



REGION V SYSTEMS

Promoting Comprehensive Partnerships in Behavioral Health

Performance Improvement Plan

FY 23-24

Submitted by: Patrick Kreifels, Regional Administrator

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Performance Improvement Plan

FY 23-24

Quality Indicator #1

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input checked="" type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Business Interruption <input checked="" type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 45%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Region V Systems employees will have opportunities to learn, in support of their professional development.

Quality Indicator Completion of CARF & Region V required trainings.

Threshold 100% of Region V Systems' employees complete required trainings according to assigned deadline.

Measurement Type Quarterly scores are independent to demonstrate quarterly differences with the last quarter as the main focus of achievement.

Standard 100%

Data Collection Plan

Data Source Relias Database/Other Reports

Data Collector Director of Special Projects

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 11-12)
90%

FY 22-23
98%

Performance Improvement Plan

FY 23-24

Quality Indicator #2

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input checked="" type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Supervisors <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input checked="" type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Region V Systems sponsors quality trainings to employees and community partners.	

Quality Indicator Training evaluations.

Threshold Community trainings sponsored by Region V Systems will result in an overall satisfactory rate of 85% or above.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 90%

Data Collection Plan

Data Source Training Evaluation Tool

Data Collector Director of Special Projects

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 07-08)
98%

FY 22-23
94%

Performance Improvement Plan

FY 23-24

Quality Indicator #3

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input checked="" type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Supervisors <input type="checkbox"/> Technology Response </div> <div style="width: 45%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Federal Block Grant funded prevention coalitions will meet all reporting requirements for reporting on information, activities, and outcomes in southeast Nebraska.

Quality Indicator Substance abuse annual assessments & quarterly BH5 Reporting, NPIRS Reporting.

Threshold 100% of organized county community prevention coalitions (16) in southeast Nebraska will participate in substance abuse annual assessments and quarterly BH5 reporting, NPIRS (Nebraska Prevention Information Resource System).

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source Annual Assessment Forms, BH5 Forms, NPIRS Database

Data Collector Prevention Team Members

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

Baseline
100% (FY 11-12)

FY 22-23
100%

Performance Improvement Plan

FY 23-24

Quality Indicator #4

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input checked="" type="checkbox"/> Prevention	<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Supervisors <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Utilization of website/social media will increase community's knowledge of prevention activities/strategies and resources.

Quality Indicator Number of visits to the website/social media site.

Threshold Increase the number of visits to the website/social media site (www.talkheart2heart.com) above the baseline (Users: Repeat: 3,471, Unique 1,942, Social Media: Impressions 65,921) by June 30, 2024.

Measurement Type Quarterly scores are independent to demonstrate quarterly differences and the last quarter is the main focus of achievement.

Standard Above baseline numbers

Data Collection Plan

Data SourceKidGlov

Data CollectorPrevention Team Members

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Website Users: **Baseline**
 Repeat 3,471; Unique 1,942

Social Media: Impressions 65,921

FY 22-23 End of Fiscal Year
 Repeat: 3,374; Unique: 2,833
 Impressions 63,011

Performance Improvement Plan

FY 23-24

Quality Indicator #5

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input checked="" type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 50%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Each coalition has an annual goal/objective, as identified in their BH5, for long-term sustainability planning.	

Quality Indicator Coalition sustainability plans.

Threshold 100% of all funded coalitions will report quarterly on regional coalition sustainability strategies.

Measurement Type Quarterly scores are dependent upon the end of the year focus.

Standard 100%

Data Collection Plan

Data Source..... Coalition Plans

Data Collector..... Prevention Team Members

Frequency of Collection..... Annual

Frequency of Comparison to Threshold by Team Annual

Frequency of CCT Review Quarterly

Baseline (FY 17-18)
81%

FY 22-23
100%

Performance Improvement Plan

FY 23-24

Quality Indicator #6

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input checked="" type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 45%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Increase the number of community coalitions throughout southeast Nebraska in efforts to build collaborative partnerships and sustain capacity in substance abuse prevention efforts

Quality Indicator Active community prevention coalitions throughout southeast Nebraska.

