



New Foundations
Home for Children

Program Evaluation/Quality Improvement April-June 2021

Quarterly Report to the Board of Directors
(August 25, 2021)

Programs

Group Care Intensive Services
GCIS

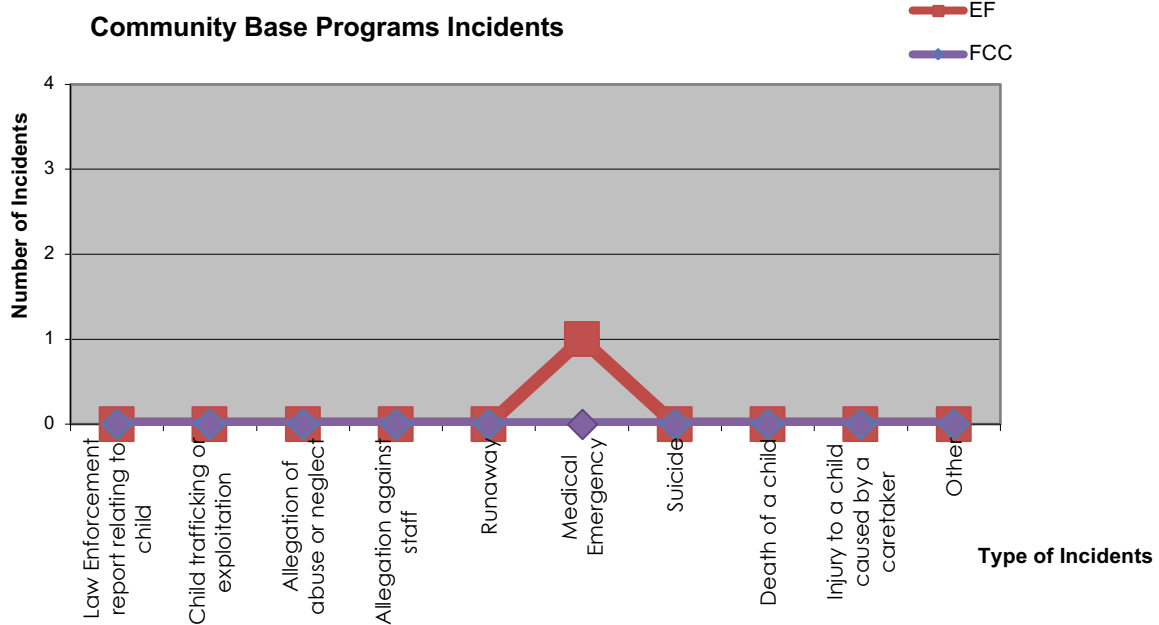
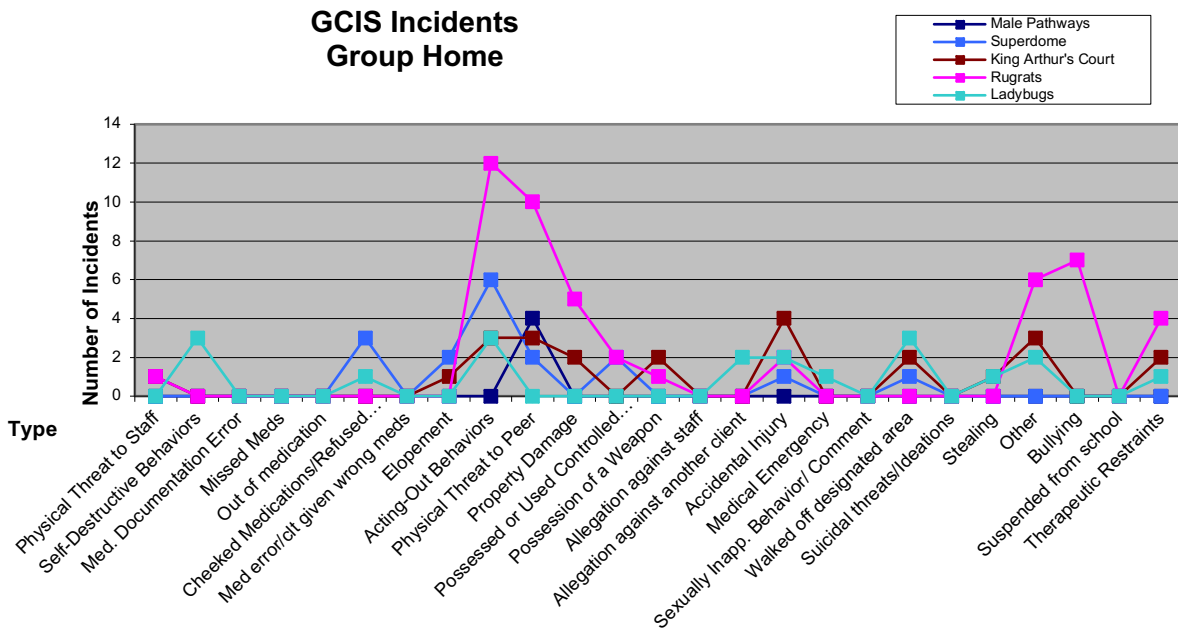
Family Counseling Center
FCC

