




# **YOUTH**CARE

## **PQI Q1 Report - 2023**

YouthCare  
2500 NE 54th Street  
Seattle, WA 98105

(206) 694-4500  
[info@youthcare.org](mailto:info@youthcare.org)  
[www.youthcare.org](http://www.youthcare.org)



# Welcome

Welcome to the PQI Q1 Report for 2023!

YouthCare's PQI Department strives to utilize data as a means to inform and 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 our young people.

This report will take a deeper look at data for Q1 2023. This report offers an overview of the agency's strengths and areas of opportunity. 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 report can be improved, please contact us at [PQI@yotuhcare.org](mailto:PQI@yotuhcare.org). For more information on YouthCare's PQI efforts, check out the PQI Plan.

YouthCare continues to build out the PQI initiative, adding new indicators of quality to highlight each quarter. This report reviews information intended to drive the agency towards data-informed decision making enhancing the experience of staff and promoting quality client service provision.



## Indicators of Quality

**Staff Retention & Turnover**  
**Incident Reports**  
**POPs & DOPs**  
**Trainings**  
**In Memoriam**  
**Q1 Highlights**  
**Values in Action**

# Staff Retention & Turnover

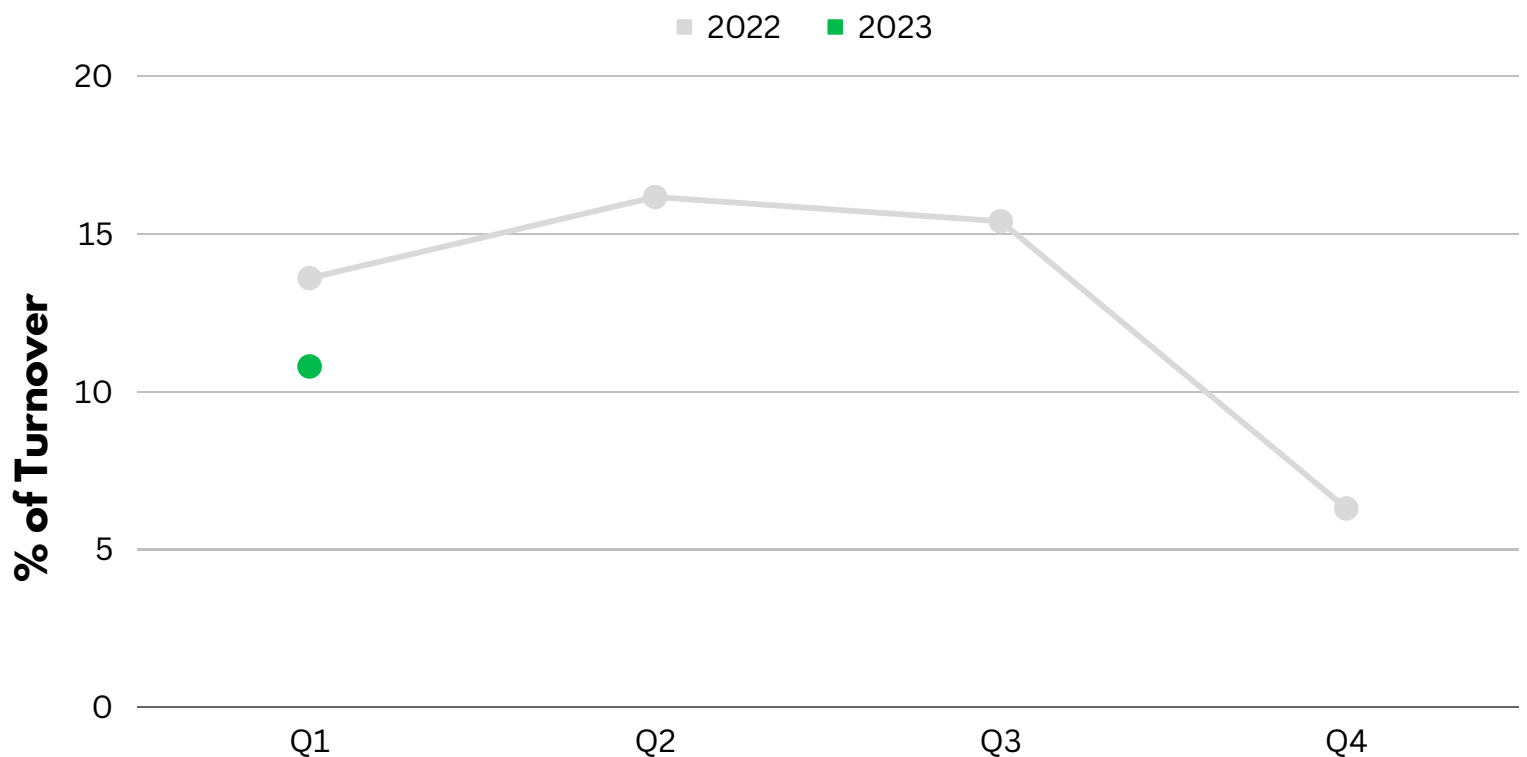
In Q1 we saw 10.8% of staff turnover, which is an increase from the 6.3% turnover in Q4 of 2022. Although the percentage has increased, it is still lower compared to Q1 of 2022 where we saw 13.6% turnover.