Threshold 85% of counties (16) in southeast Nebraska will sustain an active community prevention coalition by the end of the fiscal year.

Measurement Type Quarterly scores are independent to demonstrate quarterly differences with the last quarter as the main focus of achievement.

Standard 100%

Data Collection Plan

Data Source County Reports and RPC Team

Data Collector Prevention Team Members

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

Baseline (March 2004)
59%

FY 22-23 End of Fiscal Year
100%

Performance Improvement Plan

FY 23-24

Quality Indicator #7

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input checked="" type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> The Regional Prevention Center Youth Action Board (YAB) will have youth representation from all 16 counties.	

Quality Indicator YAB youth representation.

Threshold 75% of the counties (16) are represented on YAB membership.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source YAB Meeting Minutes

Data Collector Prevention Team Members

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (June 2006)
80%

FY 22-23 end of Fiscal Year
69%

Performance Improvement Plan

FY 23-24

Quality Indicator #8

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input checked="" type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Increase the number of Hope Squads throughout southeast Nebraska in an effort to build teams that sustain capacity in suicide prevention.	

Quality Indicator Hope Squads.

Threshold 50% of all counties within Region V Systems geographical territory will maintain a minimum of one Hope Squad.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data SourcePrevention monitoring of implementation with counties.

Data Collector Prevention Team Members

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 19-20)
69%

FY 22-23 End of Year
56%

Performance Improvement Plan

FY 23-24

Quality Indicator #9

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input checked="" type="checkbox"/> Prevention	<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Increase the number of Second Step Social/Emotional learning curricula throughout southeast Nebraska in efforts to aid students' social emotional development.

Quality Indicator Evidence Based Practice-Second Step Social/Emotional learning curriculum.

Threshold 100% of all counties will have a minimum of one school district utilizing an evidence-based Social/Emotional learning curriculum.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data SourcePrevention Coalitions

Data CollectorPrevention Team Members

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 19-20)
100%

FY 22-23
100%

Performance Improvement Plan

FY 23-24

Quality Indicator #10

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input checked="" type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input checked="" type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 50%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Region V Systems adheres to personnel policies that contribute to the effective performance evaluation of its personnel.

Quality Indicator Completed semi-annual performance evaluations are submitted to HR by the 5th business day following the performance evaluation deadline (completed evaluation = conducted by the established deadline, documented on the correct form; password-protected and saved on the Y-Drive, hard copy signed by the employee and supervisor, and submitted to HR by the 5th business day following the performance evaluation deadline).

Threshold 100% of all employees shall have a documented, signed semi-annual performance evaluation.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data SourcePerformance Evaluation Forms

Data CollectorOperations Manager

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team..... Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 21-22)
69%

FY 22-23 Average
83%

Performance Improvement Plan

FY 23-24

Quality Indicator #11

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input checked="" type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input checked="" type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 45%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Region V Systems adheres to personnel policies that contribute to the effective performance evaluation of its personnel.

Quality Indicator Completed annual performance evaluations are submitted to HR by the required deadline (completed evaluation = conducted by the established deadline, documented on the correct form; password-protected and saved on the Y Drive, hard copy signed by the employee and supervisor, and submitted to HR by the performance evaluation deadline.

Threshold 100% of all employees shall have a documented, signed annual performance evaluation.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source Annual Performance Evaluation Forms

Data Collector Operations Manager

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

Baseline (FY 06-07)
78%

FY 22-23 Average
82%

Performance Improvement Plan

FY 23-24

Quality Indicator #12

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input checked="" type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input checked="" type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> In an effort to maintain a high-quality standard of health and safety for all employees and building partners at Region V Systems, safety drills are conducted and documented according to the established schedule.	

Quality Indicator Completion of drills according to established schedule.

