

# 2023

## People Places Inc.

# Quality Improvement Report



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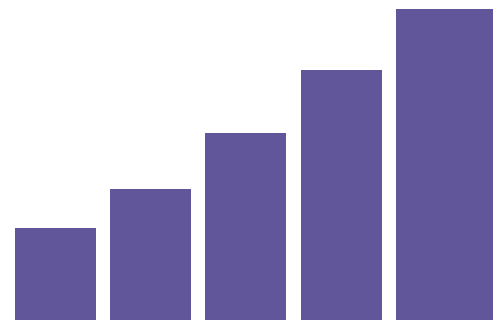
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# Vision And Mission



## Vision

- *Inspiring hope for children and families.*

## Mission

- *Our mission is to foster resilience in children and families so they can thrive.*

## Core Values

- **ACCEPTANCE.** We treat all individuals with compassion and kindness and practice acceptance of a person exactly as they are.
- **COLLABORATION.** We actively engage customers, families, and partners in our work to improve outcomes and long-term success.
- **INNOVATION.** We embrace on-going creativity, change, exploration and implementation of data-informed ideas.
- **INTEGRITY.** We act with honesty, transparency, and accountability to build trust and achieve results.

# Program Evaluation and Improvement



***We are committed to ongoing program evaluation and data-based decision-making to ensure the highest quality of service delivery.***

## **Methods for collection, summarization, and analysis of information and data:**

People Places utilizes the Foster Focus electronic records system to collect data on individuals served by the Treatment Foster Care and Community-Based services. Data is summarized and analyzed quarterly to assess progress toward program goals and areas improvement. Data on agency Strategic Plan Measures is available on the agency's public-facing Dashboard (linked from the agency website) for review at any time. Annual satisfaction surveys are distributed to both clients and customers (Department of Social Services etc.) to assess the social validity of the TFC and Community Based program.

## **Who has access to the information used for evaluation and how the information will be used?**

We are committed to honesty, transparency, and accountability to build trust and achieve results. A agency Dashboard is available to staff, stakeholders, and the public to provide live agency statistics on Strategic Plan measures. In addition, quarterly quality improvement reports are posted on the agency website. Annually, a full report on the previous year's program statistics, efficacy, and client and consumer satisfaction is compiled. This report is made available to agency staff, the Board Of Directors, and all other stakeholders.

## **Quality indicator factors for assessing the effectiveness of the Treatment Foster Care and Community Based service:**

The following indicators are used to assess program efficacy:

- Number of referrals
- Number of admissions
- Number of discharges to permanency
- Family Mentoring - Number of hours served
- Family Mentoring - Foster Care Prevented
- Theraputice Mentoring- Number hours served
- Customer Satisfaction
- Client Satisfaction and Impact

# Teaching Parent



In 2023, People Places provided our Teaching Parents with multiple opportunities to participate in networking, support, and training events. Throughout the year, this consisted of two virtual book clubs, 17 in-person support groups and one virtual support group. Some support groups were unstructured and others provided opportunities for parents to hear from local guest speakers or other resources presented by staff. Trainings offered included an in person presentation by Child Advocacy Center, 50th Anniversary Event at the Wayne Theater with keynote speaker, Barry Farmer, and an online presentation by BRCC Great Expectations Program. Charlottesville and Valley Offices also celebrated Teaching Parent families with annual picnics that included activities for children and networking time for parents.

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Teaching  
Parents  
Recruited in  
2023