YouthCare continues to assess workforce needs and utilizes data from staff exit and satisfaction surveys to inform areas of opportunity for growth and and improvement.

**21**  
staff exits in Q1

**96%**  
Retention

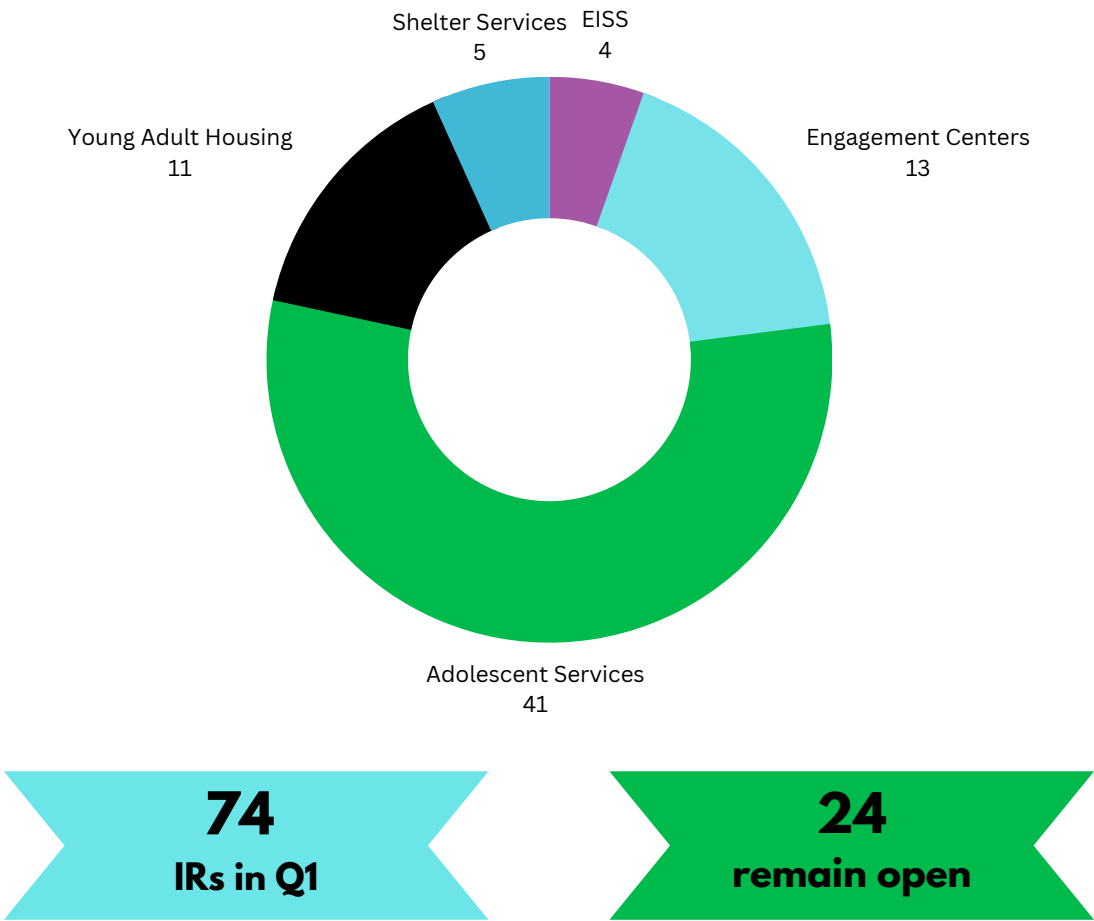
**76%**  
of exits were  
direct service staff