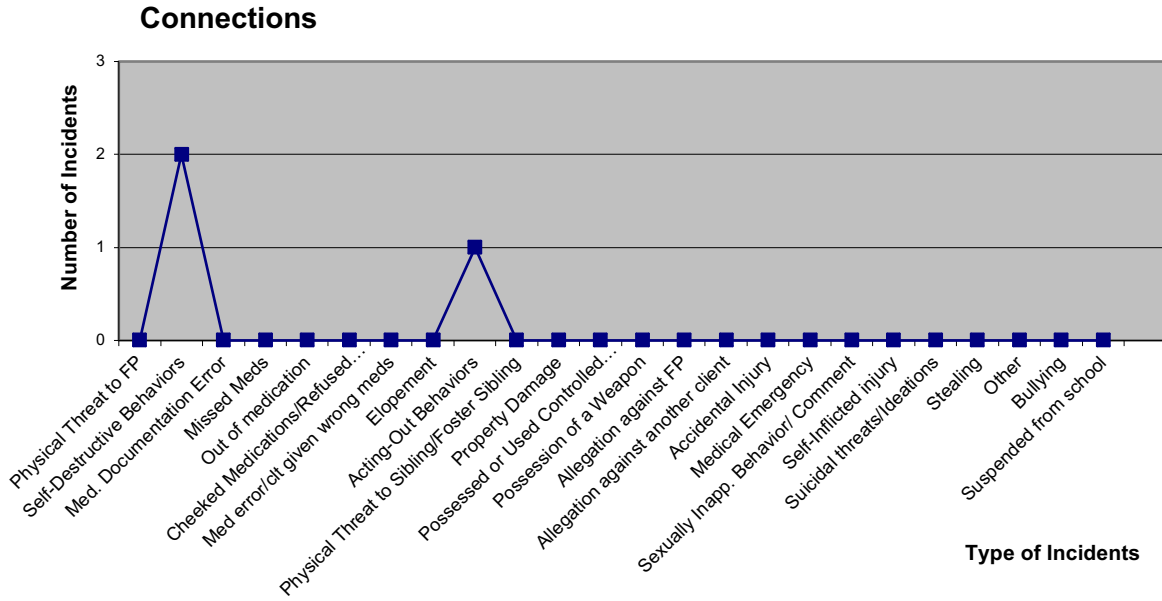
Empowering Families
EF

Connections Therapeutic Foster Care
TFC

AREA 1: Incident Reports		
Program	Total IRs	Benchmark Analysis
Group Care Intensive Services (GCIS)	114	125
Family Counseling Center (FCC)	0	1
Empowering Families (EF)	1	2
Connections Therapeutic Foster Care (TFC)	3	4