Threshold 100% of drills completed per established schedule.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source Drill and Inspection Schedule

Data Collector Health & Safety Coordinator

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

Baseline (FY 13-14)
88%

FY 22-23 Average
100%

Performance Improvement Plan

FY 23-24

Quality Indicator #13

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input checked="" type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 50%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Emergency Service Requests receive priority responses. Non-Emergency Service Requests are processed in a timely manner.

Quality Indicator Service Requests are addressed efficiently.

Threshold 90% of Service Requests are addressed efficiently. The request must be assigned to an applicable IT Response Team member and have initial documentation entered within one (1) business day for emergency requests; non-emergency requests must be entered within two (2) business days.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%.

Data Collection Plan

Data Source Service Request System Database

Data Collector Technology Systems Manager

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

Baseline (FY 16-17)
96%

FY 22-23 Average
99%

Performance Improvement Plan

FY 23-24

Quality Indicator #14

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input checked="" type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input checked="" type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> To maintain a high-quality standard of safety and accountability for all building occupants at Region V Systems, it is expected that all individuals will appropriately keep the pegboard updated.	

Quality Indicator Building occupants are accurately documented during health & safety drills, including pegboard status and visitor sign in, per standard procedures.

Threshold 100% of building occupants will be accurately documented on the pegboard during health and safety drills.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source Pegboard Printout and Visitor Sign in Sheet

Data Collector Health & Safety Coordinator

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 14-15)
87%

FY 22-23 Average
94%

Performance Improvement Plan

FY 23-24

Quality Indicator #15

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input checked="" type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input checked="" type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> A business necessity to effectively conduct day-to-day operations knowing the availability of Region V Systems employees.	

Quality Indicator Pegboard status is accurately documented. Supervisors will evaluate the pegboard status of each of the employees they supervise once a month to determine whether it is accurate according to the Pegboard Protocol.

Threshold 100% of Region V Systems employees will be accurately documented on the pegboard.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source HR Supervisors through Microsoft Form

Data Collector CQI Analyst

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

<u>Baseline</u>	<u>FY 22-23 Average</u>
93%	93%

Performance Improvement Plan

FY 23-24

Quality Indicator #16

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input checked="" type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention	<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Increase the number of persons completing the RentWise education program in efforts to help renters obtain and keep rental housing.

Quality Indicator Number of persons successfully completing RentWise training.

Threshold The number of persons successfully completing RentWise training offered by Region V will increase by 50% from baseline (target = 18).

Measurement Type Quarterly scores are independent to demonstrate quarterly differences with the last quarter as the main focus of achievement.

Standard TBD

Data Collection Plan

Data SourceRegistration Sign-in Sheets

Data CollectorDirector of Network

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 21-22)
12 people, 2 course offerings

FY 22-23
13

Performance Improvement Plan
FY 23-24
Quality Indicator #17

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources		<u>CQI Team:</u> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness & Acceptance <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources Supervisors <input type="checkbox"/> Information Technology Response
<u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input checked="" type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Region V Systems' Rental Assistance Program (Substance Use/Mental Health) will assist consumers in achieving self-sustainable housing.

<u>Quality Indicator</u>	Persons served within the Rental Assistance Program (RAP) will experience a successful discharge (bridge to Section 8 or other housing, bridge to self-sufficiency or self-terminate assistance).
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Threshold 70% (SUD/MH track combined) of RAP voucher participants (excluding one-time housing costs/flex fund recipients) will successfully discharge/bridge.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard	100%
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Data Collection Plan

Data SourceRegion V Systems Compass Software

Data Collector **CQI Analyst**

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FYs 20-22)

Programs Combined:	69%
MH:	63%
SUD:	83%

FY 22-23 Average of Quarterly Performance

Programs Combined:	68%
MH:	68.25%
SUD:	63.5%

Performance Improvement Plan

FY 23-24

Quality Indicator #18

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input checked="" type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention	<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Region V Systems' Rental Assistance Program-Substance Use & Mental Health Housing will decrease wait times so that people gain a stable place to live sooner.

