

# **YOUTH**CARE

## **PQI Q2 Report - 2023**

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# Welcome

Welcome to the PQI Q2 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 youth and young adults.

## Indicators of Quality

- Staff Retention & Turnover
- Incident Reports
- Client Satisfaction Survey
- POPs & DOPs
- Trainings
- Q2 Highlights
- Values in Action

## Trainings

**21**  
trainings offered in  
Q2

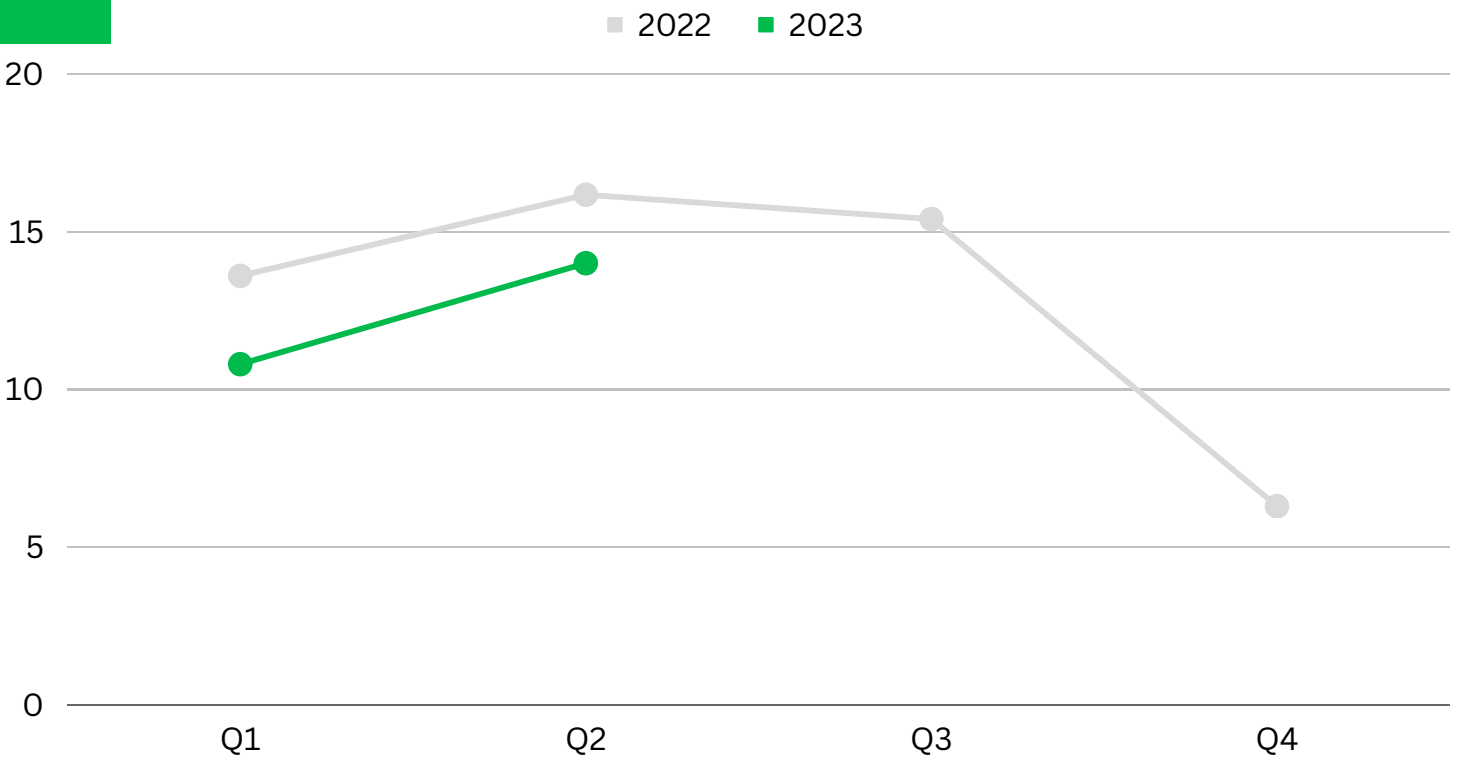
**105**  
eLearning  
certificates  
obtained

## Staff Retention & Turnover

**28**  
staff exits in Q2

**96%**  
Retention

In Q2 we saw 14% of staff turnover, which is an increase from the 10.8% turnover in Q1 of 2023. Although the percentage has increased, it is still lower compared to Q2 of 2022 where we saw 16.17% turnover.