18

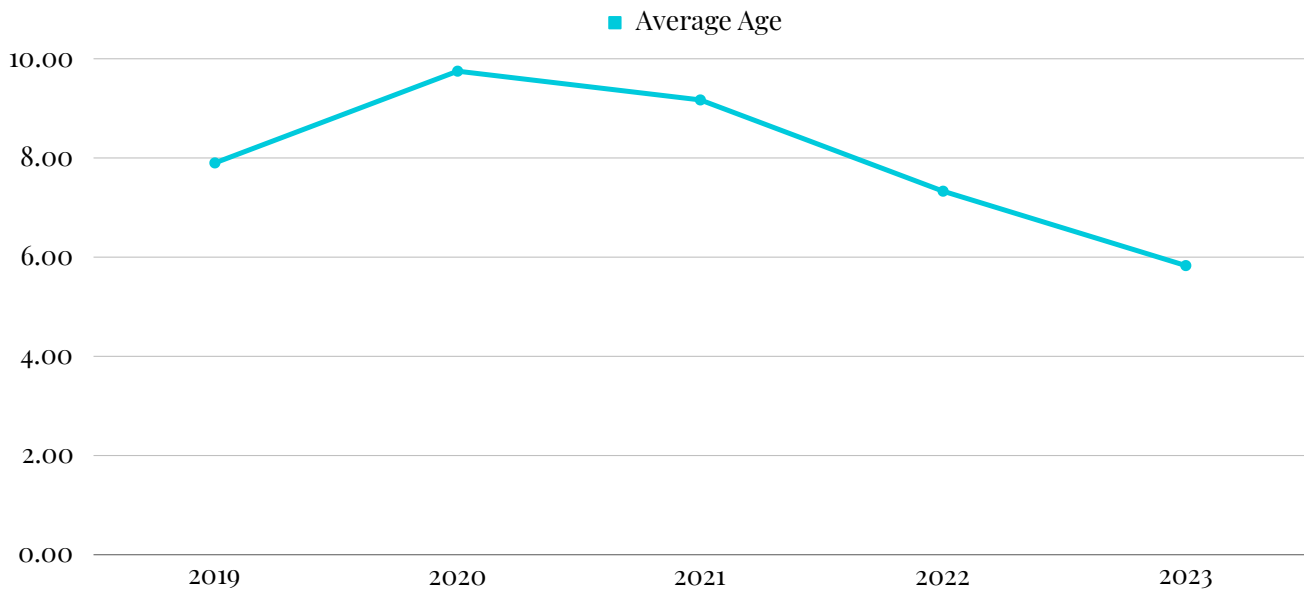


# Treatment Foster Care Admission Data

In 2023, **49** children were admitted into People Treatment Foster Care (TFC) Services. This was a decrease of 7 children from 2022 when 56 children were admitted into TFC services. A slight majority of children admitted to the TFC program were female (53%). Children admitted to the TFC services in 2023 were on average 5.83 years old. There was some variation across office sites regarding the average age of children admitted to TFC services as seen in the table below:

Office Site	Average Age of Children admitted to TFC 2022	Average Age of Children admitted to TFC 2023
Charlottesville	6.2 years	6.8 years
Staunton	8.9 years	6.1 years
Harrisonburg	6.4 years	3.9 years

The average age of children admitted to the TFC program has fluctuated year-to-year. The graph below shows a five-year trend comparison of the average age of children admitted to the TFC program.