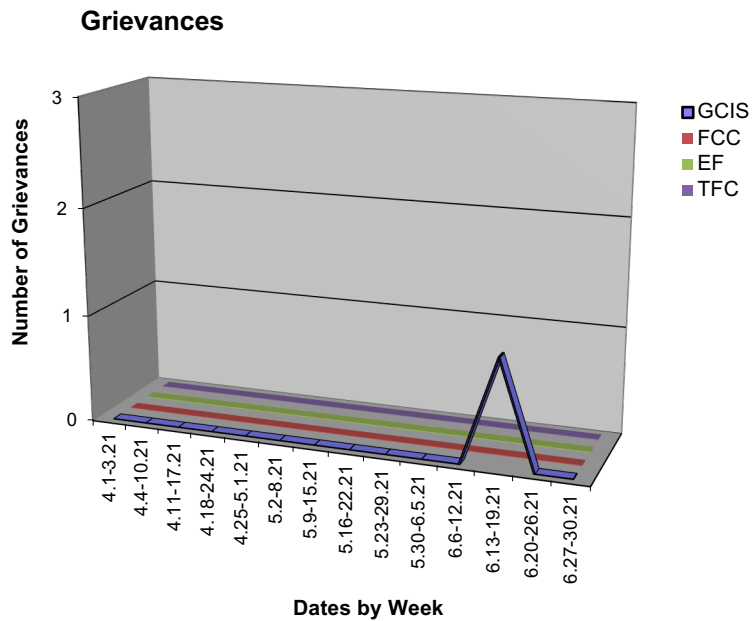
Data from program incident reports was analyzed and discussed with in program management and care treatment teams. The care teams noted that staff was addressing the problems with the clients appropriately, as they occurred.





AREA 2: Grievances		
Program	Total Gs	Benchmark Analysis
Group Care Intensive Services (GCIS)	0	0
Family Counseling Center (FCC)	0	0
Empowering Families (EF)	0	0
Connections Therapeutic Foster Care (TFC)	0	0

Data from the program quarterly risk management reports concerning client and staff grievances was collected and analyzed, then presented and discussed with program leadership and care team staffing.



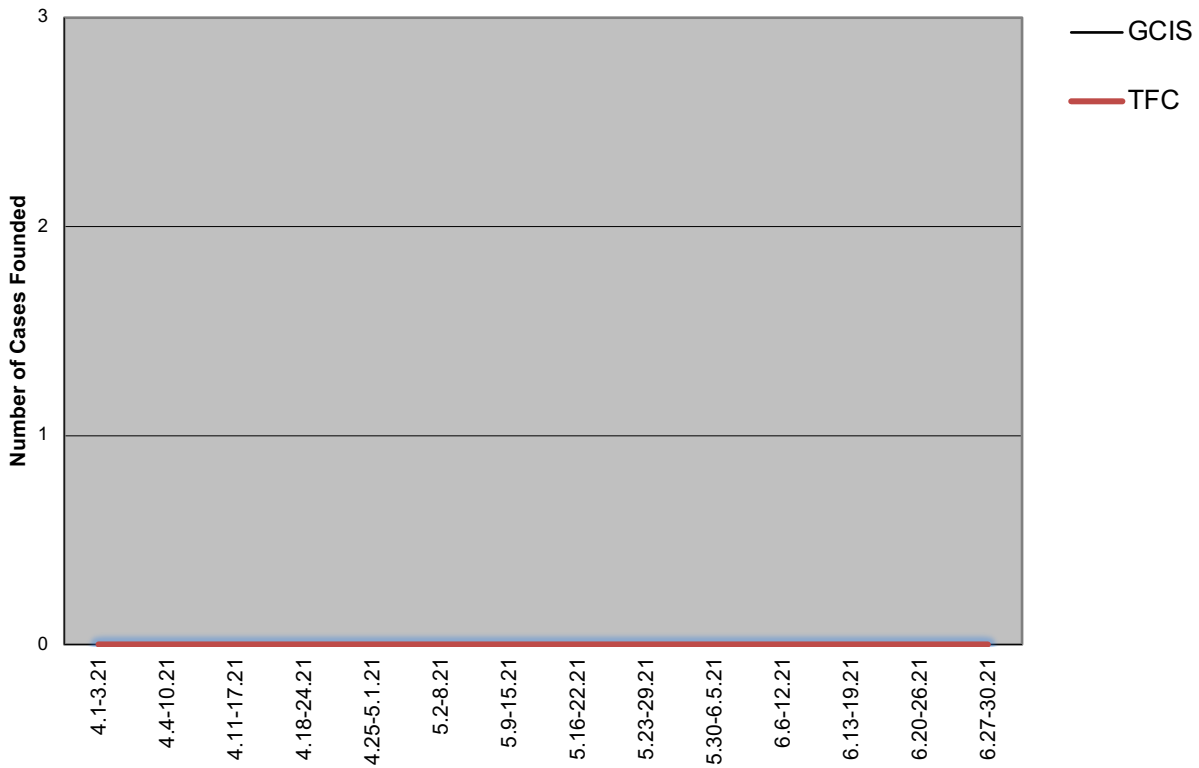
AREA 3: Founded Reports of Abuse (OHAN)

