

2024 PQI Report

Performance and Quality Improvement Philosophy

Founded in 1975, Shelter, Inc. has become a leader in Chicagoland for providing emotional and physical care, programs and services that children need to build safer, healthier and brighter futures. We are the only agency in Illinois to provide comprehensive and community-based services for children and families at risk and in need.

Our mission is to end the cycle of child abuse by providing a comprehensive network of support, ensuring safe, healthy and nurturing environments for children, their families and our community. We are available **24 hours a day, 365 days a year.**

Our goal is to create a world where all children grow up in safe and nurturing environments.

The Performance and Quality Improvement (PQI) program of Shelter, Inc. promotes excellence and continuous

improvement in our programs: Healthy Families, Foster Care, Emergency Group Homes, Transitional Living, Youth Experiencing Homelessness, and Clinical Services. Our Board of Directors, executive team and supervisory staff place a high priority on PQI and strive for excellence. We are committed to collecting and using data to help us evaluate program strengths and weaknesses and improve service delivery.

Our PQI plan encompasses all employees. All levels of staff are involved in PQI through annual training, staff meetings, data collection, annual surveys and quarterly feedback opportunities. All stakeholders and referral sources participate in annual surveys. We believe that a bottom up approach will benefit our organization.

The goal of our PQI program is to create a high-learning, high-performance, results-oriented environment.

Client Service Improvement (CSI)

Healthy Families Program

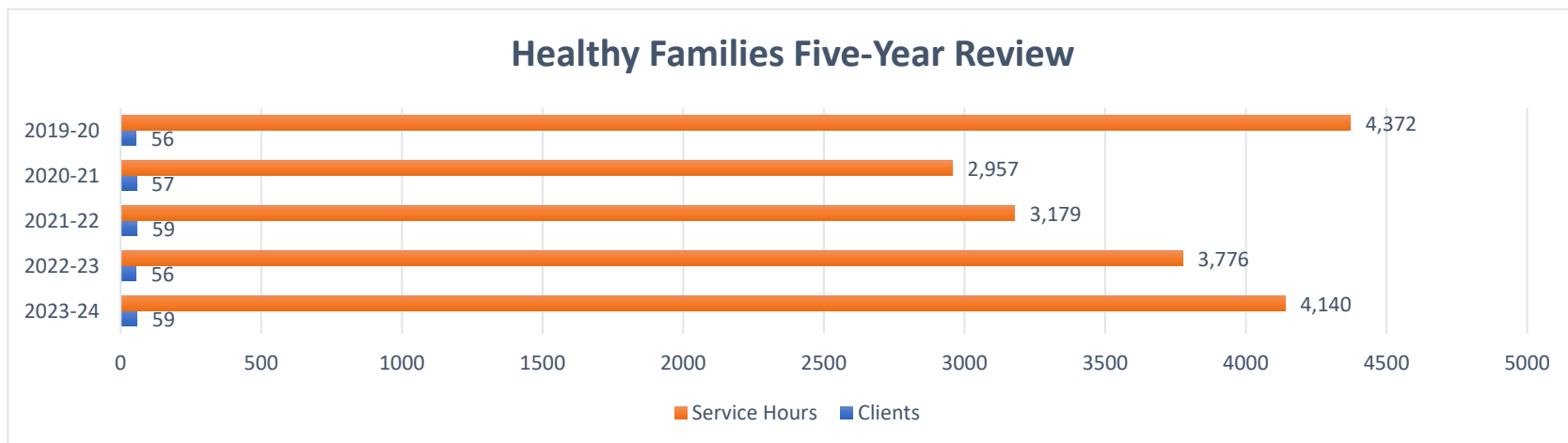
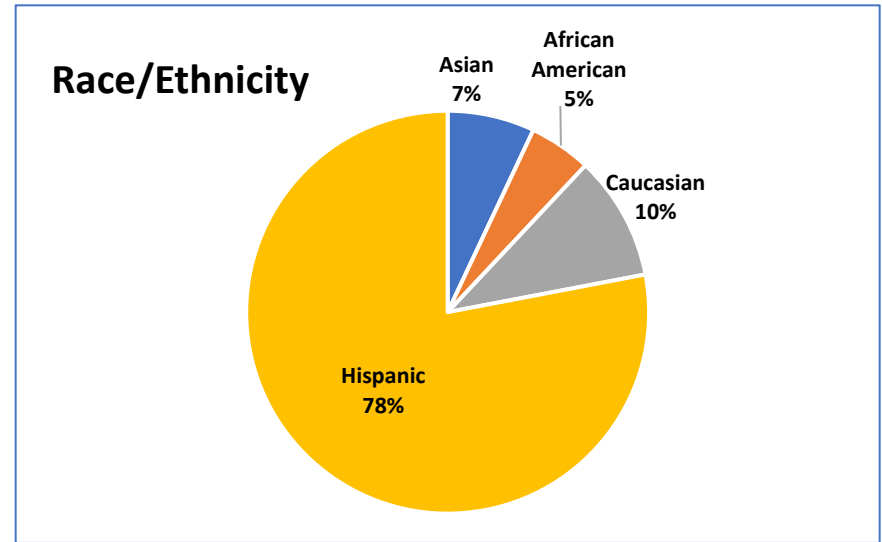
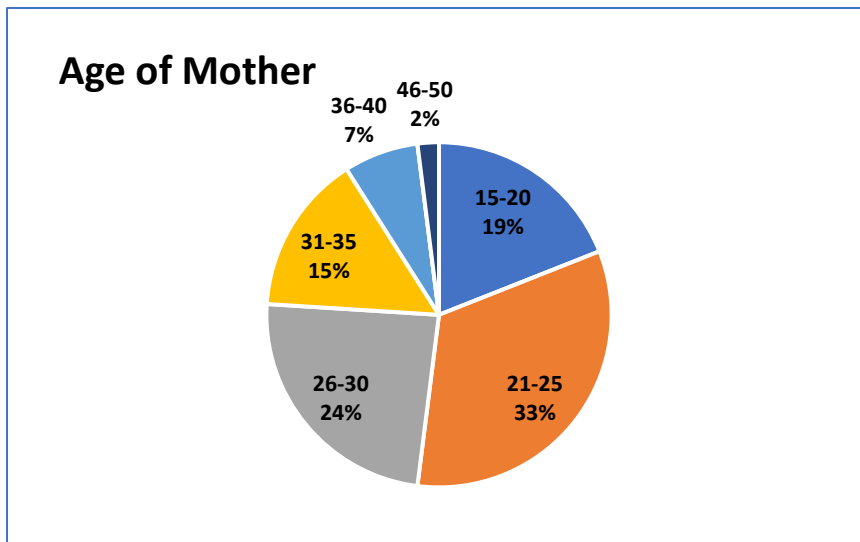
Healthy Families is an intensive home visiting program for at-risk, first-time parents. The program is voluntary, confidential, and free. Shelter’s multi-lingual staff works with parents during a child's most formative years—from birth through age 5 – to create safe and healthy environments for their babies. Through regular home visits, Shelter staff teach parents fundamental skills such as stress management, effective discipline, health care and nutrition, and connect them to critical community resources.

