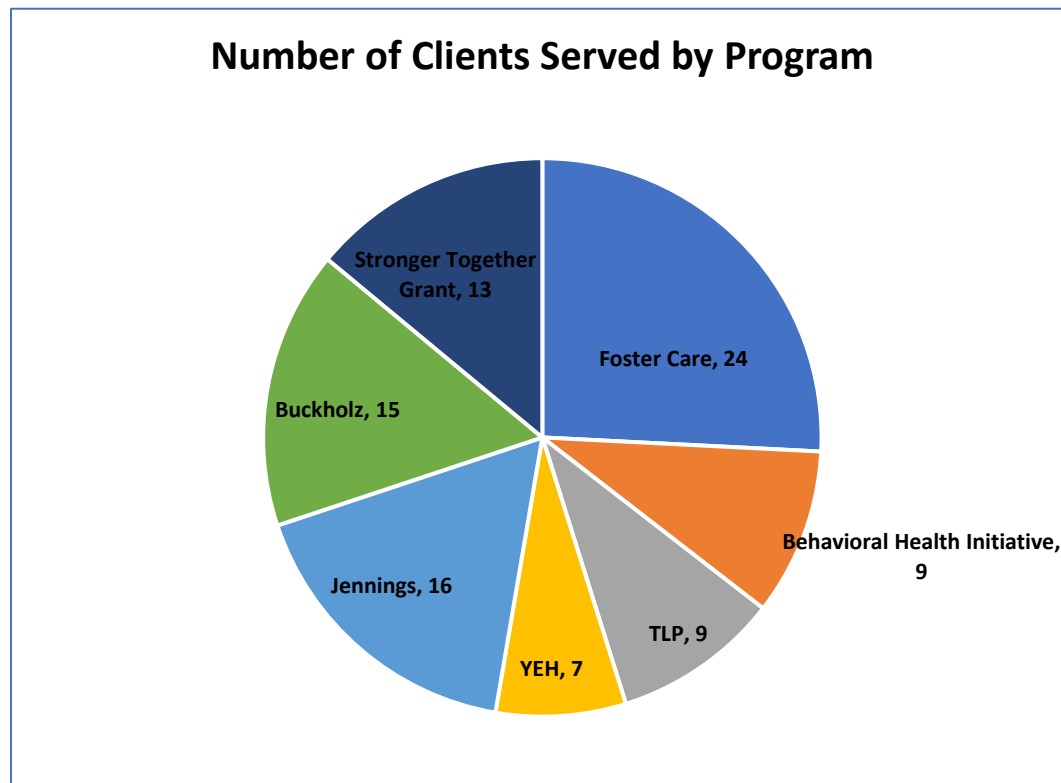


CLINICAL PROGRAM

Shelter's Clinical Program provides counseling to young people who have experienced trauma from abuse, neglect or other family situations. The Clinical Program breaks down the barriers to receiving quality mental health care by increasing access and coordinating care. Many of the children and families in Shelter's programs are under-insured or on Medicaid. Finding mental health service providers is often difficult. By accepting Medicaid and other insurance, Shelter can offer therapy to children and their family members whose mental health impacts their well-being. Case management takes a whole-family approach, offering comprehensive healthcare that can break the cycle of abuse for generations to come. Clinical services are integrated into all of Shelter's programs.

- 100 clients
- 755 Hours of Care

Data: July 1, 2024-June 30, 2025



ORGANIZATIONAL IMPROVEMENT TEAM (OIT)

Initiatives

- Planned four Employee Appreciation Events to take place throughout the year
- Instituted a contest to recognize employees who exemplify Shelter's Core Values
- Instituted a plan to survey staff twice a year to monitor improvement and seek information on additional changes.
- Added monthly benefit training courses for employees, including medical, dental, vision, life insurance, disability coverage, and the employee assistance program
- Aiming to increase participation in Shelter's DEI subcommittee to ensure that Shelter's workforce reflects the community we serve. Also seeking to increase diversity on Shelter's Board of Directors

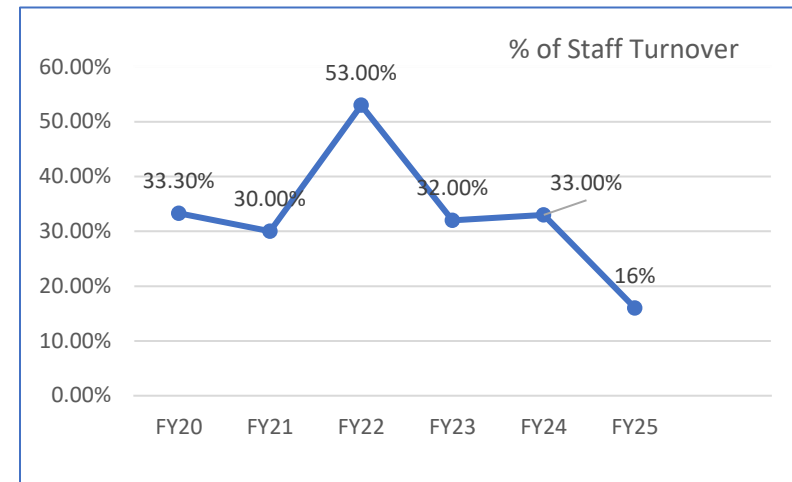


Spring Employee Survey Findings

- Keep working on DEI
- Increase diversity of applicants and new hires
- Talk more about our achievements
- Have events that get more participation

Staff Turnover, Training and Satisfaction Statistics:

- Full-time Staff: 43, Part-time Staff: 22
 - ✓ Turnover Rate: 16%
 - ✓ Since January 2025, 7 resignations and 4 terminations



STAFF TRAININGS

DCFS and DHS required trainings:

- Mandated Reporter
- Think Trauma
- Harassment and Discrimination Training
- CPR/First Aid
- Crisis Prevention Institute—Non-violent
- Crisis Intervention

Webit Training

- Network Safety
- Optional Weekly training

MANAGEMENT TRAININGS

- Employee Evaluation
- Corrective Action
- Employee Leave
- Management Communication
- Reasonable Suspicion
- Crucial Conversations
- Payroll Processing
- Inclusion

ENVIRONMENTAL IMPROVEMENT TEAM (EIT)

The EIT has reported the following:

- **Monthly Fire Drills and Tornado Drills:** Jennings Emergency Shelter (JES), Buckholz Emergency Shelter (BES), Transitional Living Program (TLP) and Shelter's main office are up to date with required drills without any reported issues.
- **Food and Safety Regulations:** JES, BES, and TLP turned in on-time monthly reports with no reported issues.
- **Bi-weekly Hazardous Surveillance Reports:** JES, BES, and TLP turned in on-time monthly reports with no reported issues.
- **Maintenance Requests:** JES, BES, and TLP all placed maintenance requests that have been addressed.
- **Agency Vehicle Report:** Agency Vehicle inspection reports are current with one reported issue of Honda battery replaced.