The chart below shows the number of new hires, rehires, promotions, and transfers for the first half of 2023. As we diversify our recruiting process we expect the new hire number to increase. As we focus on retaining staff and supporting professional development, we will continue to see an increase in promotions across the agency.

New Hires	68
Rehires	7
Promotions	32
Transfers	14

## Service Planning & Referral Trainings

Staff across the agency participated in a Service Planning & Monitoring training in Q2. This 2 part training walked staff through our Theory of Change, how to build service plans, and new updates to CaseWorthy that related to service planning.

To further support our Theory of Change, staff also participated in a referral training in Q2. This training overviewed types of referrals and how to input the referrals into CaseWorthy.

The goal of these trainings was to establish a framework for how YouthCare accurately and consistently tracks the services we provide for youth and young adults.

## Trainings Move to ADP

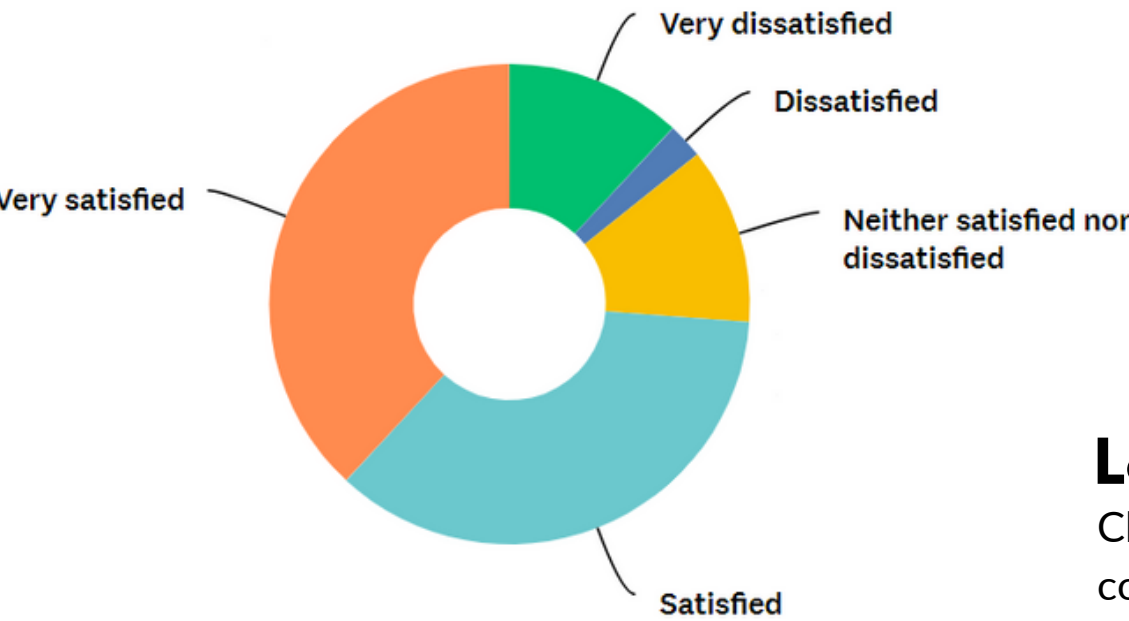
The HR and PQI Teams have worked together to move all training information and sessions into ADP. Staff will now have the ability to register for all upcoming agency trainings through the "My Learning" tab in their ADP profile, as well as keep track of their certifications. The move to ADP will improve the ability for staff and HR to track trainings and keep up-to-date and accurate records of staff trainings.

# Client Satisfaction Survey

We collected client responses from January 2023 - June 2023. A total of 80 clients participated in the survey across 11 YouthCare programs. The goal for the remainder of the year will be to collect survey responses from every program in YouthCare to ensure the most accurate data possible.

Results show that about 74% of respondents were either very satisfied or satisfied with their program. We saw the highest percentage of clients entering programs needing Food/Clothing/Hygiene, Housing/Shelter, and Employment Support.