- 59 Families
- 4,140 Service Hours

Data: July 1, 2023-June 30, 2024

PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 23-24	RESULTS 1 ST QUARTER FY 23-24	RESULTS 2 ND QUARTER FY 23-24	RESULTS 3 RD QUARTER FY 23-24	RESULTS 4 TH QUARTER FY 23-24
HEALTHY FAMILIES	% of expected home visits per level of service	Quarterly reports	75%	67%	56%	68%	73%
	Abuse/neglect occurrence	Indicated abuse/neglect reports	0	0	0	0	1
	Immunizations	Records of immunization	90%	80%	82%	87.5%	92%
	Well baby visits	Exam records	80%	85%	69%	59%	79%
	Depression screens	Screening records	95%	100%	100%	No moms due for screening	No moms due for screening
	Developmental screenings	Screening records	90%	91%	91%	100%	81%
	Parent/Child Interaction Tool	Screening records	90%	N/A	86%	N/A	71%

Healthy Families Program (continued)



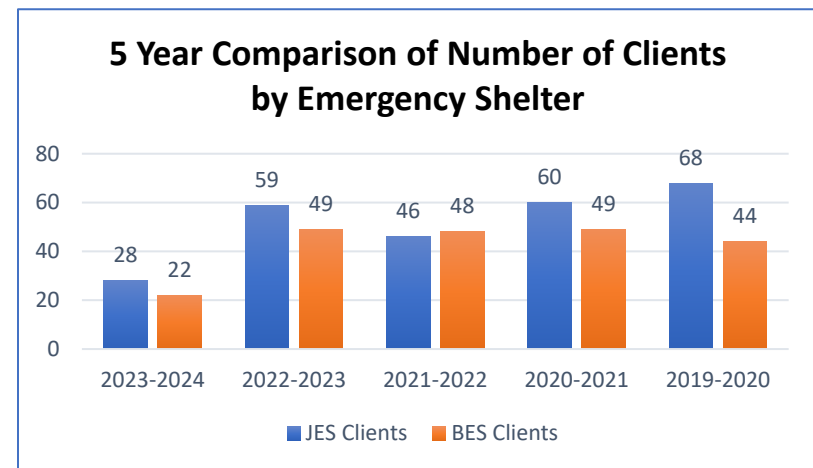
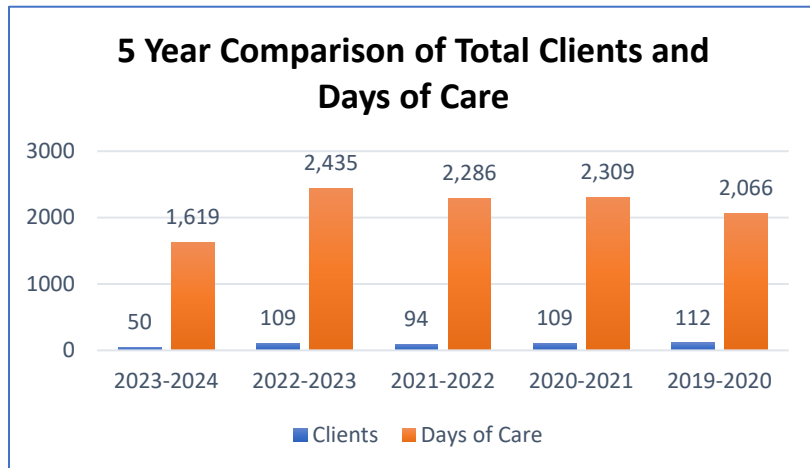
Emergency Shelters

Shelter's Buckholz Emergency Shelter (BES) for youth who identify a male and Jennings Emergency Shelter (JES) for youth who identify as female provide emergency housing for youth ages 11 - 17 who are experiencing crisis due to abuse or neglect or need emergency shelter due to family circumstances such as homelessness, illness or domestic violence. Our homes are staffed 24 hours a day, 365 days a year. Our staff provides trauma-informed care, and specialized support for the most marginalized populations such as children in the LGBTQIA+ community and children who have been victims of commercial sexual exploitation.

