

Ready for Life Foster Family Agency

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PQI BOARD REPORT

OCTOBER 2018

*Performance and Quality Improvement Quarterly Board Report for July-September
2018*

PQI Summary

The leadership of *Ready for Life* values service quality and ongoing efforts by the agency as well as its community partners to achieve strong performance, program goals and positive results for the children and families we serve. PQI takes into account each different area within the agency and all children and families served. *Ready for Life's* PQI process encourages the use of data to identify areas of needed improvement and implement improvement plans in support of achieving performance targets, program goals, client satisfaction and positive client outcomes.

Performance and Quality Improvement Workgroup. Focused on making changes using feedback from the Resource Family Workgroup. Looking into increased communication for marketing and family communication using mass texting services. Shifting to promotion of community trainings to decrease cost and staff time in providing in-person agency training more than once per month. Wellness survey process is running well and providing positive information, no additional changes needed. Child binders adjusted with new family feedback. Working to create a new interactive paperwork and foster care process training via a modified game of LIFE. Expecting to pilot this in early 2019.

Resource Family Workgroup. Well-attended group on 8/27/18. Topics included annual satisfaction surveys, re-approval process, training requirement changes, training plan, visit reports, paperwork training, resource family portal and new binder process. Consensus was a desire to move to a more electronic streamlined process for paperwork, training and communication whenever possible. Want more examples and tips and tricks for how to complete paperwork so they are more independent. Changes are being made to meet these needs including a new re-approval section on the locked portal, electronic forms, emails vs. paper packets and text communication.

Marketing and Recruitment. There are currently three families in process. We are trying a new recruitment style with our Fall Family Carnival on 10/20/18 wherein we are appreciating our current families and incentivizing them to bring a new family interested in foster care with them to the event to have a more informal way of marketing. Currently four new families are planning to attend. We are also attending the Salmon Festival on 10/20/18 and had a booth at the Honeybee festival at the end of September. Nena has met with ten potential families since the last report and we have received two applications.

PQI Implementation Update

Annual PQI Plan

Update on current PQI goals are:

1. The Foster Parent Satisfaction Survey will report all average responses to be a minimum of 3.5.

Demographics of the 7 families who have completed it so far in the last 2 quarters are:

- 43% have been with the agency 3-5 years and 57% for 1-2 years.

- 43% are fost-adopt families and 57% are traditional foster parents.
 - Results for payment delivery satisfaction are 3.3, the only question rated below the goal of 3.5. The main request is in regards to direct deposit. This has been consistent feedback over the years.
 - Ways to improve included:
 - “Training specifically for newer resource families on the processes and importance of processes Ways to hear from more experienced homes on the importance of different parts of paperwork, actions, resources, birth family, etc.”
 - “More active participation in trainings. Make them less lecture-based and more interactive”
 - “Hire more social workers”
2. Increase non-AFDC funding through fundraising/marketing and contracts to 15% of total income in 2018.
- a. Our contract with Tehama County Child Welfare has yielded 36 referrals for assessments. Of those referrals, 4 have been withdrawn and 2 are updates. To keep up with the demand, we have hired a contract employee to complete these assessments at a rate of \$750/assessment plus mileage.
 - b. The In-N-Out grant was applied for seeking a grant in the amount of \$20,000. This request was made to cover the cost of approving 10 families. (\$2,000/family)
 - c. We will be participating in Giving Tuesday again this year.
 - d. To date, 8.78% of our income is non-AFDC funds, which has exceeded our amount from last year thus far.

Employee Satisfaction Survey (July 2018)

Attached is the detailed analysis of the survey results. Notable information is decreased employee survey participation as only 6 of 10 sent surveys were completed.

Giving Tuesday

Internally we have begun planning and setting fundraising goals. We are setting engagement goals of 100% employee and board giving and engagement. Employees are setting an internal fundraising goal for themselves and the board will be asked to do the same. A postcard Save the Date and email templates are being created for employee and board member use as well as for direct donor communication. Programs were created to explain the financial need and are detailed below:

Resource Family Training (Budget \$10,000)

Each resource parent is required to complete 24 hours of continuing education training, per year, to maintain their approval. Training is designed to meet the needs of families by providing information and support that will help them to work with traumatized children, be trauma-informed parents and learn about how to better serve their needs. Well trained and supported resource families have less burnout, more successful stable foster placements, feel capable of taking more children into their homes, provide a better quality of life for their families and become positive foster care ambassadors.

