

**YOUTH**CARE

**Performance and  
Quality Improvement  
-Quarterly Report-**

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*2021 Quarter 1*

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## Section One – Introduction

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Welcome to our third PQI Quarterly Report! This report is part of YouthCare’s PQI (Performance and Quality Improvement) Program that we launched in Fall 2020. Our goal is to regularly use data to promote efficient, effective service delivery and achievement of the organization’s mission and strategic goals and ultimately, to provide the most excellent services we can to young people. Check out YouthCare’s **DRAFT PQI Plan** for more information. This plan is in the process of being finalized, building in lessons learned from our pilot.

Some changes are taking place within the PQI Department. Brooke Beckwith is departing her role on June 1<sup>st</sup> and Erin Chapman-Smith will be supporting PQI along with trainings. A PQI Manager will also be joining the team to continue the work.

This is the beginning of making PQI an integral part of our organization. We hope this report demonstrates our commitment to the clients we serve, our transparency for when things don’t go as well as planned, and desire to receive feedback from others. If you have ideas on how this document can be improved or feedback about this report, please contact us at [PQI@youthcare.org](mailto:PQI@youthcare.org).

In appreciation & collaboration,

**Brooke Beckwith**  
(She/Her/Hers)  
Director - Performance &  
Quality Improvement  
**YOUTH CARE**  
2500 NE 54th St  
Seattle, WA 98105  
P: (206)369-1076  
E: [Brooke.Beckwith@youthcare.org](mailto:Brooke.Beckwith@youthcare.org)

**Erin Chapman-Smith**  
(She/Her/Hers)  
Director of Training & Program  
Quality  
**YOUTH CARE**  
2500 NE 54th St  
Seattle, WA 98105  
P: (206)661-6217  
E: [Erin.Chapman-Smith@youthcare.org](mailto:Erin.Chapman-Smith@youthcare.org)

**Emma York-Jones**  
(She/Her/Hers)  
Senior Director of Program  
Quality and Impact  
**YOUTH CARE**  
2500 NE 54th St  
Seattle, WA 98105  
P: (206) 465-9445  
E: [emma.york-jones@youthcare.org](mailto:emma.york-jones@youthcare.org)

## Section Two – Indicators of Quality

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As YouthCare builds out our PQI Program, there will be several indicators of quality that will be collected. So far, there are three areas where YouthCare has collected data, analyzed, and aggregated that data, and summarized results. This includes:

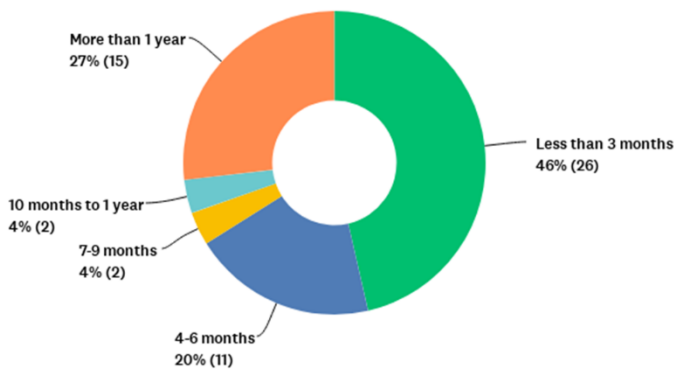
- Client Satisfaction & Experience Surveys
- Incident Reports
- Client File Reviews

This quarter we focused primarily on the Client surveys and have included graphs and data along with themes for where we are successful and areas for improvement. YouthCare is launching our new Client Management system, CaseWorthy, in June 2021. The PQI team will be working to build out dashboards for teams that include more program indicators of quantity along with improvements for reviewing Incident Reports and client files

## Section Three – Client Satisfaction & Experience Surveys

During the month of April, we administered our Client Satisfaction & Experience Survey across the agency for the second quarter. This survey is a way to obtain accurate information regarding the experience and level of satisfaction from the participants of YouthCare’s services to identify trends on how services are provided and make program and organization improvements, as necessary. Client satisfaction is critical to the success of YouthCare’s mission.

**Q: How long have you been enrolled in this program?**



This report shows data for all of YouthCare in order to highlight agency trends. This is combined with Department Reports provided to Program Leadership to share more specific feedback to better inform program improvements. Please reach out to your supervisor if you’d like to see more detail!