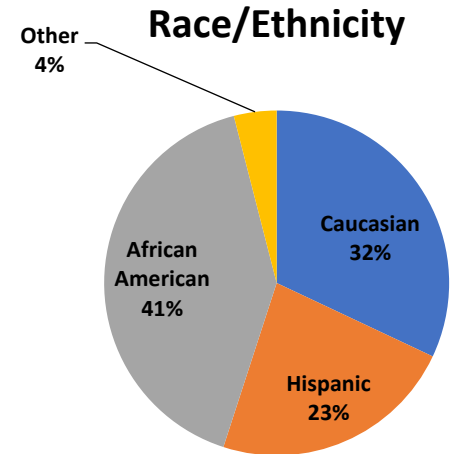
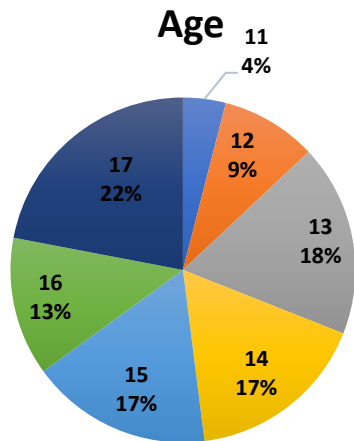
- BES: 22 Clients; 837 Days of Care
- JES: 28 Clients; 732 Days of Care
- **The Jennings Emergency Shelter was closed on April 9, 2024, and reopened on September 3, 2024.**

Data: July 1, 2023-June 30, 2024

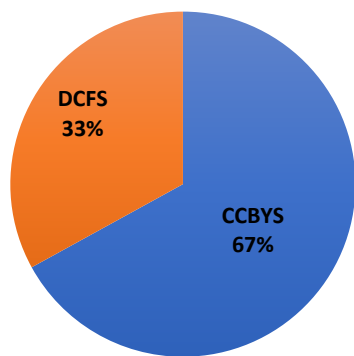
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 23-24	RESULTS 1 ST QUARTER FY 23-24	RESULTS 2 ND QUARTER FY 23-24	RESULTS 3 RD QUARTER FY 23-24	RESULTS 4 TH QUARTER FY 23-24
EMERGENCY SHELTERS	School attendance	Monthly reports	90%	78%	100%	58%	75%
	Discharged to planned discharge placement	Placed forms	70%	90%	100%	100%	86%
	Health history screenings	Monthly reports	90%	56%	50%	47%	64%



BES DEMOGRAPHICS:

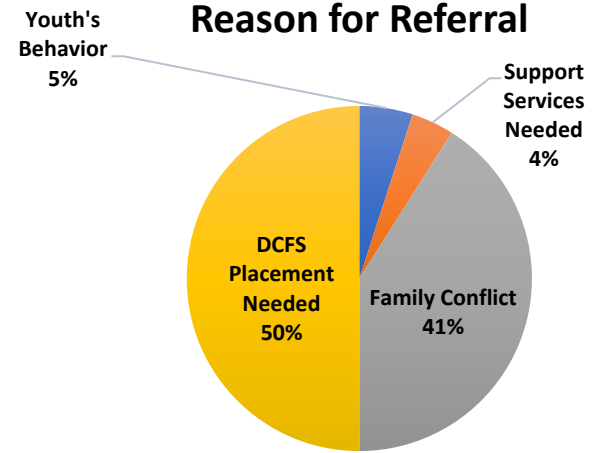


Referral Source

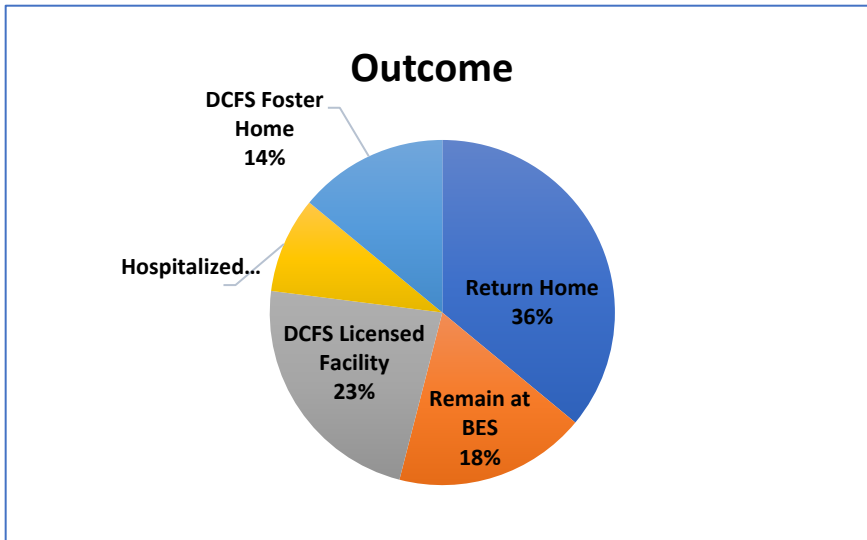


*CCBYS:
Comprehensive
Community
Based Youth
Services
program*

Reason for Referral

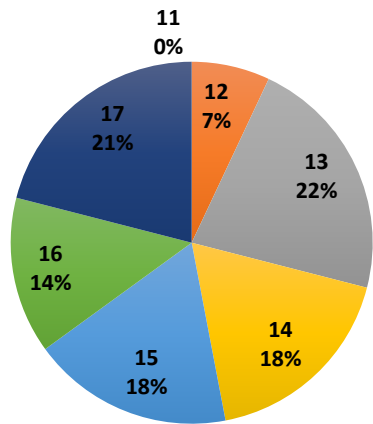


BES DEMOGRAPHICS (continued):