Quality Indicator Persons served within the Rental Assistance Program (RAP) Mental Health (MH) and Substance Use (SUD) programs will experience timely access. People receiving one-time housing assistance are excluded from this measure.

Threshold The average number of days people are on the waitlist will decrease by 10%.
Priority 1 MH: 22 days or less. **SUD:** 15 days or less.
Priority 2 MH: 78 days or less. **SUD:** 22 days or less.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 14 days MH, 60 days SUD

Data Collection Plan

Data SourceRegion V Systems Compass Software

Data CollectorDirector of Network

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 21-22)

P1=25 days MH, 17 days SUD

P2=87 days MH, 25 days SUD

FY 22-23

P1= 23 Days MH, 22 Days SUD

P2=61 Days MH, 28 Days SUD

Performance Improvement Plan

FY 23-24

Quality Indicator #19

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input checked="" type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness & Acceptance <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources Supervisors <input type="checkbox"/> Information Technology Response </div> <div> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Youth will improve functioning as a result of participating in the Family & Youth Investment program.	

Quality Indicator Individual Youth Aggregated Average Child Adolescent Functioning Assessment Scale (CAFAS) scores.

Threshold 60% of youth with a 30-point (severe impairment) admission CAFAS score on any of the 8 domains will decrease to 20-point (moderate impairment), 10-point (mild/minimal impairment) when comparing admission to discharge CAFAS scores. (Must have a 30 in any domain at admission to be included in the sample). (All tracks).

Measurement Type Quarterly scores are cumulative for current quarter and previous quarters in FY, with the last quarter as the main focus of achievement.

Standard 100%

Data Collection Plan

Data Source FYI Evaluation Database

Data Collector CQI Department

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of MT Review Quarterly

<u>Track</u>	<u>Baseline</u>	<u>FY 22-23</u>	<u>Track</u>	<u>Baseline</u>	<u>FY 22-23</u>
All FYI	58% (15-16)	43%	Prevention	43.7% (16-17)	24%
Traditional	63.6% (16-17)	47%	Juvenile Justice	33% (16-17)	N/A%
Transition	35% (16-17)	50%			

Performance Improvement Plan

FY 23-24

Quality Indicator # 20

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input checked="" type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention	<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Youth will improve functioning as a result of participating in the Family & Youth Investment program.

Quality Indicator Aggregated Average Child Adolescent Functioning Assessment Scale (CAFAS).

Threshold 70% of discharged youth's total CAFAS score will decrease by 20 points when comparing intake vs. discharge scores (All Tracks).

Measurement Type Quarterly scores are cumulative for current quarter and previous quarters in FY, with the last quarter as the main focus of achievement.

Standard 100%

Data Collection Plan

Data Source Fidelity EHR

Data Collector CQI Department

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

<u>Track</u>	<u>Baseline</u> (FY 10-11 Average)	<u>FY 22-23</u>
All FYI	62.5%	66%
Traditional	45%	70%
Transition	46%	83%
Prevention	50%	35%
Juvenile Justice	57% (FY 15-16)	NA%

Performance Improvement Plan

FY 23-24

Quality Indicator #21

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input checked="" type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 45%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Youth will improve functioning as a result of participating in the Family & Youth Investment (FYI) program.

Quality Indicator Aggregated average Child Adolescent Functioning Assessment Scale (CAFAS).

Threshold 40% of youth with an admission score of 80 or more will leave the FYI program with a total CAFAS score below 80 (the required admission score). (All Tracks).

Measurement Type Quarterly scores are cumulative for current quarter and previous quarters in FY, with the last quarter as the main focus of achievement.