**Q: How would you rate your overall satisfaction with this program?**

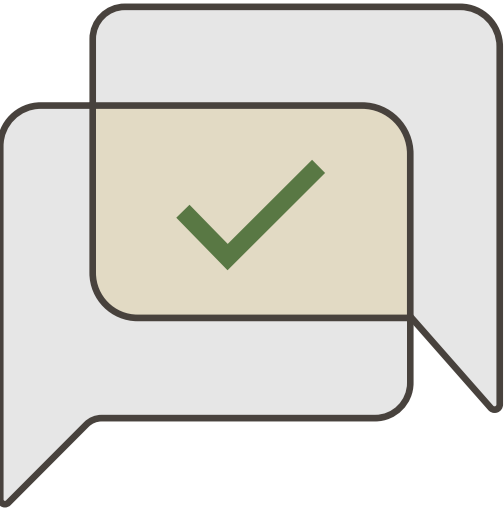


## Top 3 Areas of Need

- 47% Seeking Food/Clothing/Hygiene
- 44% Seeking Housing/ Shelter
- 42% Seeking Employment Support

# The Future of POPS

In Q3 the PQI Team will update the POP process. The goal of this change is to include all voices in the process, from senior leaders to direct service staff, all while making data informed goals supported by the PQI Team.



## Leading Decision Making

Client Satisfaction Surveys are considered the optimal method for gathering valuable client feedback. The insights gained from these surveys hold significant value in enhancing program services offered to the younger demographic, specifically youth and young adults. Moreover, this feedback plays a crucial role in guiding high-level decision-making processes.

# Current POP Goals

- "Create a format/document to keep track of all youth waiting to get housed" - Housing Navigation
- "Complete the Rights & Responsibilities document for every client." - Orion Engagement Center
- "Enter client's services on each shift daily as services are attained." - Adolescent Shelter Services
- "Find external site location for SSYC cohort." - Customer Service Training Program