Program	Total	Benchmark Analysis
Group Care Intensive Services (GCIS)	100%	Dept. of Social Services benchmark for OHAN is 99.68%.
Connections TFC	100%	

Data from GCIS quarterly risk management reports concerning founded reports of abuse as investigated by **Out of Home Abuse and Neglect (OHAN)** program was collected and analyzed, then presented to the program leadership and care team staffing.

OHAN is a program within the division of Human Services of the Department of Social Services.

Founded Cases of Abuse (OHAN Reports)



AREA 4: Clients Served

Program	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
GCIS	49	50	48	50	52	46	45	47	49	48	53	52
FCC Groups*	27	33	34	48	50	50	53	45	42	55	45	29
FCC Therapy	32	39	28	53	47	44	52	52	34	14	11	9
FCC Parenting	11	9	16	19	14	10	9	15	15	3	3	3
EF	44	81	103	95	63	101	75	106	131	99	97	77
TFC Clients	9	9	10	10	12	11	13	13	14	14	15	17
TFC Foster Parents	13	13	13	13	13	13	14	14	14	13	13	13

*STEAR – Striving to End Abusive Relationships. PACE – Practicing Anger Control Effectively.

AREA 5: Customer Satisfaction - GCIS

Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Clients, referring agencies, and/or families are asked to complete a survey at the time of the care plan & review, then at the time of discharge in GCIS. Benchmark analysis= 85% for Customer Satisfaction outcomes.

At the Time of Care Plan & Review

Client surveys completed	41
Referring agency surveys completed	13
Family surveys completed	0

Client Reported Outcomes (based on those completed)

▶ Felt the program helped them deal with their problems (34). 15% had no opinion (6). 2% disagreed (1)	83%
▶ Felt staff was available to talk with them (34). 17% had no opinion (7)	83%
▶ Felt staff treated them fairly (33). 17% had no opinion (7). 2% disagreed (1)	81%
▶ Felt staff psychiatrist treated them respectfully (32). 10% had no opinion (4). 12% not applicable (5)	78%

Referring Agency Reported Outcomes (based on those completed)

▶ Felt client benefited from program (13).	100%
▶ Said they would recommend the program (13)	100%
Average overall rating was 4.7 out of 5 (with 5 being the highest).	4.7

Family Reported Outcomes (based on those completed) ZERO Received

▶ See noticeable improvement in child’s behavior/attitude/interaction	
▶ Said they would recommend the program	
Average overall rating was out of 5 (with 5 being the highest).	

Selected Comments at the time of care plan & review

Clients: What about the program do you feel helps you the most? “Being able to talk to staff about my problems.” ▪ “Staff pushes me to come up with goals and complete them.” ▪ “Helping with hygiene and social skills.” ▪ **Referring Agencies:** “Staff will communicate immediately if an issue occurs, even when things are going well. Always available for scheduled appointments and make sure clients are present. Have the opportunity to speak with clients alone, assist clients with reaching their independent goals.” ▪ “Great” ▪ “I greatly appreciate New Foundation’s homebound teacher, Ms. Allison Seville who has consistently communicated with me and has happily agreed to meet with me every time I come to see my client. Ms. Seville has gone above and beyond assisting my client in getting his transcript credit issues resolved and seeing to it that he was promoted by a lot of one on one spent with him. Her efforts were tremendous.”

▪ **Families:** “N/A.”