# Treatment Foster Care Referral Data

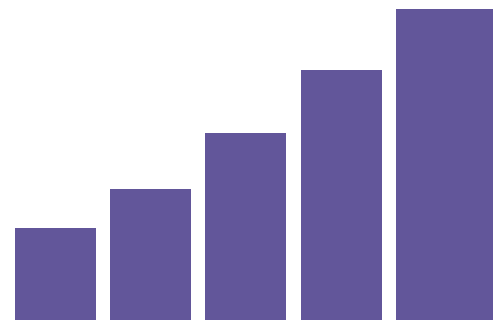
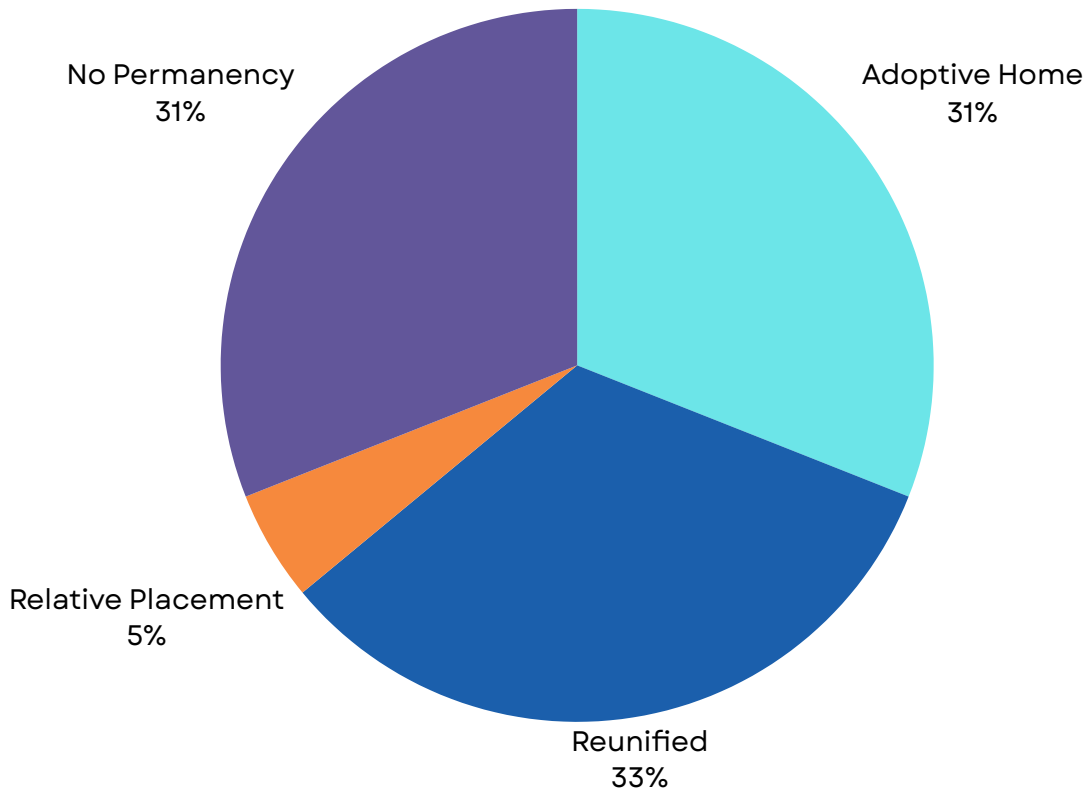
In **2023** People Places received **519** referrals for Treatment Foster Care. This was an increase of 42 referrals over 2022. People Places received referrals from 70 different Local Department of Social Services (LDSS) agencies in 2023. Shenandoah Valley Department of Social Services was the largest source of TFC referrals in 2023. The table below shows the thirteen agencies that referred more than 10 children to the People Places TFC program in 2023, the number of children placed, and the percentage of referrals placed from each LDSS.

Referral Agency	# Of Children referred	# Of Children Placed	Percentage Rate
Albemarle	53	0	0%
Shenandoah Valley	112	15	13.4%
Harrisonburg Rockingham	76	13	17.1%
Charlottesville	21	4	19%
Fluvanna	21	5	23.8%
Frederick County	10	0	0%
Green	11	3	27.2%
Orange	10	2	20.0%
Page	14	5	35.7%
Rockbridge County	14	0	0%
Shenandoah Co. DSS	11	0	0%
Warren County	16	1	6.2%
Winchester	23	0	0%

*In 2023 People Places served a total of **109 children** in the Treatment Foster Care program .*

# Treatment Foster Care Permanency

Virginia Department of Social Services defines the achievement of permanency for a child in foster care based on the child's placement at the time they are discharged from foster care services. A child who leaves foster care through reunification with their birth parents, through having their legal custody transferred to a relative, or through being legally adopted is said to have achieved permanency. **In 2023, 69% of children exiting People Places foster care achieved permanency** and left the program to a permanent living situation. The chart below illustrates the rate of permanency for children exiting the TFC program in 2023. These rates are based on a total of 42 children discharged in 2023 (14 children discharged in Harrisonburg, 17 children discharged in Charlottesville, and 11 children discharged in Staunton).







# Prevention Programs

## Family Mentoring

Program	Number Individuals Served
Family Mentoring	66
Family Check Up	4

### Hours Served :

Number of hours billed that were served by the Family Check Up, and Family Mentoring Program in 2023

3637

### Where are youths after receiving services:

(Reporting on Family Mentoring clients discharged from services in 2023.)