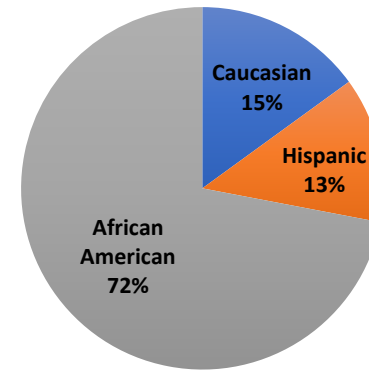


JES DEMOGRAPHICS

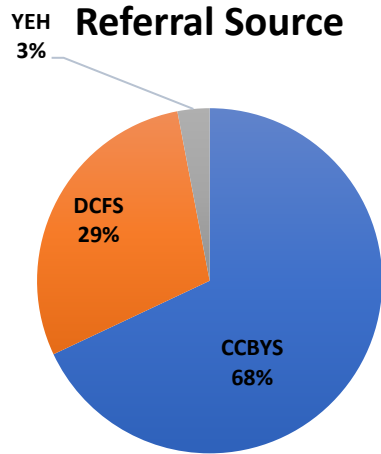
Age



Race/Ethnicity



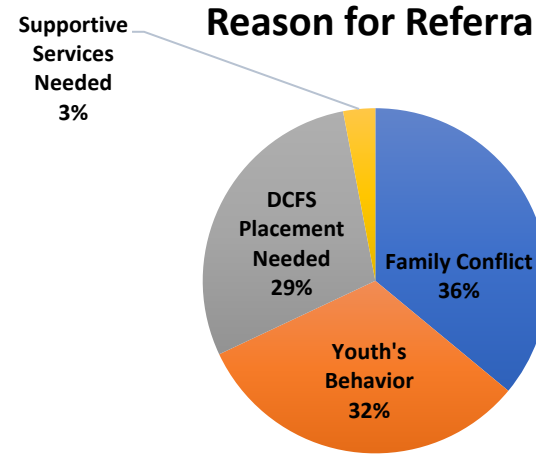
Referral Source



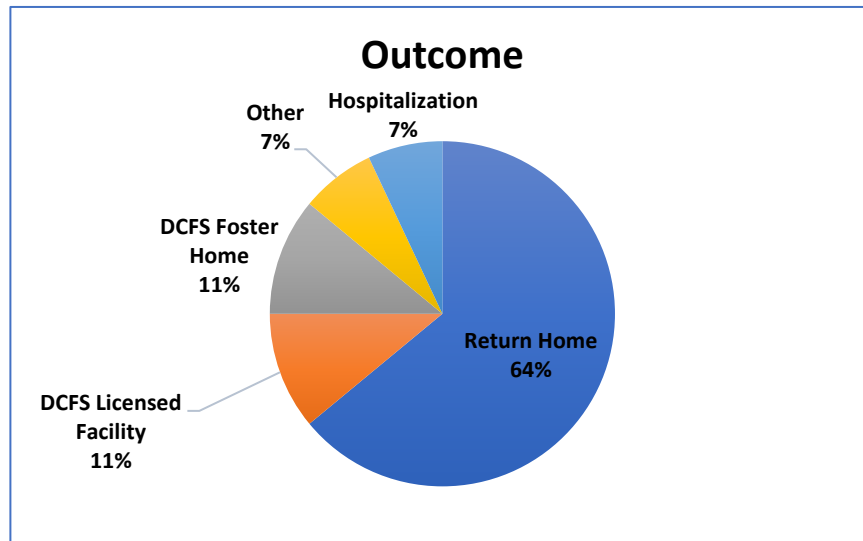
CCBYS: Comprehensive Community Based Youth Services program

YEH: Shelter, Inc.'s Youth Experiencing Homelessness Program

Reason for Referral



JES DEMOGRAPHICS (CONTINUED)



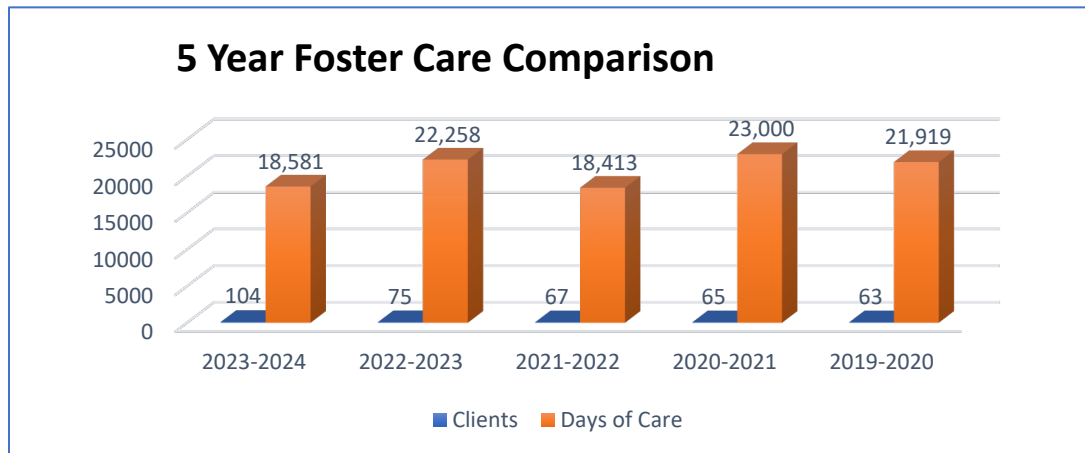
Foster Care

Shelter, Inc.'s Foster Care programs are for children from birth through 21. Our programs include home-of-relative, traditional foster care, and emergency foster care. Families, with the assistance of foster care caseworkers, work to resolve the problems that brought the children or adolescents into placement so that they can be reunited as quickly as possible. Whenever possible, children will be transported to their schools. Home-of-Relative Foster Care gives children a sense of identity and belonging. Caseworkers work with family members to ensure a safe and secure environment while working to reunite families whenever possible. Traditional Foster Care can be arranged when there are no relatives available, and a longer-term placement is appropriate.

- 104 Clients (traditional and home-of-relative)
- 18,581 Days of Care (traditional and home-of-relative)

