

# Performance and Quality Improvement (PQI)

January to March 2021 Quarterly Report



# CONCERN

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Hope. Opportunity. Change.

## **Vision Statement**

To encourage growth and promote positive healthy lives!

## **Mission Statement**

CONCERN brings hope, offers opportunity, and inspires change.

## **Core Values**

**Compassion** - We bring a genuine sensitivity and understanding about another person's trauma and a willingness to help to make that person's situation better.

**Commitment** - We are dedicated to the success of our clients, community partners, and employees. If they succeed, we succeed.

**Respect** - We are considerate and helpful, recognizing the inherent worth and dignity of every person treating everyone with fairness and respect.

**Community** - We accomplish more when we work together, understanding our collective strengths and having shared attributes with those among us.

**Diversity** - We value and respect the natural individual differences of our backgrounds, cultures, interests, and experiences that make us unique.

**Dedication** - We are devoted to our work, mission, and the well-being of others to ensure the "hope, opportunity, and change" we promise.

**Dependability** - We are reliable and trustworthy, and our word is our bond.

## **Operating Principles**

- Be impeccable with your word;
- Always do your best;
- Approach situations fairly and without pre-judging;
- Embrace conflict and disagreement as an opportunity to strengthen our relationships.

## **Leadership Statement**

Leadership ... is a participative process in which everyone is a stakeholder and has the opportunity as well as the responsibility to contribute to the success of the organization.

## ABOUT CONCERN

CONCERN is a multi-service private non-profit 501(c)(3) human services organization dedicated to providing child welfare, juvenile justice, and behavioral health services to children and their families. Founded in 1978, CONCERN began as a pioneer in treatment foster care, believing that children placed into care should live in a traditional family setting in the community, rather than in a residential or institutional setting. Since this time, CONCERN has been at the forefront of innovative programs to meet the individual needs of the child and to promote the strengthening of the family unit.

Through 14 service sites throughout eastern and northcentral Pennsylvania and one in southern Maryland, CONCERN offers a growing array of foster care, adoption and permanency, community based, behavioral health, and residential programs. Since 1978, CONCERN has served over 18,000 children and youth in placement services, including assisting with the placement of nearly 2,000 children into adoptive families, and has served more than 40,000 individuals through a continuum of behavioral health services. Each year, CONCERN's foster care programs meet the daily living needs of over 500 children in out-of-home foster care placements; adoption and permanency services assist over 400 children in finding their "forever family"; community based services touches the lives of nearly 200 individuals and families; and behavioral health services impact the lives of over 5,000 individuals.



## INTRODUCTION

The Performance and Quality Improvement (PQI) Committee was formed in May 2020. The PQI Committee meets monthly and reviews data in order to identify progress and areas for improvement. The following staff are PQI Committee members:

Committee Chair      Cheryl Reeling, Director of Quality Assurance

Jen Bowen, Region Director  
Rebecca Brown, Quality Assurance Assistant  
Kelly Crum, Region Director  
Maria Flores, Region Director  
Greg Girolamo, CONCERN Treatment Unit for Boys (CTUB) Director  
Bambi Harmon, Social Services Clinical Director  
Sue Holmgren, Administrative Assistant  
Carrie Knebel, Region Director  
Tanya Jones, Vice President  
Scott Lubinski, Chief Administrative Officer  
Gordon May, President/CEO  
Stacey Page-Miller, Clinical Supervisor  
Mike Minnick, Social Services Supervisor  
Jennifer Peters, Electronic Health Records Administrator  
Carri Prior, Senior Executive Assistant  
Val Rheinheimer, Caseworker  
Mary Szychowski, IT/Projects Coordinator

## OUTPUTS and OUTCOMES

### OUTPUTS

Each program has developed a logic model that lists outputs. Data collection tools are being developed to consistently collect the data. A sample of completed outputs is below.

All of the following data is from the period January to March 2021.