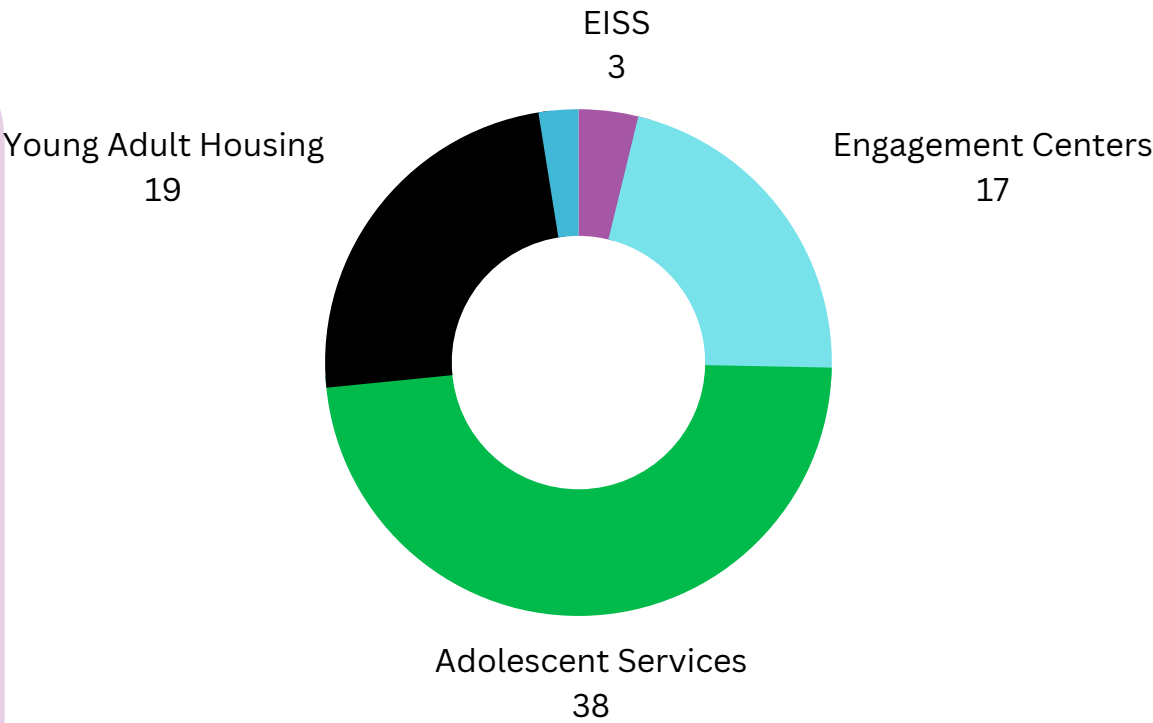
## Empowering Staff

This quarter, we changed the process of creating POPs. Program leaders will now meet with their teams to complete the POPs together, with the PQI Team supporting if needed. This change will empower direct service staff to include their voices in the goal making process.

# Incident Reports

In Q2 we saw a total of 79 incident reports submitted. The chart to the right signifies the total number of IR's submitted in each program department. Physical Altercation /Aggression IR's remains the highest level one incident with verbal threat/aggression coming in second.

We continue to review trends in IR's on a quarterly basis to inform program/staff training needs





# Q2 Highlights

## Constellation Center Mural Unveiling



On June 14th YouthCare joined UrbanArtworks in unveiling a new youth-led mural on the corner of Broadway and Pine, the future site of YouthCare's Constellation Center. The mural was designed and painted by UrbanArtworks Teen Apprentices to support local community and youth art.

## File Archives

The PQI Team worked with programs across the agency to remove all physical client files from sites. Over 100 boxes of files were moved to ISIS House where they were then sent to storage to be archived.

## Juneteenth



On June 19th we celebrated Juneteenth at our Orion and UDYC engagement centers. Young people gathered to braid hair, have a water balloon fight, participate in an open mic, and eat delicious food.

## Pride Month

In June we celebrated Pride Month across the agency. A pride panel discussion was held, where 4 YouthCare staff shared their experiences of being LGBTQIA+ identifying in the workplace. There was also an LGBTQIA+ Advocacy and Allyship training facilitated by a staff member.



# 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.

### AMANDA AYERS-RUIZ

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

"AMANDA IS A LEADER AND A PEER WHO IS, IN MY OPINION, THE EMBODIMENT OF YOUTHCARE'S VALUES IN ACTION. THEY HAVE SHOWN A DEEP COMMITMENT TO AND BEEN A LEADER IN PRESENCE AND IN ACTION TOWARDS OUR DEI WORK AND HOLDING SAFE, OPEN, WELCOMING SPACES FOR OUR LGBTQIA2S+ STAFF. I AM SO FULL OF GRATITUDE FOR THEIR PRESENCE AND THE WAYS THEY MOVE WITHIN OUR ORGANIZATION AND OUR COMMUNITY. TO BE IN COMMUNITY WITH THEM AND TO WITNESS AND LEARN FROM THEIR LEADERSHIP IS A PRIVILEGE. THEIR COLLABORATIVE SPIRIT, THEIR NO-NONSENSE PERSPECTIVE, AND THEIR INTENTIONAL EMPOWERMENT OF OTHER STAFF AND OF OUR YOUTH IS UNPARALLELED. HUGE. SNAPS. AMANDA!!!"

### TONY BARKER

**RESPECT.EMPOWERMENT.DEI.LEADERSHIP**

"BEING CONSISTENT IN EVERYTHING THAT HE DOES."

### KC BUCHANAN

**SOCIAL JUSTICE.DEI.LEADERSHIP.COLLABORATION**

"KC HAS BEEN REALLY ENGAGED IN THE DEI COMMITTEE AND IN THE AGENCY'S RECOGNITION OF PRIDE. THEY ARE MODELING THE CARE AND PARTICIPATION THAT ALL YOUTHCARE LEADERS, ESPECIALLY WHITE LEADERS, SHOULD STRIVE FOR."

### DEGALE COOPER

**DEI.LEADERSHIP.COLLABORATION**

"EVERY DAY, DEGALE BRINGS LEADERSHIP, THOUGHTFULNESS, AND A FRAMEWORK FOR MOVING FORWARD THAT SERVES YOUNG PEOPLE, STAFF, AND OUR COMMUNITY."