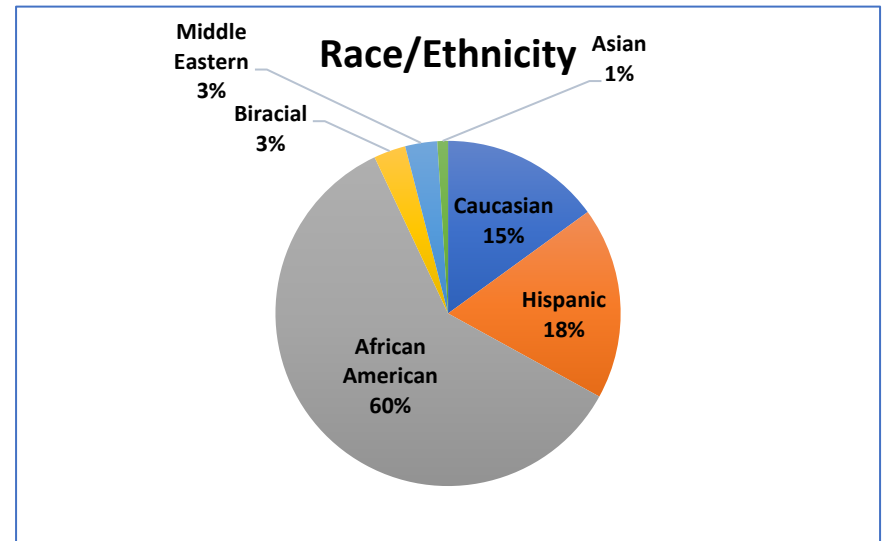
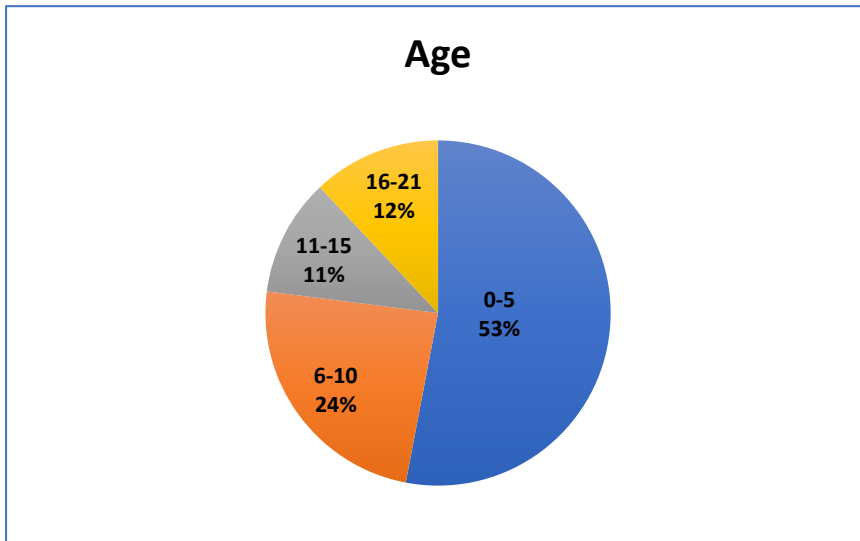
Data: July 1, 2023-June 30, 2024

PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 23-24	RESULTS 1 ST QUARTER FY 23-24	RESULTS 2 ND QUARTER FY 23-24	RESULTS 3 RD QUARTER FY 23-24	RESULTS 4 TH QUARTER FY 23-24
Foster Care	Home visits monthly	Monthly report	95%	100%	97.7%	98.8%	100%
	Permanency rate	Placed forms	26	11	0	10	1
	Stability rate	Monthly report	90%	93.24%	94.4%	89.8%	89.4%



Permanencies

Adoptions: 6
Return home: 16



Emergency Foster Care

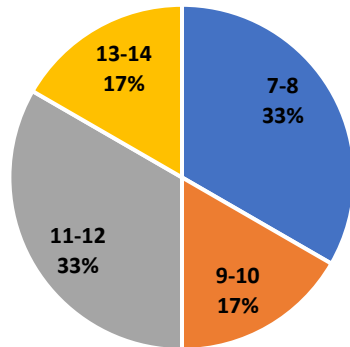
Emergency foster care addresses a critical need for stable, shorter-term housing for young people who have experienced inconsistent and difficult placements.

- 12 Clients
- 661 Days of Care

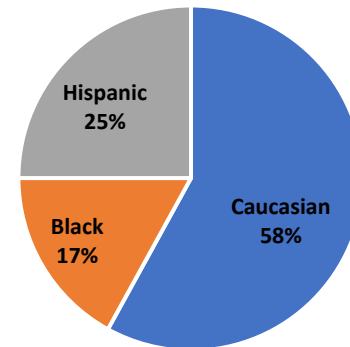
Data: July 1, 2023-June 30, 2024

Emergency Foster Care (continued)

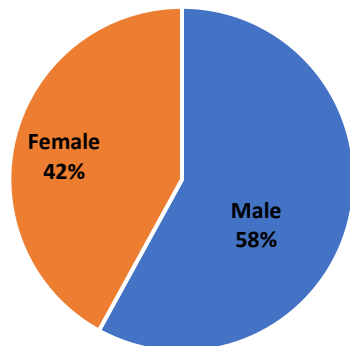
Age



Race/Ethnicity



Gender



Transitional Living Program (TLP)

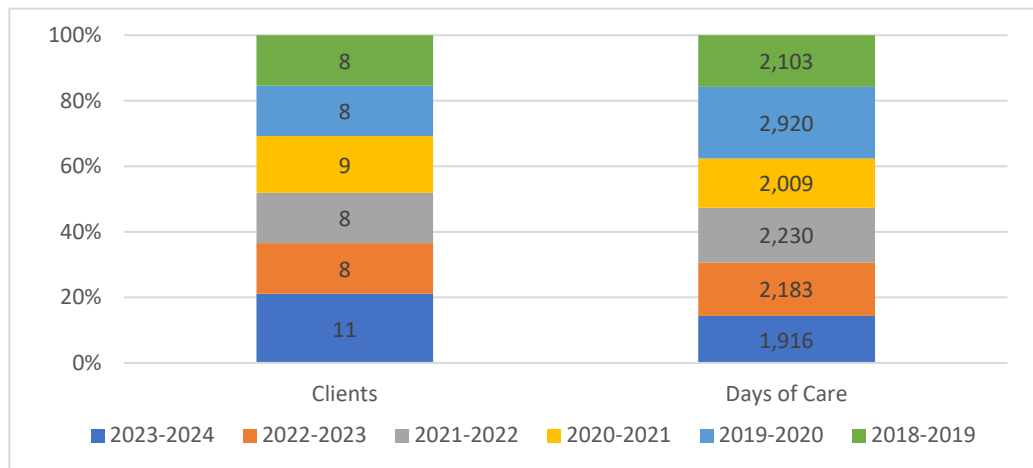
Shelter's Transitional Living Program (TLP) supports young people assigned male at birth ages 17 - 21 who are homeless and aging out of the child welfare system. The goal of the two-year program is to provide support in a safe, appropriate, and stable home-like environment as they learn to transition to sustainable, healthy, and independent living. Support services target continuing education, stable employment, permanent connections, and social and emotional wellbeing. Life skills training includes essential skills from cooking and nutrition to budgeting, work ethics, and building self-esteem. In most cases, this is the last opportunity for these young people to learn healthy choices, resist gangs, crime, and drugs while living off the streets, and to build productive lives with promising futures.