- CTUB (residential) - Averaged 22 clients in program per day
- Intensive Behavioral Health Services - completed 60 initial and ongoing CANS assessments
- PA Foster Care - Achieved 77% of required caseworker contacts and 94% of foster parent required training
- Adoption and Permanency completed 40 child profiles
- Community Based Programs- Maryland had 64 after hours contacts
- Treatment Foster Care had 28 caseworker visits
- Partial Hospitalization Program - 6 Bio-psychosocial evaluations were completed

Data collection tools are also being developed, but have not been finalized for the following programs:

- Outpatient
- Community Based Programs- Pennsylvania
- Family Based
- Crisis
- Administration- Human Resources, Finance, Information Technology

### OUTCOMES

Each program has developed a logic model that lists outcomes. Data collection tools are being developed to consistently collect the data. A sample of completed outcomes is below.

All of the following data is from the period January to March 2021.

- CTUB (residential) - 4 positive discharges out of 6 total discharges
- Intensive Behavioral Health Services - 136 clients were engaged in service (participated in 6 consecutive months of service)
- PA Foster Care - 64% of youth achieved their permanency goal and 92% of youth achieved placement stability
- Adoption and Permanency finalized 7 adoptions
- Community Based Programs - Maryland - 100% of clients had zero Section 8 code violations
- Treatment Foster Care 100% of discharged clients had at least one support person identified

Data collection tools are also being developed, but have not been finalized for the following programs:

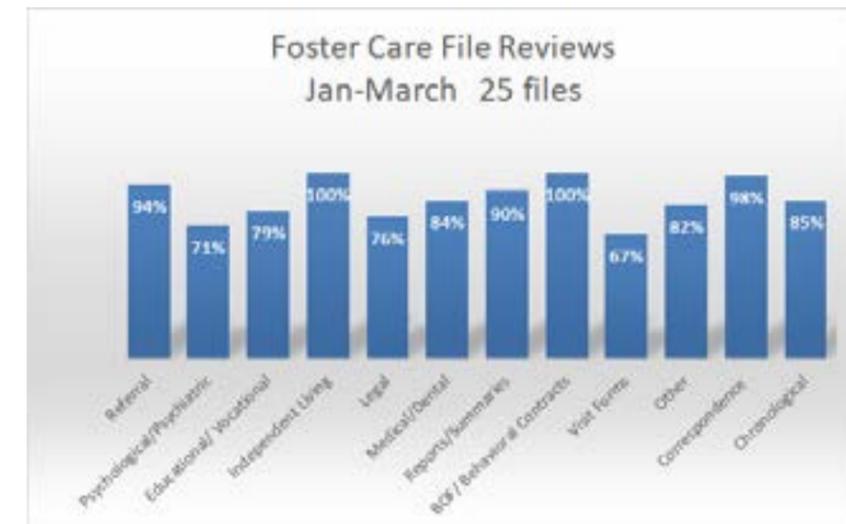
- Partial Hospitalization Program
- Outpatient
- Community Based Programs -Pennsylvania
- Family Based
- Crisis
- Administration- Human Resources, Finance, Information Technology

## INTERNAL AND EXTERNAL FILE AUDITS AND INSPECTIONS

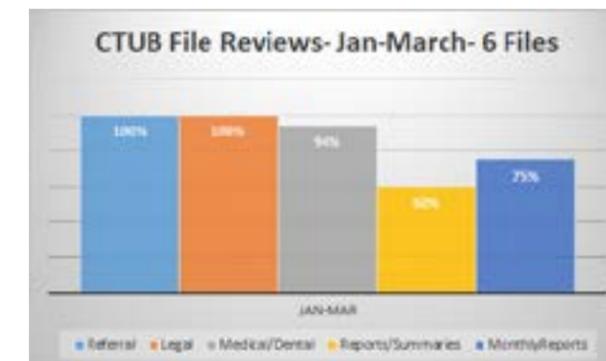
CONCERN conducts internal reviews to minimize the risks associated with poorly maintained client files, to document the quality of the service being delivered and to identify barriers and opportunities for improving services. Uniform collection tools are used to ensure consistency and allow comparison of data across programs. Quarterly reviews of client files evaluate the presence, clarity, continuity and completeness of required documents.

External file audits and licensing inspections are completed by our funders and regulators.

Internal File Audits	125 files
External File Audits	2 audits (Medicare and Magellan)
Licensing Inspections	10 inspections with only 5 citations



From January to March 2021, eight Foster Care sites conducted file reviews on a total of 25 files. Overall, Foster Care compliance was 86%.