# Incident Reports

In Q4 of 2022 the agency made a goal to review and close out all open incident reports before 2023. Programs worked hard and completed this goal!

In Q1 we had 74 IRs, and 24 remain open. As 2023 continues, our goal is to have 0 open incident reports at the end of each quarter. Of the 74 IRs, we saw the largest incidents being current/historical reported child abuse/neglect at 24%. We can correlate this high percentage to case management sessions and intakes happening within our adolescent services. Offering trainings including Responding to Sexual Exploitation and Trafficking of Youth, Mental Health First Aid, and Mandated Reporting prepares our staff to come to these conversations with a trauma informed lens and support our youth in the best way possible.



# POPs & DOPs

Performance Opportunity Plans (POPs) are created by program leaders each quarter. POPs are intended identify an area of growth within programs, leading us to create actionable steps for improvement. This quarter, we introduced Department Opportunity Plans (DOPs). DOPs will support in aligning staff goals with their department's vision. Development, HR, IT, and PQI have all created Department Opportunity Plans for this upcoming quarter.

YouthCare strives towards excellence and making the shift by aligning goals at all levels to support the development and improvement of all programs, departments, and staff.



**4**  
departments  
participating in  
DOPs this  
quarter

**18**  
POPs in Q1

# Trainings

The self-paced eLearning website now has 6 agency required trainings available for staff to complete. The eLearning site can be accessed via the YouthCare On-Boarding & Training SharePoint site. Upon completion of the training, staff will receive a certificate of completion to keep for their records, as well as pass along to HR.

This quarter, there were **137** interactions with the eLearning platform. The PQI department continues to work in partnership with Social Strategies to develop asynchronous training opportunities. Asynchronous trainings allow for accessible training for all staff and focuses on trauma informed practices. The online trainings provide opportunity for new staff to engage in best practices for working with Youth and Young Adults experiencing homelessness.

The eLearning platform will continue to grow this year. Stay tuned for more asynchronous training opportunities such as Medication Management and Mandated Reporting.



**23**  
trainings offered in  
Q1

**137**  
eLearning  
interactions



# Q1 Highlights

## Black History Month Celebrations



Programs throughout the agency participated in celebrating Black History Month, centering our theme of Black Resistance. SSYC had movie nights every week and a potluck. UDYC threw an event with games and trivia relating to Black History Month.

## YouthCare Goes to Washington DC

Our CEO, CPIO, and Director of Public Affairs attended National Network for Youth 2023 Summit & Hill Day in Washington DC. They were able to speak with staff members from Washington offices about what the federal government can do to support our youth.



## First In-Person Staff Meeting



In January all YouthCare staff met in person for the first time in over 2 years! The theme for the meeting was Engage, Inspire, Align. Staff spent the morning getting to know each other and engaging in meaningful icebreakers led by our DEI Director.

## Luncheon

YouthCare's Annual Luncheon took place in late March with nearly 800 guests in attendance. Attendees heard from YouthCare leadership, as well as our two youth speakers. Degale also announced the opening of The Constellation Center, which will host housing, employment, and other services.