- 11 Clients
- 1,916 Days of Care

Data: July 1, 2023-June 30, 2024

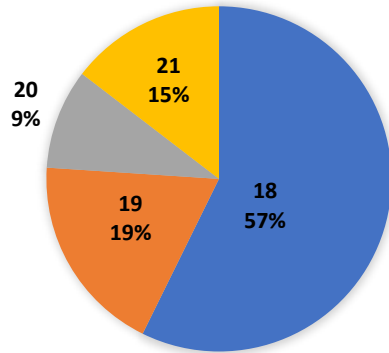
PROGRAM	KEY ELEMENTS	MEASUREMENT	BENCHMARK FY 23-24	RESULTS 1 ST QUARTER FY 23-24	RESULTS 2 ND QUARTER FY 23-24	RESULTS 3 RD QUARTER FY 23-24	RESULTS 4 TH QUARTER FY 23-24
TLP	% of youth employed	Pay stubs	100%	67%	100%	100%	67%
	% of youth with HS diploma, GED, or post-secondary certificates	Diplomas, GED, vocational certificate	100%	67%	100%	100%	67%

5 Year Comparison of TLP Clients and Days of Care

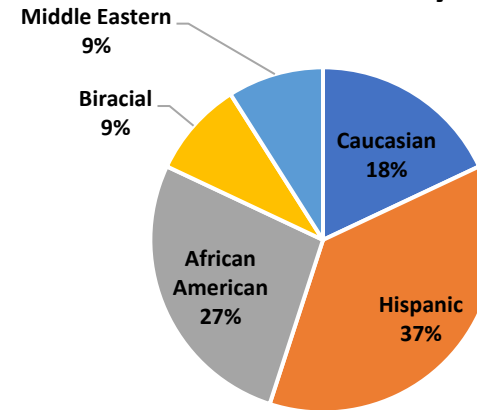


Transitional Living Program (TLP) (continued)

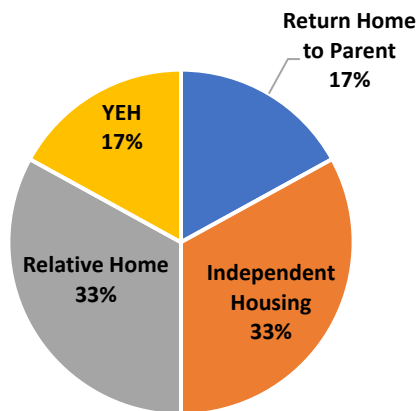
Age



Race/Ethnicity



Outcome



Youth Experiencing Homelessness Program (YEH)

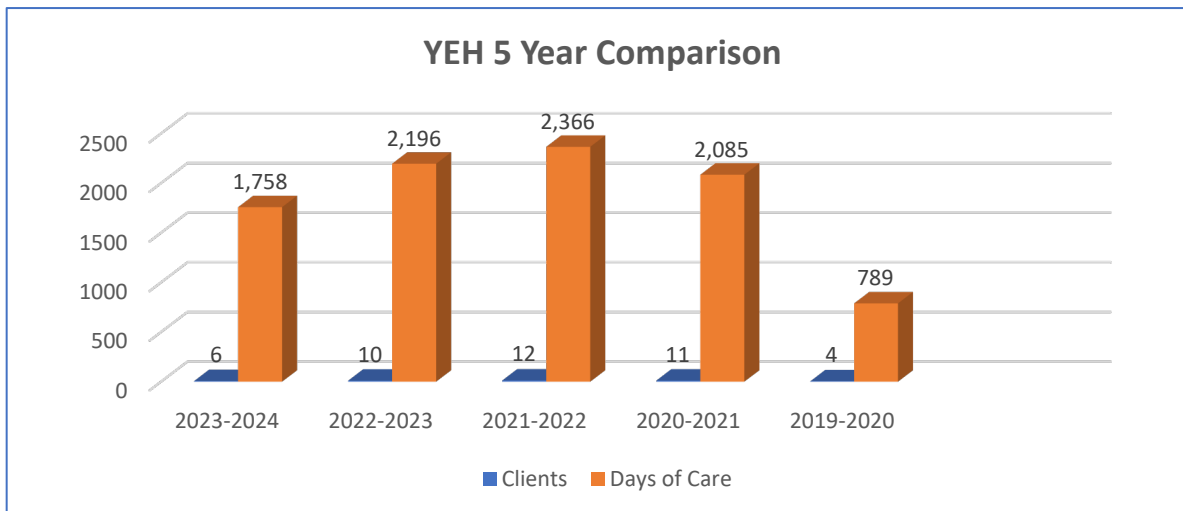
Through a grant from the Illinois Department of Human Services and in partnership with the Kenneth Young Center, Shelter, Inc. provides support for youth ages 14-24 who are without stable, fixed, or adequate housing. Shelter’s YEH program takes a housing-first approach and provides individualized support and comprehensive services to increase the safety, well-being, and self-sufficiency of youth experiencing homelessness. All services provided are free, confidential, and voluntary, and include assistance with housing, pregnancy and parenting support, counseling, life-skills training, and other help needed to secure permanent housing