Standard 100%

Data Collection Plan

Data Source FYI Evaluation Database

Data Collector CQI Department

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

<u>Track</u>	<u>Baseline</u>	<u>FY 22-23 Performance</u>
All FYI	35% (15-16)	42%
Traditional	66.6% (16-17)	44%
Transition	28.5 (16-17)	46%
Prevention	54.5% (16-17)	24%
Juvenile Justice	16.6% (16-17)	N/A

Performance Improvement Plan

FY 23-24

Quality Indicator #22

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input checked="" type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 50%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Youth will improve functioning as a result of participating in the Family & Youth Investment (FYI) program.

Quality Indicator The three outcome indicators for the FYI program using the Child Adolescent Functioning Assessment Scale (CAFAS). (1) Change 20 points of total score; 2) Decrease severe impairment (30) of any domain; and 3) Decrease total CAFAS score below 80 points).

Threshold 75% of youth demonstrate improvement on one or more of the three outcome indicators. (All tracks).

Measurement Type Quarterly scores are cumulative for current quarter and previous quarters in FY, with the last quarter as the main focus of achievement.

Standard 100%

Data Collection Plan

Data Source FYI Evaluation Database

Data Collector CQI Department

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

<u>Track</u>	<u>Baseline</u>	<u>FY 22-23</u>
All FYI	69% (15-16)	68%
Traditional	80% (16-17)	74%
Transition	40% (16-17)	83%
Prevention	75.7% (16-17)	35%
Juvenile Justice	45% (16-17)	NA%

Performance Improvement Plan

FY 23-24

Quality Indicator #23

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input checked="" type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> All wraparound teams will have at least one (1) identified informal support on their team member list.

Quality Indicator Documentation of informal supports on wraparound teams.

Threshold 85% of all teams will have at least one identified informal support on their team member list (utilize FYI statewide consensus of informal support definition; All Tracks).

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100% (Looking at plans and teams in the 2003 wraparound study - 60% of teams had no informal resources; 32% had one; 8% had two or more.)

Data Collection Plan

Data Source FYI Peer Review Process Form

Data Collector FYI Service Coordination Specialist

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

<u>Track</u>	<u>Baseline</u>	<u>FY 22-23 Average</u>
All FYI	72% (FY 08-09)	82%
Traditional	86% (FY 11-12)	79%
Transition	89% (FY 11-12)	91%
Prevention	76% (FY 11-12)	89%
Juvenile Justice	26% (FY 16-17)	100%

Performance Improvement Plan

FY 23-24

Quality Indicator #24

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input checked="" type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 45%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> All wraparound teams will have at least one (1) informal support from their team member list attend child/family monthly team meetings or participate in Plan of Care (POC) goals.

Quality Indicator Documentation of informal supports attending child/family monthly team meetings or participating in POC goals.

Threshold 70% of all teams with an informal support on their team member list will have at least one informal support on their team member list attend child/family monthly team meetings or participate in POC goals (utilizing FYI statewide consensus of informal support definition; All Tracks).

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100% (Looking at plans and teams in the 2003 wraparound study - 60% of teams had no informal resources; 32% had one; 8% had two or more.)

Data Collection Plan

Data Source..... FYI Peer Review Process Form

Data Collector..... FYI Service Coordination Specialist

Frequency of Collection..... Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

<u>Track</u>	<u>Baseline</u>	<u>FY 22-23 Average</u>
All FYI	58% (October 2004)	62%
Traditional	65% (FY 11-12)	52%
Transition	66% (FY 11-12)	89%
Prevention	47% (FY 11-12)	45%
Juvenile Justice	89% (FY 16-17)	100%

Performance Improvement Plan

FY 23-24

Quality Indicator #25

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input checked="" type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention	<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> All youth will remain in their home while being served in the FYI program.

Quality Indicator Place of residence.

Threshold 100% of FYI youth will be living in their home while served in the FYI program (if youth resides out of their home for less than two [2] consecutive weeks during the month, it will not be considered an out-of-home placement; All Tracks).