At Exit/Discharge

Client surveys completed	11
Referring agency surveys completed	9
Family surveys completed	8

Client Reported Outcomes (based on those completed)

▶ Felt the program helped them deal with their problems (8). 27% had no opinion (3)	73%
▶ Felt staff was available to talk with them (9). 18% had no opinion (2)	82%
▶ Felt staff treated them fairly (8). 18% had no opinion (2). 9% disagreed (1)	73%
▶ Felt staff psychiatrist treated them respectfully (8). 9% had no opinion (1). 9% disagreed (1). 9% not applicable (1)	73%

Referring Agency Reported Outcomes (based on those completed)

▶ Felt client benefited from program (9)	100%
▶ Said they would recommend the program (8). 11% had no opinion (1)	89%
Average overall rating was 4.4 out of 5 (with 5 being the highest).	4.4

Family Reported Outcomes (based on those completed)

▶ Saw noticeable improvement in child’s behavior/attitude/interaction (8)	100%
▶ Said they would recommend the program (7). 12% had no opinion (1)	88%
Average overall rating was 4.8 out of 5 (with 5 being the highest).	4.8

Selected Comments at the time of Exit

Clients: What about the program do you feel helps you the most? “Everything.” ▪ “That I know people want good for me.” ▪ “Staff and therapy with Ms. Jo.” ▪ **Referring Agencies:** “None noted.” ▪ **Families:** “None Noted.”

AREA 5: Customer Satisfaction – FCC Therapy

Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Clients and/or their caregiver are asked to complete a survey at the time of the Individual Plan of Care (IPOC) & review, then at the time of discharge in FCC Therapy. Benchmark analysis= 80% for Customer Satisfaction outcomes.

At the Time of IPOC & Review

Surveys Completed	4
Client Reported Outcomes (based on those completed) (4)	
▶ Felt staff treated them in a professional manner (4)	100%
▶ Felt life has improved as a result of counseling (3). 25% had no opinion (1)	75%
▶ Felt their issues were being addressed during sessions (4)	100%
▶ Said they would recommend or use the program again (4)	100%
Average overall rating was 4.7 out of 5 (with 5 being the highest).	4.7

Selected Comments at the time of IPOC/Review

Guardians/Clients: What about the services you are receiving helps you the most:

“Counseling.” ▪ “Being able to talk to someone about issues relating to my life and receiving helpful feedback.”

At the Time of Exit/Discharge

Surveys Completed <i>ZERO Received</i>	0
▶ Felt staff treated them in a professional manner	
▶ Felt life has improved as a result of counseling	
▶ Felt their issues were addressed during sessions	
▶ Said they would recommend or use the program again	
Average overall rating was out of 5 (with 5 being the highest).	

AREA 5: Customer Satisfaction – FCC Parenting

Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Clients are asked to complete a survey at the time of **discharge** in FCC Parenting. Benchmark analysis= 80% for Customer Satisfaction outcomes.

At the Time of Exit/Discharge

Surveys Completed <i>ZERO Received</i>	0
Outcomes (based on those completed)	
▶ Course provided me information to improve my parenting skills	
▶ Course helped improve relationships in our family	
▶ My communication with my children improved	

Selected Comments at the time of Exit

Parents: What did you learn in the Parenting course:

AREA 5: Customer Satisfaction – FCC Groups	
Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Clients are asked to complete a survey at the time of discharge in FCC Groups. Benchmark analysis= 80% for Customer Satisfaction outcomes.	
At the Time of Exit/Discharge	
Surveys Completed	1
Outcomes (based on those completed)	
▶ Felt program helped them change attitude (1)	100%
▶ Felt groups helped them make safer choices (1)	100%
▶ Said they would recommend the program to others (1)	100%
▶ Said they would return to FCC if they needed help) (1)	100%
Outcomes specific to STEAR Groups	
▶ Said group helped improve their relationships (1)	100%
Selected Comments at the time of exit/discharge: “None noted.”	

AREA 5: Customer Satisfaction – EF	
Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Families are asked to complete a survey at the time of discharge in EF. Benchmark analysis= 80% for Customer Satisfaction outcomes.	
At the Time of Exit/Discharge	
Surveys Completed	35
Outcomes (based on those completed)	
▶ Caseworker asked about our family strengths and needs (35)	100%
▶ Satisfied with the way their family was treated (35)	100%
▶ Felt family functioning improved because of experience (34). 3% neither agree nor disagree (1)	97%
Selected Comments about caseworker was able to provide help: “Rena was very encouraging and acknowledged our needs for our daughter. A real delight.”	