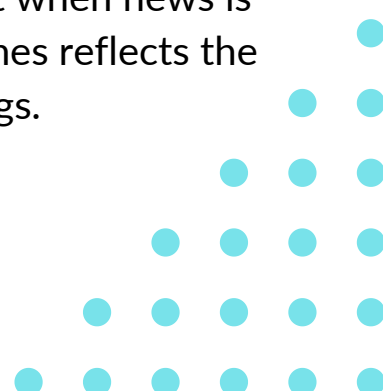


# In Memoriam



Recently, YouthCare took some time to gather in honor of National Homeless Persons' Remembrance Day. Established in 1990, National Homeless Persons' Remembrance Day was started to bring awareness to the conditions of people experiencing homelessness and to remember those who have died.

YouthCare's main office houses a fountain in the courtyard that was dedicated in memory of "youth who have died while living on the streets". Tradition has staff adding a new stone engraved with the name of each client when news is heard that they have passed away. The fountain bed full of stones reflects the difficult and urgent truth of the horrors that homelessness brings.





# Values In Action

We want to acknowledge the phenomenal work that is occurring across the agency to ensure we're providing high quality programming for young people!

There are many staff that deserve recognition for their dedication to the YouthCare mission. This quarter, many staff have shown their commitment to our youth through continued challenges of staffing shortages and program changes. The work at YouthCare would not be possible without you all. Thank you all for ensuring our young people are valued for who they are and are empowered to achieve their potential.

## **NICK CASHION**

**RESPECT.EMPOWERMENT.DEPENDABILITY.  
LEADERSHIP.COLLABORATION**

"NICK IS AN INCREDIBLY CARING INSTRUCTOR WHO WORKS TO ENCOURAGE AND EMPOWER YOUTH IN THE CLASSROOM ON A DAILY BASIS. HE IS A LEADER AT PROGRAM AND CONTINUES TO SHOW UP WITH A POSITIVE ATTITUDE."

## **DEVELOPMENT TEAM**

**DEPENDABILITY.LEADERSHIP.  
COLLABORATION**

"THE DEVELOPMENT TEAM HAS BEEN WORKING VERY HARD TO MAKE THE LUNCHEON A SUCCESS. THEIR TEAM HAS BEEN THROUGH A LOT OF TRANSITION THIS QUARTER, AND IT'S AWESOME TO SEE THEM COLLABORATING TO MAKE SURE THIS IMPORTANT EVENT HITS ALL THE MARKS. THANK YOU!"

## **CASEY HEWES**

**SAFETY.RESPECT.EMPOWERMENT.  
DEPENDABILITY.SOCIAL JUSTICE.DEI.  
LEADERSHIP.COLLABORATION**

"CASEY HAS CONSISTENTLY SHOWN UP FOR OUR YOUTHCARE COMMUNITY, DEVELOPING PROGRESSIVELY COMMUNITY BASED PROGRAMMING AT THE ORION CENTER. HE'S CONSTANTLY ENGAGING WITH CLIENTS AND STAFF ALIKE, DOING IT ALL WITH A SMILE ON HIS FACE."

## **SHAINA LIPPARD**

**SAFETY.RESPECT.SOCIAL JUSTICE.  
COLLABORATION**

"DURING THE EI/SS MONTHLY CAUSES BREAK OUT SESSION SHAINA FACILITATED A COURAGEOUS CONVERSATION WITH GRACE WHILE BEING SOLUTION AND ACTION FOCUSED ALLOWING PRICKLY TOPICS TO BE HANDLED WITH THE RIGHT TOOLS SO NO ONE GOT HARMED. MODELED ACCOUNTABILITY BY SHARING AN APPROPRIATE STORY FROM THEIR PROFESSIONAL EXPERIENCE."

## **NANCY MONTIEL**

**RESPECT.SOCIAL JUSTICE.COLLABORATION**

"NANCY IS GREAT AT BUILDING REPORT AND TRUST WITH HER CLIENTS WHILE MAINTAINING THE NEEDED BOUNDARIES. SHE IS ALSO A GREAT ADVOCATE FOR LATINX CLIENTS, AND ACTIVELY PARTICIPATE WITH COMMUNITY PARTNERS TO COORDINATE CARE FOR HER CLIENTS.."