- Youth who stay at home: 76.5% (13)
- Youth who enter foster care : 23.5% (3)



# Prevention Programs Mentoring

Program	Number Individuals Served
Therapeutic Mentoring	49

## Program Impact /Support

- 100%(5) of youth who responded “Yes” when asked youths: "Has the People Places mentoring program made your life better?”
- 100% (4) of youth responded “Yes: when asked youths: "If something important happens, can you talk to your mentor about it?"

## Hours Served :

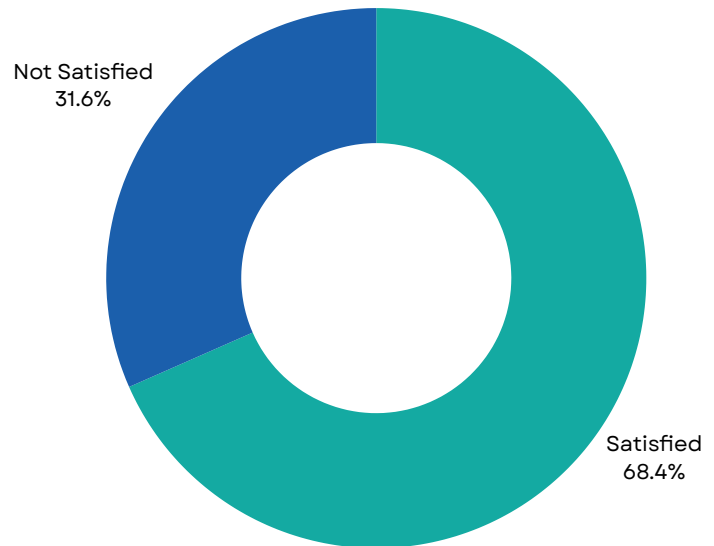
Number of hours billed that were served by the Mentoring Program in 2023

**3817**

# Client/Customer Satisfaction



Each year we survey youth in the TFC program to assess their level of satisfaction and determine client impact. **In 2023 68.4% of TFC clients surveyed reported they were "Satisfied" with our services.**



Would recommend People Places to a friend or coworker  
100%

As shown in the chart, **in 2023, 100% of customers (referral sources such as DSS staff) reviewing PPI programs reported that they would recommend People Places to a friend or coworker.**

## Do you have any additional comments or feedback for us?

- “...it has been an absolute pleasure to work with People Places. All of the case managers are responsive and knowledgeable and maintain close relationships with our workers. We would not be able to achieve the level of support for our clients or efficacy of our goals without the People Places. Thank you so much!”
- “Keep hiring capable people and adding community-based interventions --thank you!”
- ‘The mentor that works with my youth is ..has been a constant support since his placement into care. I appreciate the ongoing relationship he has with my youth and his dedication to this case.’

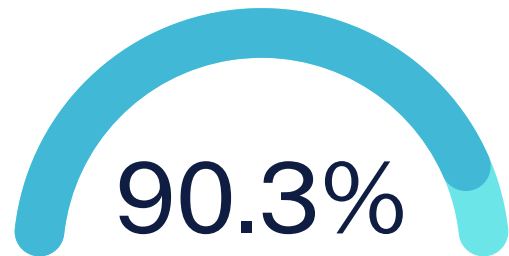
# Staff Satisfaction Survey



50 Total Responses - 37 Completed 74% Completion Rate  
13 Dropouts - 8 min Average Time

## Employee Net Promoter Score

How likely would you be to recommend PPI as a place to work?(rated on 1-10 scale\*)



**In general an employee net promoter score of 50 is considered excellent. PPI's overall employee net promoter score is 90.32!**

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- 97.3%(36) of staff surveyed reported that they are proud to work at People Places Inc.
  - 95.7 % (25) of staff surveyed reported that they have seen changes in the agency within the last year that have improved day to day processes.
  - 95% (38) of staff surveys reported they feel comfortable giving feedback to my supervisor. In addition 97.5% (39) indicted that they feel there supervisor values there feedback.
  - 88.37%(38) of respondents reported they feel valued as an employee.
  - 72.5% (29)of respondents reported that in the last year, I have had plenty of opportunities at work to learn and grow. 27.5% (1) reported that in the last year, I have had some opportunities at work to learn and grow.