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source FYI Peer Review Process Form

Data Collector FYI Service Coordination Specialist

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

<u>Tracks</u>	<u>Baseline</u>	<u>FY 22-23 Average</u>
All FYI	89% (June 2004)	99%
Traditional	98% (FY 11-12)	99%
Transition	100% (FY 11-12)	99%
Prevention	100% (FY 11-12)	100%
Juvenile Justice	81% (FY 16-17)	100%

Performance Improvement Plan

FY 23-24

Quality Indicator #26

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input checked="" type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information Technology Response </div> <div style="width: 45%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Child and Family Teams will have a team meeting at least once a month.

Quality Indicator Team meeting summary.

Threshold 90% of families will have a team meeting every month (all FYI track participants).

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data SourceTeam Meeting Summary

Data Collector Quality Team

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

<u>Track</u>	<u>Baseline</u>	<u>FY 22-23 Average</u>
All FYI	100% (June 2005)	93%
Traditional	93%	93%
Transition	90%	94%
Prevention	88%	90%
Juvenile Justice	94% (FY 16-17)	100%

Performance Improvement Plan

FY 23-24

Quality Indicator #27

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input checked="" type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention	<u>CQI Team:</u> <table style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </td> </tr> </table>	<input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response	<input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness
<input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response	<input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness		
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> FYI will serve families living in the rural and urban areas of Region V Systems in relative proportion of population.	

Quality Indicator County of residence at monthly review.

Threshold 30% of clients in the FYI program will reside in rural counties (Traditional track).

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 30%

Data Collection Plan

Data Source Consumer Enrollment Summary (FYI Evaluation Database)

Data Collector FYI Service Coordination Specialist

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

<u>Track</u>	<u>Baseline</u>	<u>FY 22-23 Average</u>
Traditional	31% (June 2004)	31%

Performance Improvement Plan

FY 23-24

Quality Indicator #28

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input checked="" type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention	<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> FYI Professional Partners will meet established performance gauges in an attempt to ensure fidelity to the wraparound model occurs.

Quality Indicator Professional Partners performance gauges.

Threshold 95% of the FYI Professional Partners performance will be met on all of their gauges.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source FYI Supervisors

Data Collector Service Coordinator

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

<u>Baseline</u>	<u>FY 22-23 Average</u>
99% (FY 16-17)	99%

Performance Improvement Plan

FY 23-24

Quality Indicator #29

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input checked="" type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Per Region V Systems' policy, Network Providers will receive site visit reports within forty-five (45) days of completion of site visit.	

Quality Indicator Time between completion of site visit and distribution of site visit report.

Threshold 100% of Network Providers will receive a copy of their agency's site visit report as prepared by Region V Systems' Network Administration within forty-five (45) business days of completion of the site visit.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source Site Visit Reports

Data Collector Network Director

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

Baseline (FY 06-07)
21.5%

FY 22-23
66%

Performance Improvement Plan

FY 23-24

Quality Indicator #30

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input checked="" type="checkbox"/> Network Providers <input type="checkbox"/> Prevention	<u>CQI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Network Administration will report initial findings of the site visit to Network Providers in an exit conference with provider employees.

Quality Indicator Number of site visit exit conferences.

Threshold Exit conferences will be completed with 100% of Network Providers at completion of each agency/program site visit.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source Site Visit Survey

Data Collector Network Director

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 06-07)
100%

FY 22-23
100%

Performance Improvement Plan

FY 23-24

Quality Indicator #31

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input checked="" type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information Technology Response </div> <div style="width: 50%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Region V Systems offers quality evidence-based trainings to employees, community, and network providers.

Quality Indicator Training evaluations from evidence-based implementation programs.

Threshold Evidenced-based implementation training sponsored by Region V Systems will result in an overall satisfactory rating of 85% or above.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 90%

Data Collection Plan

Data SourceEvidence-based Training Evaluations

Data Collector Director of Special Projects

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 21-22)

93%

(17 EBP trainings in MI/DBT offered;

4,860 positive responses/5,217 total responses)

FY 22-23 Average

95%

Performance Improvement Plan

FY 23-24

Quality Indicator # 32

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input checked="" type="checkbox"/> Network Providers <input type="checkbox"/> Prevention	<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input checked="" type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Region V Systems has a provider network that maintains Evidence Based Practices for the best possible outcomes of the people we serve and their recovery.