## **SCOTT MYRICKS**

**SAFETY.LEADERSHIP**

"SCOTT PRIORITIZES ALL SAFETY REQUESTS, AND ENSURES THAT THEY ARE ADDRESSED QUICKLY AND APPROPRIATELY. ESTABLISHING THE SAFETY COMMITTEE IS A RECENT EXAMPLE OF SOMETHING HE DOES REGULARLY."

## **LEANDRO PETTINO**

**LEADERSHIP**

"LEANDRO CONSISTENTLY SHOWS UP AND ASKS IMPORTANT QUESTIONS, LEADS BY EXAMPLE IN ALL HE DOES, AND EXEMPLIFIES OUR COLLECTIVE VALUES OF RESPECT, EQUITY, AND DIVERSITY. HE SETS A TONE ON HIS TEAM WHEREBY OTHERS INSIDE AND OUTSIDE OF YOUTHCARE KNOW THEY CAN COUNT ON THE RESPONSIVENESS, DEPENDABILITY, AND CAREFUL ATTENTION TO THE NEEDS OF THOSE SERVED IN THE SPECIALIZED SERVICES PROGRAM. LEANDRO SHOWS ENORMOUS POTENTIAL TO GROW IN LEADERSHIP AT YOUTHCARE THROUGH HIS PASSION, ATTENTION TO DETAIL, AND CLEAR VISION FOR THE WORK WE DO TO KEEP GROWING."

## **JENNIFER THOMPSON**

**RESPECT.DEPENDABILITY.LEADERSHIP.COLLABORATION**

"IN A SHORT AMOUNT OF TIME, JENNIFER HAS BEEN SUPPORTIVE, UNDERSTANDING, NONJUDGMENTAL, AND TRULY LISTENS WHEN IT COMES TO DISCUSSION AND QUESTIONS AROUND FINANCES. I'M GRATEFUL FOR THE GRACE SHE HAS GIVEN ME."

## **EMMA YORK-JONES**

**RESPECT.EMPOWERMENT.DEPENDABILITY.  
LEADERSHIP.COLLABORATION**

"EMMA IS AN EMPATHETIC LEADER THAT HOLDS NOT ONLY AN INCREDIBLE AMOUNT OF KNOWLEDGE ABOUT YOUTHCARE, BUT WORKS INTENTIONALLY TO LISTEN AND HEAR THE FEEDBACK OF HER STAFF AND SUPPORT THEIR PROFESSIONAL GROWTH. EMMA IS A LEADER THAT IS PASSIONATE ABOUT THE YOUTHCARE MISSION AND EMPOWERS US ALL TO REMAIN FOCUSED ON HOW WE CAN SHOW UP AS OUR BEST SELVES TO SERVE OUR STAFF AND YOUTH."

"EMMA HAS BEEN AVAILABLE ON NUMEROUS OCCASIONS TO OFFER SUPPORT AND LEADERSHIP! HER WILLINGNESS TO TALK THINGS THROUGH AND COLLABORATE HAS REALLY MADE ME FEEL CARED FOR AS A STAFF MEMBER."

## **JOSH WOOD**

**SAFETY.EMPOWERMENT.DEPENDABILITY.SOCIAL  
JUSTICE.LEADERSHIP.COLLABORATION**

"IN MY TIME WORKING WITH JOSH I HAVE BEEN INFLUENCED BY HIS COMMITMENT TO DOING THE RIGHT THING. HE WORKS TO KEEP THE CLIENTS NEEDS AT THE FOREFRONT OF HIS WORK AND WILL ADVOCATE TO SUPPORT THEIR NEEDS. JOSH ACTIVELY LISTENS TO CLIENTS AND CONNECTS THEM WITH RESOURCES THEY NEED TO BE WELL."