- 6 clients
- 1,758 Days of Care

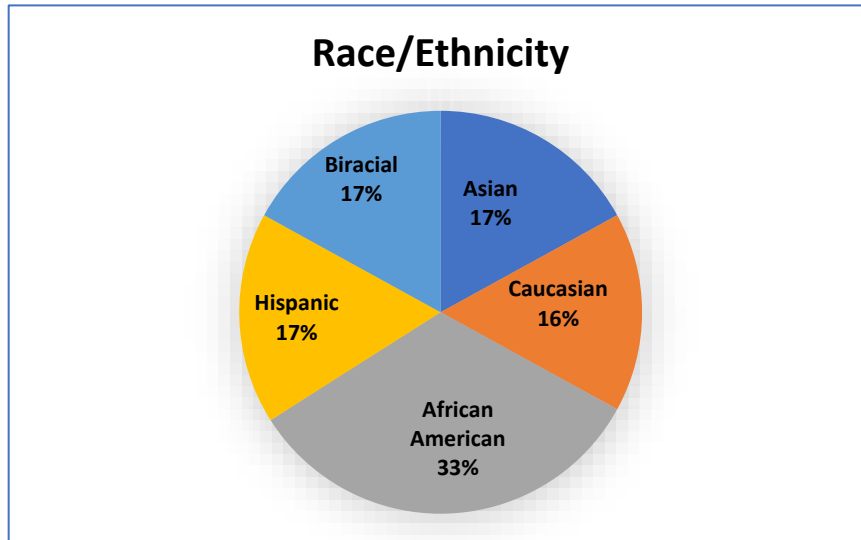
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Youth Experiencing Homelessness	Proposed/funded service slots available	eCornerstone report	100%	5 beds and all are filled	5 beds and all are filled	5 beds and all are filled	5 beds and all are filled
	Completed Safety assessment	eCornerstone report	80%	100%	100%	100%	100%
	Emergency care plan implemented	eCornerstone report	95%	100%	100%	100%	100%
	Completed Ansell Casey assessment (excludes outreach brief contacts)	eCornerstone report	70%	100%	100%	100%	100%
	Case management plan developed (youth with Casey assessment)	eCornerstone report	90%	100%	100%	100%	100%
	Case management plans include strategies to increase life skills	eCornerstone report	90%	100%	100%	100%	100%
	Emergency Shelter youth will exit program to stable housing	eCornerstone report	70%	100%	100%	No emergency youth discharged	No emergency youth discharged

	Transitional living youth will exit program to stable housing	eCornerstone report	80%	No transitional living youth discharged	No transitional living youth discharged	100%	100%
	Transitional living youth will exit program employed and/or enrolled in educational program	eCornerstone report	80%	No transitional living youth discharged	No transitional living youth discharged	100%	No transitional living youth discharged
	Pregnant youth will receive prenatal care	eCornerstone report	95%	No pregnant youth are currently in the program	No pregnant youth are currently in the program	No pregnant youth are currently in the program	No pregnant youth are currently in the program
	Parenting youth will receive parenting skills education	eCornerstone report	95%	No parenting youth are currently in the program	No parenting youth are currently in the program	No parenting youth are currently in the program	No parenting youth are currently in the program
	Eligible youth will acquire one or more new mainstream benefits (SSI, TANF, Medicaid, SNAP, WIC)	eCornerstone report	65%	100%	100%	100%	100%



Youth Experiencing Homelessness Program (YEH) (continued)

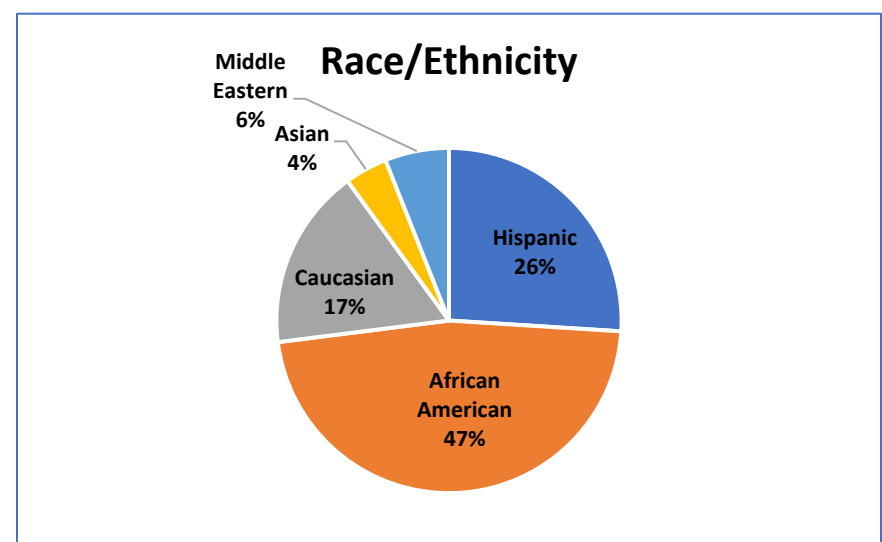
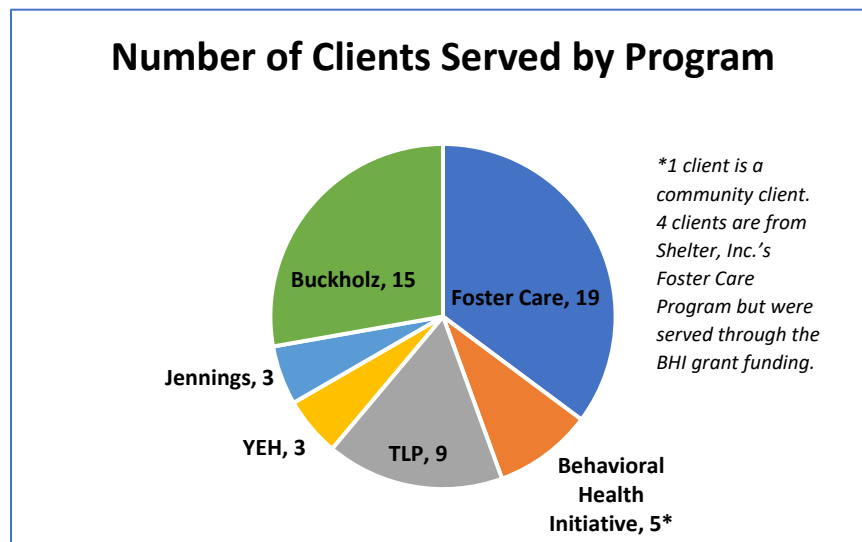