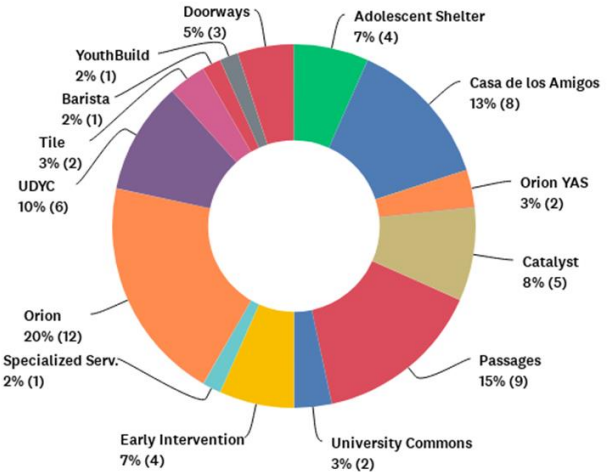
### Section 1: Categories of Experience

The 19 questions in this section were grouped into 4 different categories of experience:

1. Intake & Assessment
2. Program Safety & Support
3. Voice & Choice
4. Case Management & Goal Planning

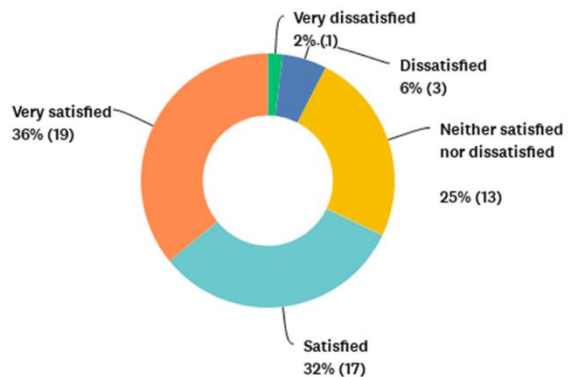
Participants were asked “How strongly do you agree or disagree with each statement?” and provided their rating on a 5-Point Scale from Strongly Disagree to Strongly Agree. Each question received a weighted score from 1-5. Items that score above 4.25 are considered **strengths**. Items that score below a 4.00 are considered **areas for improvement**. On the next page are charts showing the change in scores from 2020 Q4 to 2021 Q1 with strengths highlighted in yellow and areas for improvement in red. This quarter we saw a significant number of items (9) move into the strength category!! This is a huge success and no doubt due to some program changes as we move out of COVID response programming.

**Q: Which program asked you to complete this survey?**



This quarter, 62 clients participated in the survey across 14 YouthCare Programs. We are continuing to work towards our goal of 100 surveys each quarter. We saw a higher number of clients who’ve been enrolled for more than 1 year this quarter than past quarters (left) and similar rates of overall satisfaction (below).

**Q: Please rate your overall satisfaction with this program**



## Intake & Assessment

	2020 Q4	2021 Q1	CHANGE
The purpose behind intake and assessment questions were explained to me.	4.23	4.33	0.10
Staff asked me the intake or assessment questions in a confidential place.	4.36	4.53	0.17
I can refuse to answer any intake or assessment questions I feel uncomfortable answering.	4.34	4.49	0.15
Staff and volunteers take steps to protect my confidentiality and the confidentiality of others.	4.37	4.5	0.13
I know how to file a complaint or grievance if I have a problem with the program, staff, or volunteers.	4.14	3.73	-0.41
	<b>Answered</b>	<b>73</b>	<b>60</b>
	<b>Skipped</b>	<b>2</b>	<b>2</b>

## Program Safety & Support

	2020 Q4	2021 Q1	CHANGE
I feel safe while accessing services and participating in this program.	4.13	4.31	0.18
Staff helped me understand my rights as a program participant.	4.29	4.48	0.19
Staff helped me understand the rules of the program, why they have them, and consequences of breaking rules.	4.25	4.41	0.16
Staff treat me with respect (i.e., respecting my boundaries, not making insulting or humiliating remarks, etc.)	4.2	4.20	0.00
I feel okay letting staff know if I have a problem or feel unsafe around others.	4.07	4.43	0.36
	<b>Answered</b>	<b>72</b>	<b>59</b>
	<b>Skipped</b>	<b>3</b>	<b>3</b>