At Ready for Life, our philosophy is focused on training, preparing and supporting our resource families so they can create positive, healthy, healing and stable homes for traumatized children in need. To accomplish this goal, each family has a specific training plan and we provide a variety of training opportunities for families at least twice a month. This includes in-person training with childcare, distance learning options, a training library with books, audiobooks and DVD's, online training resources and bringing in outside trainers. We provide all needed training materials, have masters-level trainers, provide food for each training and have a training room equipped to accommodate up to 40 people at a time.

Funds for this program are dependent on grants and donations as only a small portion of the budget is funded by state and federal monies based on the number of children currently placed.

Define Long Term Success:

Families are able to successfully obtain all 24 of their needed training hours though options available from our agency. Agency staff would be able to continue to grow in their professional development by learning new trauma-informed parenting curriculum to bring back to families and teach them. Children will be able to find stable placements that are therapeutic and trauma-informed for as long as needed, rather than needing to change placements because their needs are beyond what their placement family can provide.

Define Short Term Success:

Our budget will be reached annually so we can provide childcare for all families and have funds for increasing our training library and provide new and additional training resources.

Resource Family Approval (RFA) (Budget \$40,000)

Once a family has expressed a desire to open their home to foster children, they begin the RFA process. They meet first with our CEO to determine fit with our agency begin the state-mandated application process. This includes a minimum of three in-person interviews with a Masters-level Home Study Practitioner, a Home Inspection, reference checks, a complete criminal background check, 12-hours of in-person preapproval training, a completed written home study report and completion of application materials. In total, this process is approximately 80 personnel hours, mileage and materials averaging \$2,000 per family, which is the sole cost burden of the agency, as families are not allowed to be charged. The agency's funding is exclusively dependent on the placement of children in approved homes and augmented by donation and grant funding.

The \$2,000 total cost per family is broken down as follows:

Masters-level Social Worker Salary for 40 hours per home study = \$1,000

Materials - folders, binders, ink, stamps/envelopes for references, Resource Parent Manual = \$100

Pre-approval Orientation - 12 hours of training plus 1.5 hours of set up/breakdown each day at \$25.00/hour for a Masters-level Social Worker = \$375

Administrative Staff Support which includes assembling files, data entry, copying, scanning, creating approval/training documents - 5 hours/family at \$15/hour = \$75

Childcare for Orientation - 12 hours x \$15/hour = \$180

Initial state license fee and liability insurance cost - \$170

Home Inspection - 1 roundtrip of time and mileage for a social worker plus scheduling/write up = \$50

CEO initial meeting - 2 hours of meeting, drive time and mileage = \$50

Emergency Placement Needs (Budget \$3,500)

When children are placed with our agency, they often come with very little, if anything. Many resource families are as prepared as possible to take children in their homes but often do not know the age or

gender of the child being placed with them until it happens. To help children and families we try to meet as many of the initial needs we can by providing basic hygiene products, duffle bags, clothing, pajamas, socks, shoes, underwear, diapers, a teddy bear, backpack, school supplies, diapers, wipes, bottles, formula, pacifiers, etc. Additionally, some children may need immediate medical treatment or lice treatment requiring medicine. This fund helps us to meet those needs in advance or at the time of placement to make the first night for children and families as easy and smooth as possible.

Define Long Term Success:

We as an agency receive many in-kind donations. This fund, in combination with those donations, would allow the initial basic needs of each child to be met so there is no need to run to the store in the first few hours of placement and every child would have a place for their belongings, which is not a trash bag, to keep forever.

Define Short Term Success:

We will be able to fund our emergency need fund annually, based on \$50-\$75 per child served.

Child Development Fund (Budget \$10,000)

This fund is a special pool of money set aside to help families afford the cost of sending children to special activities, extracurricular events, camps, etc. Our desire is that all foster children be given the same opportunities as their peers to participate in summer camps, take ballet or dance, play soccer, etc. Often times these children are unable to attend due to placement changes. To help families and children have these opportunities, we provide reimbursement as funds allow for child development activities up to \$250/year for each child as an agency. All other funds come from additional private donations, resource families and or other fundraising opportunities. This program has been invaluable in helping families afford to fulfill the dreams of a child and make them feel normal again. Specific funds have been raised for children's sports equipment and lessons, 8th grade graduation trips, high school band and choir trips, summer camp, music lessons, karate, etc.

Gap Fund (Budget \$50,000)

As an agency, our federal and state funding is based solely on how many children are placed per night. The nature of foster care is that we never know when children will come and go, but always need to be prepared. Therefore as the number of children placed fluctuates, so does our income. In order to achieve financial stability to ride the wave of ups and downs in placement numbers, we have established a Gap Fund. The sole purpose of this fund is to sustain the budget, allowing us to not have to cut social work staff, continue to recruit and approve families, provide vital resource and supports to current families and children during the time when numbers are low. This fund is vital to helping our agency and staff function and has stability over the long term.