### RANDI ESELTINE

**RESPECT.SOCIAL JUSTICE.DEI.COLLABORATION**

"RANDI IS APPROACHABLE TO HELP RESOLVE ANY ISSUE WITHIN HER DEPARTMENT OR ANOTHER DEPARTMENT. I'M SURE THAT SHE HAS MANY COMPETING DUTIES, BUT SHE MAKES THE TIME AND ALWAYS SEEMS TO BE CONFIDENT AND COMPOSED WHILE LISTENING ATTENTIVELY TO YOUR REQUEST."

### SHAINA LIPPARD

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

"SHAINA HAS CONSISTENTLY ENCOURAGED MY PROFESSIONAL GROWTH, AND GIVEN ME COUNTLESS OPPORTUNITIES TO USE MY VOICE. SHAINA NEVER FAILS TO APPROACH EACH AND EVERY CHALLENGING SCENARIO WITH GRACE AND A TRAUMA INFORMED PERSPECTIVE. I FEEL ENCOURAGED AND INSPIRED BY THEIR WORK."

### DAVID PAEZ MICAN

**DEPENDABILITY.COLLABORATION**

"DAVID HAS BEEN INCREDIBLY FLEXIBLE AND SUPPORTIVE OF HIS TEAM DURING A DIFFICULT TIME WITH STAFFING AND PROGRAMATIC CHANGES. HE CONTINUES TO GIVE HIS ALL TO MAKE SURE CLIENT NEEDS ARE MET AND STAFF ARE ALSO SUPPORTED."

### JOSE PIZARRO

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

"JOSE ALWAYS MAKES SURE EVERYONE (STAFF AND CLIENTS) FEEL SEEN AND RESPECTED NO MATTER WHAT. I HAVE LEARNED A LOT FROM HIM AND HE CONTINUES TO HELP ME GROW PERSONALLY AND PROFESSIONALLY."

"HE HAS BEEN A LEADER, HE ALWAYS TRIES TO SUPPORT OTHERS AND SHOWS ETHICAL VALUES AND ALWAYS TREATS CLIENTS EQUALLY AS IT SHOULD BE."

### LYDIA SIMPSON

**EMPOWERMENT**

"LYDIA HAS STEPPED UP COLLABORATION EFFORTS ACROSS DEPARTMENTS TO IDENTIFY OPPORTUNITIES FOR PRIVATE FUNDING THAT SUPPORTS OUR MISSION IMPACT ALL WHILE STAYING CENTERED ON THE DEI&J VALUES OF YOUTHCARE. WAY TO GO LYDIA!"

### TRACI STARR

**DEI**

"PLANNED AND CARRIED OUT A JUNETEENTH CELEBRATION AT ORION CENTER TO INCLUDE THE BLACK COMMUNITY. FOOD, ACTIVITIES, DECORATION, AND ENTERTAINMENT WAS ALL CENTERED AROUND THE BLACK COMMUNITY INCLUDING HAIR BRAIDERS, OPEN MIC, COLORING/PAINTING CONTEST, AND FOOD PROVIDED BY BLACK OWNED BUSINESSES."

### AUGUST TEOFANOV

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

"AUGUST IS AN MVP AT YOUTHCARE. HE TAKES TIME TO UNDERSTAND WHAT STAFF NEED TO DO THEIR JOBS WELL. HE IS KNOWLEDGEABLE ABOUT OUR HARDWARE AND SYSTEMS AND SUPPORTS OTHERS IN LEARNING. HE IS ALWAYS WILLING TO SUPPORT WHEN THINGS GO SIDEWAYS AND NEVER MAKES SOMEONE FEEL LESS THAN FOR NOT KNOWING. AUGUST HAS BEEN A PILLAR IN THE EVERYDAY FUNCTIONS OF OUR AGENCY FOR MANY YEARS. HE SEE'S PEOPLE FOR WHO THEY ARE AND SHOWS MUTUAL RESPECT IN ALL INTERACTIONS."

### MANUEL ZULETA

**SOCIAL JUSTICE.DEI.LEADERSHIP.COLLABORATION**

"SINCE JOSE IS MOVING TO A DIFFERENT ROLE. MANUEL HAS BEEN ABLE TO STEP UP AS LEADERSHIP IN SSYC AND HE HAS BEEN SUPPORTING STAFF ON FLOOR.."