Clinical Program

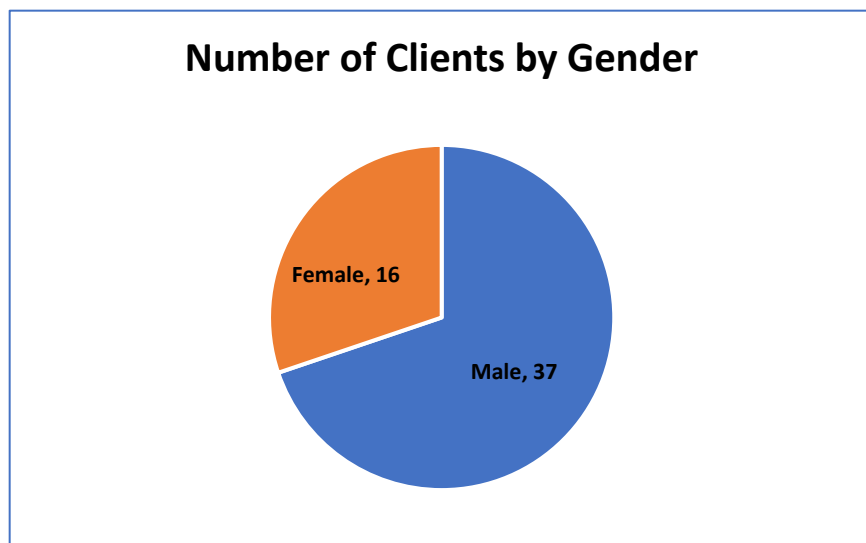
Shelter’s Clinical Program provides counseling to young people who have experienced trauma from abuse, neglect or other family situations. The Clinical Program breaks down the barriers to receiving quality mental health care by increasing access and coordinating care. Many of the children and families in Shelter’s programs are under-insured or on Medicaid. Finding mental health service providers is often difficult. By accepting Medicaid and other insurance, Shelter can offer therapy to children and their family members whose mental health impacts their well-being. Case management takes a whole-family approach, offering comprehensive healthcare that can break the cycle of abuse for generations to come.

- 53 clients
- 371 Hours of Care (Beginning January 1, 2024-June 30, 2024)

Data: January 1, 2024-June 30, 2024



Clinical Program (continued)



Organizational Improvement Team (OIT)

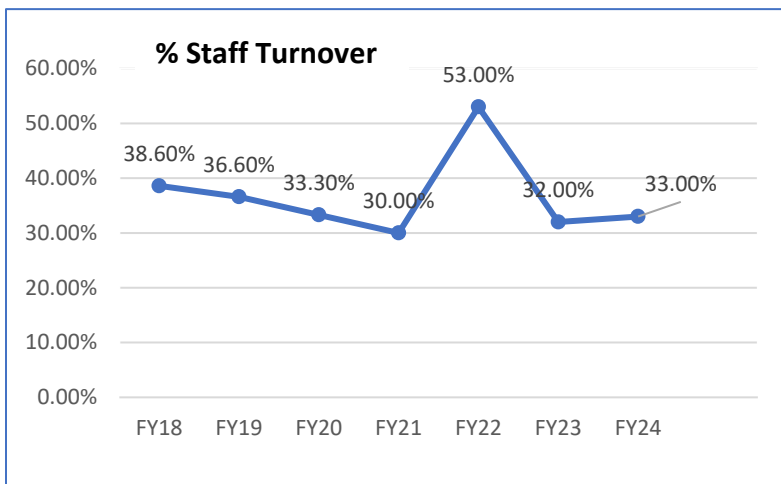
Initiatives

- A Diversity, Equity & Inclusion (DEI) subcommittee was established to ensure Shelter, Inc. continues to be a diverse workplace attracting prospective staff from all backgrounds
- HR policies and procedures are updated on an as needed basis
- Re-introduction of employee referral program
- Added Short Term Disability program for all
- Added Sick Bank program for employees with catastrophic illness or injury
- Added Staff Recognition and Engagement opportunities

Staff Turnover, Training and Satisfaction

Statistics:

- Full-time Staff: 39, Part-time Staff: 13
- Turnover Rate: 33% (17 people left out of 51 positions)
 - ✓ 16 people left from 7/1/2023 to 12/4/2023
 - ✓ Only 1 resignation from 12/5/2023-7/31/2024



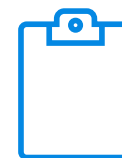
STAFF TRAININGS

DCFS and DHS required trainings:

- Mandated Reporter
- Think Trauma
- Harassment and Discrimination Training
- CPR/First Aid
- Crisis Prevention Institute—Non-violent Crisis Intervention

MANAGEMENT TRAININGS

- Employee Evaluation
- Corrective Action
- Employee Leave
- Reasonable Suspicion
- Crucial Conversations
- Budget Management Training in conjunction with Quattro



Spring Employee Survey Findings

- Keep working on DEI
- Increase diversity of applicants and new hires
- Talk more about our achievements
- Have events that get more participation

Environmental Improvement Team (EIT)

The EIT has reported the following:

* The Jennings Emergency Shelter was closed on April 9, 2024, and reopened on September 3, 2024.

- **Monthly Fire Drills and Tornado Drills:** Jennings Home (JH)*, Buckholz Group Home (BGH), Transitional Living Program (TLP) and Shelter's main office are up to date with required drills without any reported issues.
- **Food and Safety Regulations:** JH* and BGH turned in on-time monthly reports with no reported issues. TLP did not complete or turn in required reports with several food and safety issues reported.
- **Bi-weekly Hazardous Surveillance Reports:** JH* and BGH turned in on-time monthly reports with no reported issues. Some missing reports for TLP, however they did report their maintenance needs throughout the quarter.
- **Maintenance Requests:** JH*, BGH and TLP all placed maintenance requests that have been addressed.
- **Agency Vehicle Report:** Am Trust and the Agency Vehicle inspection reports are current with one reported issue of a Kia windshield repair needed