Quality Indicator Training attendance at all Region V Systems evidence-based practice trainings.

Threshold 75% of approved evidence-based practice applicants will complete all evidence-based training during the fiscal year. (Example of reporting: In Quarter 3, 89% (89/100) of approved evidence-based practice applicants completed required evidence-based training)

Measurement Type Quarterly scores are independent to demonstrate quarterly differences with the last quarter as the main focus of achievement.

Standard 90%

Data Collection Plan

Data Source Evidence-Based Participant Training Reports

Data Collector Director of Special Projects

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 21-22)
 74% (started with 89 individuals/ended with 66)

FY 22-23 Average
 83%

Performance Improvement Plan

FY 23-24

Quality Indicator # 33

<u>Department:</u> <input checked="" type="checkbox"/> Adult Network Services <input type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input type="checkbox"/> Housing <input checked="" type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness & Acceptance <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources Supervisors <input type="checkbox"/> Information Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Region V Systems has a provider network that maintains Evidence-Based Practices for the best possible outcomes of the people we serve and their recovery.

Quality Indicator Adherence to fidelity and outcomes reporting required in maintaining evidence-based program delivery.

Threshold 80% of approved evidence-based programs will complete all model fidelity and outcomes reporting requirements to maintain evidence-based practice delivery at the end of the fiscal year. (Example of reporting: In Quarter 3, 80% (8/10) of approved programs, per evidence-based practice, completed requirements)

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data Source Evidence-Based Participant Training Reports

Data Collector Director of Special Projects

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 22-23)
91%

FY 22-23 Average
91%

Performance Improvement Plan

FY 23-24

Quality Indicator #34

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input checked="" type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 50%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Region V Systems' Rural and Lincoln Permanent Housing will provide interim housing and assist people in achieving self-sustainable housing.

Quality Indicator Rural (RPH), Lincoln (LPH), and Rural Transition-age (RTPH) Permanent Housing Units

Threshold The RPH, LPH, and RTPH Programs will maintain housing units at no lower than 95% of program unit capacity/utilization (RPH: 30 Units; LPH: 11 Units; RTPH: 7 Units).

Measurement Type Quarterly scores are independent; the focus will be an average for the year.

Standard 100%

Data Collection Plan

Data SourceHousing Status Update

Data CollectorHUD Housing Coordinator

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 20-21)
88% Rural

FY 22-23 Average
 Overall: 80%
 RPH: 84%
 LPH: 97%
 RTPH: 25%

Performance Improvement Plan

FY 23-24

Quality Indicator #35

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input checked="" type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information Technology Response </div> <div style="width: 45%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Rural & Lincoln Permanent Housing program will meet established performance gauges to ensure Department of Housing and Urban Development (HUD) guidelines are met.

Quality Indicator Rural (RPH), Lincoln (LPH), and Rural Transition-age (RTPH) Permanent Housing Performance Gauges

Threshold 95% of the RPH, LPH, and RTPH Housing programs performance will be met on the program gauges:

- Clarity Enrollments (program participants are enrolled in Clarity NMIS within the required timeframe)
- Annual HQS Inspections Conducted (Annual HQS inspections are conducted within 30 days of initial enrollment date)
- Annual HQS Inspection Data (Annual HQS Inspection dates are input into the Clarity HQS no later than 30 days after initial enrollment date)

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 100%

Data Collection Plan

Data SourceHousing Status Update

Data CollectorHUD Housing Coordinator

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline (FY 20-21)
100% Rural

FY 22-23 Performance
93%

Performance Improvement Plan

FY 23-24

Quality Indicator # 36

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input checked="" type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Region V Systems' Permanent Housing will assist persons served in achieving self-sustainable housing.	