From January to March 2021, the residential site conducted file reviews on a total of six files. Overall, Residential compliance was 86%.

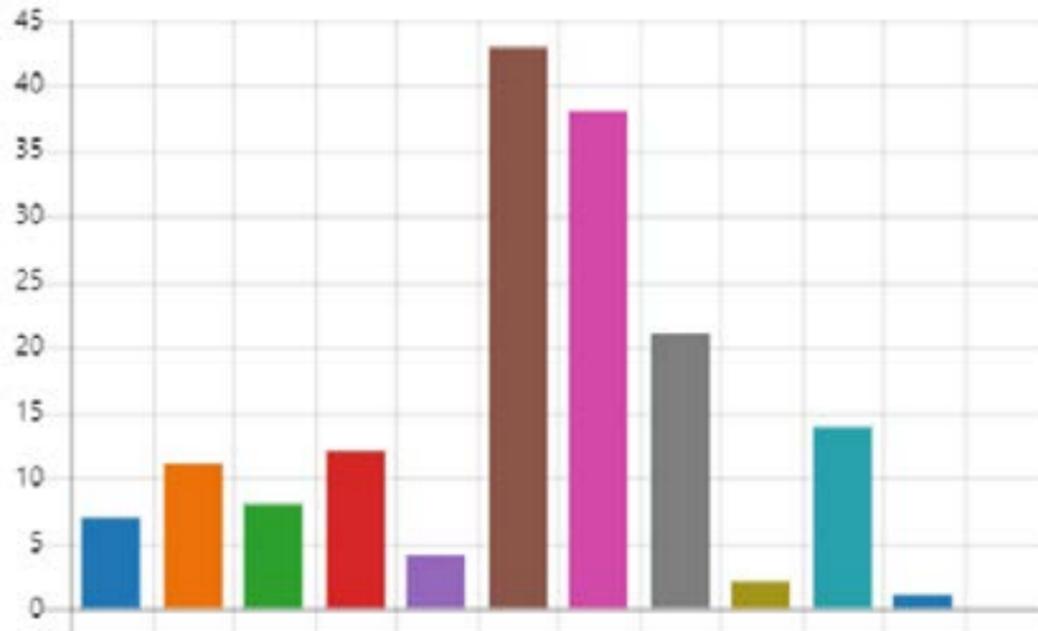
## SATISFACTION SURVEYS

A Client Satisfaction Survey was completed in April 2021. The Forms program within Microsoft 365 was used, as it afforded a HIPAA compliant environment to maintain client confidentiality and could easily be sent or accessed by clients and calculated results.

104 clients completed the following survey:

1. What service do you receive or have you received from CONCERN (you may choose more than 1).

Treatment Foster care	7
Foster care	11
Community Based Program	8
Residential (CTUB)	12
Adoption	4
Outpatient	43
Medication Management	38
Mental Health Respite	21
IBHS	2
Family Based	14
Partial Hospitalization	1
Crisis	0



2. I am satisfied with the services I received or I am currently receiving at CONCERN. 1 Star = Strongly Disagree, 2 Stars,3 ,4 and 5 Stars = Strongly Agree.

104  
Responses

★★★★☆  
4.30 Average Rating

3. I was given information about my rights and how to file a grievance. 1 Star = Strongly Disagree, 2 Stars,3 ,4 and 5 Stars = Strongly Agree.

104  
Responses

★★★★☆  
4.34 Average Rating

4. Staff treat or treated me with respect and dignity. 1 Star = Strongly Disagree, 2 Stars,3 ,4 and 5 Stars = Strongly Agree.

105  
Responses

★★★★★  
4.56 Average Rating

5. I feel or felt supported discussing my specific cultural, historical or gender needs. 1 Star = Strongly Disagree, 2 Stars,3 ,4 and 5 Stars = Strongly Agree.

104  
Responses

★★★★★

6. I participate or have participated in developing my goals (Individual Service Plan/Treatment Plan). 1 Star = Strongly Disagree, 2 Stars,3 ,4 and 5 Stars = Strongly Agree.

105  
Responses

★★★★☆  
4.46 Average Rating

7. I feel the staff are trustworthy and transparent. 1 Star = Strongly Disagree, 2 Stars,3 ,4 and 5 Stars = Strongly Agree.