AREA 5: Customer Satisfaction – Connections TFC

Customer satisfaction surveys are conducted to ensure that the programs are providing quality services. Clients, referring agencies, and/or families are asked to complete a survey at the time of the IPOC & review, then at the time of discharge in TCF. Benchmark analysis= 80% for Customer Satisfaction outcomes.

At the Time of IPOC & Review

Client surveys completed	10
Referring agency surveys completed	2
Foster Parent surveys completed	17

Client Reported Outcomes (based on those completed)

▶ Felt foster parent helped them learn to deal with their problems (10)	100%
▶ Felt foster parents was available to talk with them (10)	100%
▶ Felt foster parents treated them fairly (10)	100%

Referring Agency Reported Outcomes (based on those completed)

▶ See noticeable improvement in child’s behavior (2)	100%
▶ Said they would recommend the program (2)	100%
Average overall rating was 4.5 out of 5 (with 5 being the highest).	4.5

Foster Parents Reported Outcomes (based on those completed)

▶ Satisfied with the program’s interventions and services (17)	100%
▶ Said they would recommend the program (17)	100%
Average overall rating was 4.3 out of 5 (with 5 being the highest).	4.3

Selected Comments at the time of IPOC & review

Clients: What is the most helpful thing your foster parents do? Clients: “Care for me.” ▪ “Listen to me talk and understand what I’m trying to say.” ▪ “She takes care of us.” ▪ **Referring Agencies:** “I am very happy with this program. The coordinator for my case is always available to help or answer questions for myself and my child’s foster family.” ▪ **Foster Parents:** “I love y’all.” ▪ “Let’s continue to do what we’re doing Teamwork.”

At Exit/Discharge ZERO Received

Client surveys completed	0
Referring agency surveys completed	0
Foster Parents surveys completed	0

Client Reported Outcomes

▶ Felt foster parent helped them learn to deal with their problems	
▶ Felt foster parents was available to talk with them	
▶ Felt foster parents treated them fairly	

Referring Agency Reported Outcomes

▶ Satisfied with the program’s interventions and services	
▶ Said they would recommend the program	
Average overall rating was out of 5 (with 5 being the highest).	

Foster Parents Reported Outcomes (based on those completed)

▶ Satisfied with the program’s interventions and services.	
▶ Said they would recommend the program	
Average overall rating was out of 5 (with 5 being the highest).	

Selected Comments at the time of Exit

Clients: What is the most helpful thing the foster parents did? ▪ **Referring Agencies:** ▪ **Foster Parents:** “

AREA 6: Post Discharge Outcomes

Group Care Intensive Services (GCIS)	
Surveys Attempted/Distributed	46
Surveys Completed/Returned	25
Outcomes (based on those completed/returned)	
Discharged according to care plan (20)	80%
Currently maintaining in less restrictive environment (20)	80%
Attending educational setting OR working (25)	100%
Free of criminal activity (22)	88%

Family Counseling Center (FCC) – GROUPS	
Surveys Attempted/Distributed	5
Surveys Completed/Returned	2
STEAR ¹ – 2 response and PACE ² – 0 response	
Outcomes (based on those completed/returned)	
Utilizing skills learned in groups in daily life (2)	100%
Quality of support system improved (2)	100%
Not been involved in any criminal conduct (2)	100%
STEAR ONLY:	
Relationship has improved because of participation in groups (2)	100%

¹STEAR – Striving to End Abusive Relationships. ²PACE – Practicing Anger Control Effectively.

Family Counseling Center (FCC) – THERAPY (QI did not receive information from this department for the quarter)	
Surveys Attempted/Distributed	0
Surveys Completed/Returned	
Outcomes (based on those completed/returned)	
Utilizing skills learned in groups in daily life	
Quality of your support system improved	
Any disruption in the living/home environment	
No Psychiatrically hospitalized since your last session at FCC	

Family Counseling Center (FCC) – Parenting	
Surveys Attempted/Distributed	1
Surveys Completed/Returned	1
Outcomes (based on those completed/returned)	
Confidence increased in your ability to handle the behavior of your child(ern) (1)	100%
Utilizing skills learned in your daily life (1)	100%
Relationships improved with your family (1)	100%
No disruption in the living/home environment (1)	100%

Connections Therapeutic Foster Care (TFC)	
Surveys Attempted/Distributed	3
Surveys Completed/Returned	2
Outcomes (based on those completed/returned)	
Discharged according to care plan (2)	100%
Currently maintaining in less restrictive environment (2)	100%
Attending educational setting OR working (2)	100%
Free of criminal activity (2)	100%

Notes:

When a survey is received with negative scores, an answer of “no opinion”, low ratings or comments, the QI Manager follows up with the client, if possible, or the Program Director or Human Services Professional (HSP) or Treatment Coordinator follows up with them, to discuss any issues surrounding the negative feedback and how we can improve the situation for the client.