Quality Indicator Persons within Permanent Housing will remain housed (within Region V Systems Permanent Housing or by discharging to other permanent housing).

Threshold 90% of program participants will remain housed or exit program successfully to other permanent housing (annual measurement).

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 90%

Data Collection Plan

Data Source Clarity

Data Collector Administrative Program Specialist

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

<u>Baseline</u>	<u>FY 22-23 Average</u>
To be determine	New Goal

Performance Improvement Plan

FY 23-24

Quality Indicator #37

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input checked="" type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 48%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Region V Systems' Permanent Housing will assist persons served with maintaining housing.	

Quality Indicator Persons served by Permanent Housing will remain housed during the first 6 months of enrollment.

Threshold Less than 10% of program participants will return to unhoused status within 6 months of program enrollment.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 10%

Data Collection Plan

Data Source Clarity

Data Collector Administrative Program Specialist

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

Baseline
To be determined

FY 22-23 Average
New Goal

Performance Improvement Plan

FY 23-24

Quality Indicator #38

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input checked="" type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 50%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>	
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Expectation:</u> Region V Systems' Permanent Housing will assist persons served with maintaining housing.	

Quality Indicator Persons served by Permanent Housing will remain housed during the first 12 months of enrollment.

Threshold Less than 15% of program participants will return to unhoused status within 12 months of program enrollment.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard 15%

Data Collection Plan

Data Source Clarity

Data Collector Administrative Program Specialist

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review Quarterly

Baseline
To be determined

FY 21-22 Average
New Goal

Performance Improvement Plan

FY 23-24

Quality Indicator #39

<u>Department:</u> <input type="checkbox"/> Adult Network Services <input checked="" type="checkbox"/> Children & Family Services <input type="checkbox"/> Continuous Quality Improvement <input type="checkbox"/> Fiscal <input type="checkbox"/> Operations/Human Resources <u>Program:</u> <input type="checkbox"/> Consumer Involvement <input type="checkbox"/> Disaster Response <input type="checkbox"/> Emergency Services <input type="checkbox"/> Family & Youth Investment <input checked="" type="checkbox"/> Housing <input type="checkbox"/> Network Providers <input type="checkbox"/> Prevention		<u>COI Team:</u> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Business Interruption <input type="checkbox"/> CARF Training <input type="checkbox"/> Contract <input type="checkbox"/> Corporate Citizenship <input type="checkbox"/> Diversity Awareness <input type="checkbox"/> Health & Safety <input type="checkbox"/> Human Resources <input type="checkbox"/> Information <input type="checkbox"/> Technology Response </div> <div style="width: 50%;"> <input type="checkbox"/> Internship <input type="checkbox"/> Leadership <input type="checkbox"/> Move It & Fix It <input type="checkbox"/> Patches of Green <input type="checkbox"/> Quality <input type="checkbox"/> Risk Management <input type="checkbox"/> Social Media <input type="checkbox"/> Training <input type="checkbox"/> Wellness </div> </div>
<u>Scope:</u> <input checked="" type="checkbox"/> Achieve <input type="checkbox"/> Avoid <input type="checkbox"/> Eliminate <input type="checkbox"/> Preserve	<u>Organizational Risk Exposure:</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>Expectation:</u> Region V Systems' Permanent Housing will decrease the time until housing move-in date so that people gain a stable place to live sooner.

Quality Indicator Number of days between program enrollment and housing move-in date.

Threshold The average length of time (days) from program enrollment to housing move-in date will be 60-days or less.

Measurement Type Quarterly scores are independent to demonstrate the difference/trend/average.

Standard less than 60 days

Data Collection Plan

Data Source Clarity

Data Collector Administrative Program Specialist

Frequency of Collection Quarterly

Frequency of Comparison to Threshold by Team Quarterly

Frequency of CCT Review..... Quarterly

Baseline
To be determined

FY 21-22 Average
New Goal