Define Long Term Success:

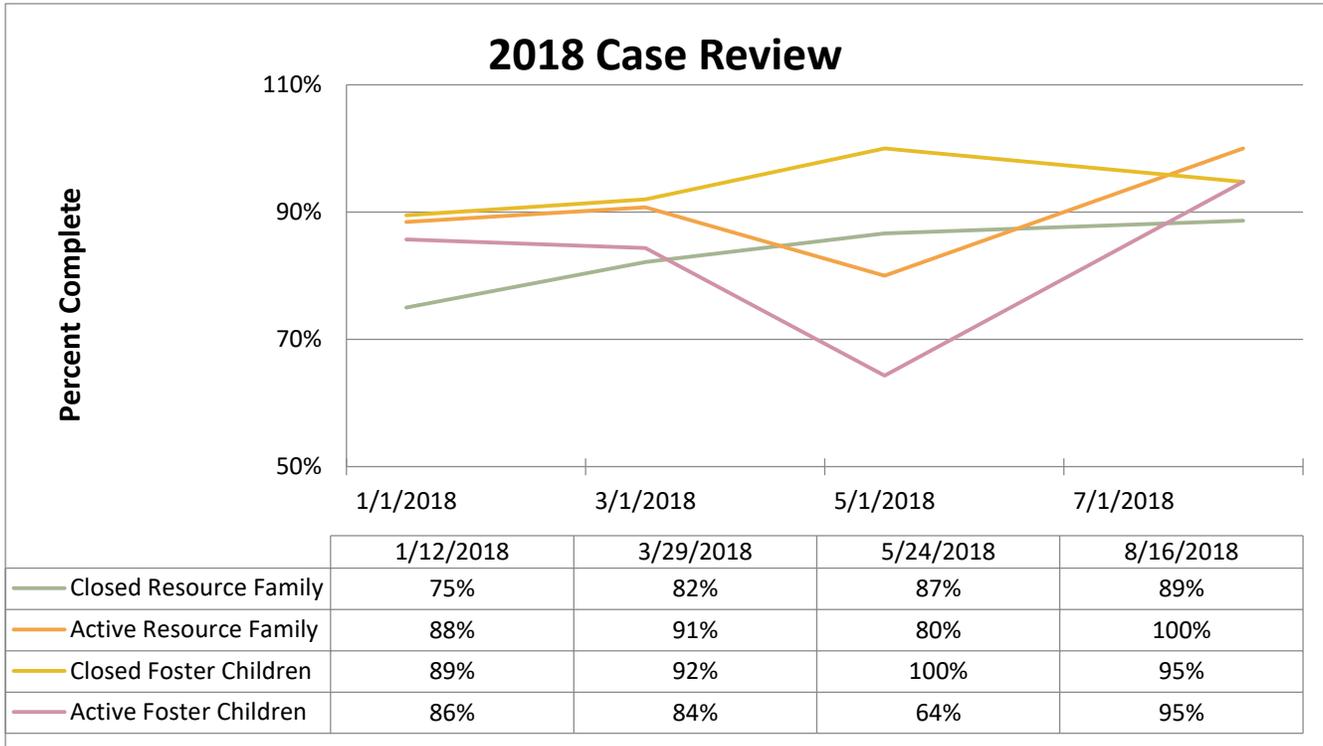
We are able to maintain a balanced budget a utilize Gap Fund reserves when numbers dip below projections.

Define Short Term Success:

We will be able to create a strong Gap Fund from which to draw on when needed and not have to cut vital staff or programs to maintain a balanced budget.

Bimonthly Case Record Review

Improvement has been noted in all areas from the last report reflecting the positive changes made since last review. We have a new employee in the position of Records Coordinator effective early October 2018.



Marketing/Recruitment Updates

In creating a marketing and recruitment strategy, we have focused on gathering data on our current families and inquiries to focus our time and attention strategically. Some of the data we have collected is presented below.

Our two primary ways of communicating with the public are via our website and Facebook. The traffic to each of these sites has increased over the last several months. *Facebook Likes:* July 10, 2018: 433 vs. October 16, 2018: 448.

We have additional reviews on Facebook and Google as well and a 5-star rating.

Website Analytics: YTD Unique Visitors 2,795 | Visits 2,569 Last 30 Days: 385 Unique Visitors | 337 Visits | 816 Page views.