## Voice & Choice

	2020 Q4	2021 Q1	CHANGE
Staff consistently use the name and pronouns I use (ex. she/her, they/them, he/him, etc.).	4.42	4.59	0.17
I've been asked to be involved in program decision making (i.e. advisory group, input on program activities, etc.).	3.86	3.83	-0.03
I have seen examples where youth input has led to positive change.	4.04	3.67	-0.37
This program helped me explore my interests, talents, and abilities.	3.97	4.30	0.33
I get to express my culture, religion, heritage, and/or identity while participating in this program.	4.23	4.32	0.09
	<b>Answered</b>	<b>71</b>	<b>58</b>
	<b>Skipped</b>	<b>4</b>	<b>4</b>

## Case Management & Goal Planning

	2020 Q4	2021 Q1	CHANGE
I have a case manager or staff person I can meet with on a regular basis.	4.23	4.47	0.24
I talk about what I want during case management and/or program activities.	4.14	4.33	0.19
I participate in developing my service plan and setting my own goals.	4.20	4.04	-0.16
I feel like the staff in this program care about me, and my needs matter to them.	4.06	4.16	0.10
This program has helped me with my next steps towards achieving my goals.	4.19	4.44	0.25
	<b>Answered</b>	<b>71</b>	<b>55</b>
	<b>Skipped</b>	<b>4</b>	<b>7</b>

In addition to our success, 2 questions that saw large decreases in satisfaction this quarter were:

1. I know how to file a complaint or grievance if I have a problem with the program, staff, or volunteers.
2. I have seen examples where youth input has led to positive change.

## Section 2 – Service Delivery

In this section, participants were asked to review a list of service options and first mark if they needed the service or did not need the service, then mark their level of satisfaction. This quarter, the two highest needed services remained the same as the past 2 quarters – Housing/Shelter & Food/Clothing/Hygiene. There were some significant changes in the level of need for some other services. Both Employment & Education saw a significant increase after a large decrease last quarter. Of note is the significant increase in Family Reconciliation at 21.52% and Legal Support of 16.54%. The chart below shows the percentage of clients who reported needing each service.

For each service, please check the box to indicate if you needed this service when you entered this program.

	2020 Q4	2021 Q1	CHANGE
Food/Clothing/Hygiene	79.07%	80.00%	0.93%
Family Reconciliation	19.51%	41.03%	21.52%
Housing/Shelter	88.10%	89.19%	1.09%
Employment Support	69.77%	78.79%	9.02%
Educational Support	52.38%	70.73%	18.35%
Counseling/Treatment	73.17%	74.36%	1.19%
Independent Living Skills	73.81%	68.42%	-5.39%
Fun Activities/Recreation	67.44%	72.50%	5.06%
Legal Support	57.14%	73.68%	16.54%
Building Community	53.66%	58.82%	5.16%
Public Benefits (SNAP, TANF, SSI)	62.79%	67.65%	4.86%

For level of satisfaction, clients rate on a scale from unsatisfied to satisfied. Each service received a rated score from 1-3. Assessing this section for successes and improvements is not as simple as reviewing the rated score for each item. We also compare the level of need with the level of satisfaction. Our goal is to have items most needed rate higher in satisfaction and the analysis of this section will continue to be refined in piloting our PQI Plan. Highest scoring items are highlighted in yellow and lowest scoring items are highlighted in red. Family Reconciliation saw a large increase in satisfaction had the largest increase in satisfaction which is great since it had the largest increase in need!

For each service you needed, please let us know how satisfied you were with this service.

	2020 Q4	2021 Q1	CHANGE
Food/Clothing/Hygiene	2.8	2.7	-0.1
Family Reconciliation	2.38	2.67	0.29
Housing/Shelter	2.75	2.65	-0.1
Employment Support	2.6	2.6	0
Educational Support	2.54	2.68	0.14
Counseling/Treatment	2.58	2.6	0.02
Independent Living Skills	2.56	2.6	0.04
Fun Activities/Recreation	2.52	2.74	0.22
Legal Support	2.49	2.56	0.07
Building Community	2.5	2.67	0.17
Public Benefits (SNAP, TANF, SSI)	2.64	2.46	-0.18

Finally, we asked 2 questions for participants to provide narratives. We are so appreciative for the very specific feedback provided by participants. Some of the most valuable information we get is in the form of the comments in the narrative section. The Department Reports provide all feedback collected for those departments. Below are a few examples of the appreciations provided:

**Q: What is something you appreciate about this program?**

- *I appreciate the space given to youth in need of help – Adolescent Shelter*
- *They are very proactive and involved, they keep me informed - EISS*
- *Dani's existence, insight, and energy. Isis' drive, vision, and life. – E&E*
- *It helps younger adults and teens find people to reach to for as much support they can get and it helps a lot – Orion YAS*
- *I love UDYC they do a perfect job, it is my safe have – UDYC Engagement*
- *I appreciate that everyone is will to help and feels like one big family that come together – Orion Engagement*
- *The respect from the staff and the other roomates – Catalyst*
- *How comfortable it is and the help – Passages*
- *The fact that the staff actually care. It's not just them doing their jobs and caring, its them actually truly caring about each one of us and probably going home at the end of the day and carrying the grief or pain or sadness or happiness or otherwise, that happened that day with one/some of us. – Ucommons*

## **Section Four – Incident Reports**

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YouthCare tracks Incident Reports to monitor our responses to crisis in ways that support the safety of our clients. Incident Reports (IRs) are to be completed when a significant event involving a client, a behavior out of the ordinary, and/or an event in the facility occurs. Our goal is to review Incidents on a quarterly basis to (1) identify trends in type of incidents that are occurring and (2) assess the quality of the response including timelines, de-escalation and crisis response techniques, access to sufficient resources, and use of external agencies for support.

In previous quarters, we identified the need to improve our procedures for writing, reviewing, and storing Incident Reports. In response to these improvements needed, the PQI Team provided an Info Session on Incident Reports in December 2020 and made some improvements to the Incident Report Form. This quarter, we still see the need to improve our procedures evidenced by inconsistencies in our reviewing and storage procedures. The PQI Team is focused on building and launching YouthCare's new Client Management System and including Incident Reports in that system. It is scheduled to launch in June 2021.

## **Section Five – Random File Review**

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Random client file reviews are now taking place on a quarterly basis and conducted by a variety of staff members from different levels of the organization. The intent of the file review is to ensure that the records contain all the required information to provide services. It's also an opportunity to assess the quality-of-service delivery and to ensure that confidential information remains confidential. This quarter we did not complete reviews of every program, but focused on those that had yet to implement the process. Additionally, the department and programs have been prioritizing setting up our new Client Management System and

preparing for launch in June 2021! A few of the ways this system will support the File Review process is:

- Flagging alerts when a document is missing or incomplete;
- Providing real-time dashboards directly to staff and their supervisors to check completion rates of files;
- Case Note templates to ensure consistency and completeness of case and progress notes; and
- Allow for remote file reviews when assessing the quality of services offered.

Additionally, the PQI Department is creating more clear policies, procedures, and training on client care and service provision to accompany the role out of the system.

## **Section Five – Recognition**

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We want to acknowledge the phenomenal work that is occurring across the agency to ensure we're providing high quality programming for young people! Each quarter we will highlight a few staff who have contributed to improving the quality of what we do.

### **Geoff Ringwald & Megan Davies**

Appreciation to Geoff Ringwald (Information Systems Manager) and Megan Davies (Reporting & Evaluations Manager) for all their work leading the implementation of CaseWorthy for YouthCare's new client management system. This system will greatly increase the agency's ability to provide coordinated and high-quality care to clients. Thank you Geoff for your leadership, hard work, and collaborative spirit! Thank you, Megan for your training videos, report building, and Tik Toks!

### **Tauna Nelson**

Thank you, Tauna Nelson (Program Manager II – Passages) for supporting the Passages team in ensuring every Passages client completed this quarter's survey! This feedback is invaluable and shows a strong commitment to youth voice at the agency.

### **Jennie Jepson**

We see your commitment to high quality, Jennie Jepson (Survivors of Trafficking Case Manager)! Since coming on board in February, Jennie quickly jumped in to learn the program and establish partnerships both across departments and in the community. Providing excellent wrap around services, Jennie continues to demonstrate a strong grasp on the barriers and challenges that impact our clients and handles each situation with grace and resiliency. She takes a person-centered approach to her work and meets young people where they are. She provides feedback in the methods of data collection to ensure that it is done in a way that supports our young people and takes care to avoid re-traumatization. She is particularly adept at conceptualizing client needs and strategizing around long-term healing and growth that is meaningful to the client.

### **Modou Nyang & Shelter Teams**

Thank you, Modou Nyang (Program Manager – Over-18 Shelter Services) for your leadership! Orion Young Adult Shelter & Jackson Street teams were the first to set up and complete a training on our new Client Management System, demonstrating a commitment to ensuring success with the role out!