104  
Responses

★★★★☆  
4.40 Average Rating

8. The services I receive at CONCERN have improved or are improving my quality of life/ helped me gain skills. 1 Star = Strongly Disagree, 2 Stars,3 ,4 and 5 Stars = Strongly Agree.

104  
Responses

★★★★☆  
4.19 Average Rating

## **IMPROVEMENT PLANS**

On January 14, 2021, the PQI Committee reviewed the PQI Training Report and noted that training completion and compliance was too low. Our goal is 90% to 100% compliance. Overall Agency timeliness for new hire training and all staff training, completion of Child protective Services Law (CPSL) training, and completion of Safe Crisis Management (SCM) training fell below the goals.

Improvement Plans have been developed and are being worked on. Findings thus far include the need to adjust some training requirements, speed up data entry into the system and more reminders to staff about completing training. Data will be reviewed in the May PQI Committee meeting to determine if the proposed actions have been effective.

Future Improvement Plan: An Improvement Plan is being explored for assuring that all outpatient clients have a valid and current treatment plan.

## **CONCLUSION**

We hope this report has been helpful. For the next report, we hope to include the following items:

Outputs and Outcomes for Outpatient, Community Based Programs, Family Based, Crisis, and Administration.

If you have any feedback about this report, please contact Cheryl Reeling at [creeling@concern4kids.org](mailto:creeling@concern4kids.org) or 610-944-0445.

# CONCERN SERVICE SITES

## Foster Care, Adoption/Permanency, and Community Based Services

### Greater Berks

One West Main Street  
Fleetwood PA 19522-1350  
(610) 944-0445  
Fax (610) 944-1195

### Southeast

49 Easton Road, Suite 204  
Willow Grove PA 19090-3201  
(800) 562-1427  
Fax (267) 818-6671

### Lehigh Valley

90 South Commerce Way, Suite 300  
Bethlehem PA 18017-8611  
(610) 691-8401  
Fax (610) 691-0647

### Susquehanna Valley

60 North Eighth Street  
Lewisburg PA 17837-1446  
(570) 523-1297  
Fax (570) 524-4752

### Northeast

100 N. Wilkes Barre Blvd., Ste. 212  
Wilkes Barre PA 18702-5231  
(570) 800-2332  
Fax (570) 718-0429

### Towanda

319 Main Street  
Towanda PA 18848-1805  
(570) 268-3073  
Fax (570) 268-3080

### Wellsboro

62 Plaza Lane  
Wellsboro PA 16901-1766  
(570) 724-7142  
Fax (570) 724-6771

### Maryland

10003 Derekwood Lane, Suite 200  
Lanham MD 20706-6314  
(301) 429-2370  
Fax (301) 429-2374

## Residential Services

### CONCERN Treatment Unit for Boys - Coatesville Campus

1225 West Lincoln Highway  
Coatesville PA 19320-1858  
(610) 384-8733  
Fax (610) 380-1704

## Behavioral Health Services

### Easton

175 South 21st Street, 2nd Floor  
Easton, PA 18042-3835  
(484) 497-9699  
Fax (484) 548-1339

### Lehighton

560 Country Club Road  
Lehighton PA 18235-9740  
(570) 386-2990  
Fax (570) 386-5125

### Towanda

319 Main Street  
Towanda PA 18848-1805  
(570) 268-3073  
Fax (570) 268-3080

### Greater Berks

22-24 North Franklin Street  
Fleetwood PA 19522-1350  
(610) 944-0445  
Fax (610) 944-1196

### Mansfield

63 Third Street  
Mansfield PA 16933-1262  
(570) 662-7600  
Fax (570) 662-7726

### Wellsboro

62 Plaza Lane  
Wellsboro PA 16901-1766  
(570) 724-7142  
Fax (570) 724-6771

### Lehigh Valley

90 South Commerce Way, Suite 300  
Bethlehem PA 18017-8611  
(610) 691-8401  
Fax (610) 691-0647

### Susquehanna Valley

60 North Eighth Street  
Lewisburg PA 17837-1446  
(570) 523-1297  
Fax (570) 524-4752

### Wyomissing

1120-C Hobart Avenue  
Wyomissing PA 19610-2063  
(610) 371-8035  
Fax (610) 685-2679