In the event that the feedback comes from a caseworker or family member, the QI Manager sends a letter to the caseworker or family member who completed the survey thanking them for their input and letting them know that the issues or concerns they noted have been forwarded to the appropriate staff. In the letter is also an invitation for the caseworker or family member to contact Steve Dean to discuss the matter in further detail. Then a copy of that letter and the survey noting the concerns is given to Steve Dean, Chief Executive Officer, and the Program Director and HSP or Treatment Coordinator for that program.

Once the Program Director and/or QI manager has spoken with program staff and addressed concerns, they return the notification form to the QI Manager with the corrective action taken by the program indicated. This ensures that all program staff is aware of any concerns, that the issues can be addressed in a timely manner, and that the manner in which the concern was addressed is documented.

When a program does not meet the benchmark in any area, the QI Manager and/or SLT will meet with that program to assess the concerns/needs and discuss ways to improve on the area(s) of concern. Benchmarks for Area One, Two, Three, and Four were established by using data from the last four quarters. Regarding Customer Satisfaction Survey Benchmarks, each program’s care team established the benchmark indicators. Area Six contains our Post Discharge Outcomes. The QI Manager is currently using email and/or mail to conduct one and four months Outcome Survey follow-up with a client after discharge.

QI: Risk Management--Quarterly Board Report

Date: August 25, 2021

		Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021	Apr-Jun 2021
1	Annual Secretary of State Filing and Registration current		Yes	Yes	
2	IRS Tax Return Form 990 current		Yes		
3	Annual Financial Audit current	Yes... June 2020			
4	Required Insurances Current:		Yes		
	A. General Liability		Yes		
	B. Professional Liability		Yes		
	C. Worker's Compensation		Yes		
	D. Automobile Liability		Yes		
5	Licenses Current (DHEC and Fire Inspections included)				Yes. Current
6	Any Existing Contract Disputes or Defaults	No	No	No	No
7	OSHA report completed as required	Yes			
8	Payroll Liabilities current (IRS 941 Quarterly Filing)	Yes. Currently paid monthly	Yes. Paid monthly.	Yes. Paid monthly.	Yes. Paid monthly.
9	Federal and State Tax Payments	Yes. Currently paid monthly	Yes. Paid monthly.	Yes. Paid monthly.	Yes. Paid monthly.
10	Is the agency under any Corrective Action?	No	Yes. Food Service and Steve will explain more.	No	No
11	All Worker's Compensation claims are in process and/or complete	Yes. One in process and Two completed	Yes. Two in process.	Yes. Two in process and One completed	Yes. One in process and Two completed.
12	All FMLA requests are in process and/or complete	None for the quarter	Yes. Five completed.	None for the quarter	None for the quarter
13	Founded cases of staff abuse or neglect for this quarter	One case founded in the GCIS Program	No	No	No
14	Grievances reported by staff or clients for this quarter	Yes. One from Ladybugs.	None for this quarter.	None for this quarter.	Yes. One staff from the GCIS Program.
15	Client's rights provided to clients and assessed monthly	Yes	Yes	Yes	Yes

		Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021	Apr-Jun 2021
16	Pending Litigation regarding clients, agency, or personnel	<i>No</i>	<i>No</i>	<i>No</i>	<i>No</i>
17	Whistleblower Reports for this quarter	<i>None for the quarter</i>	<i>None for the quarter.</i>	<i>None for the quarter.</i>	<i>None for the quarter.</i>
18	Conflicts of interest	<i>No</i>	<i>No</i>	<i>No</i>	<i>No</i>

Any questions and/or new Risk Management issues/concerns?