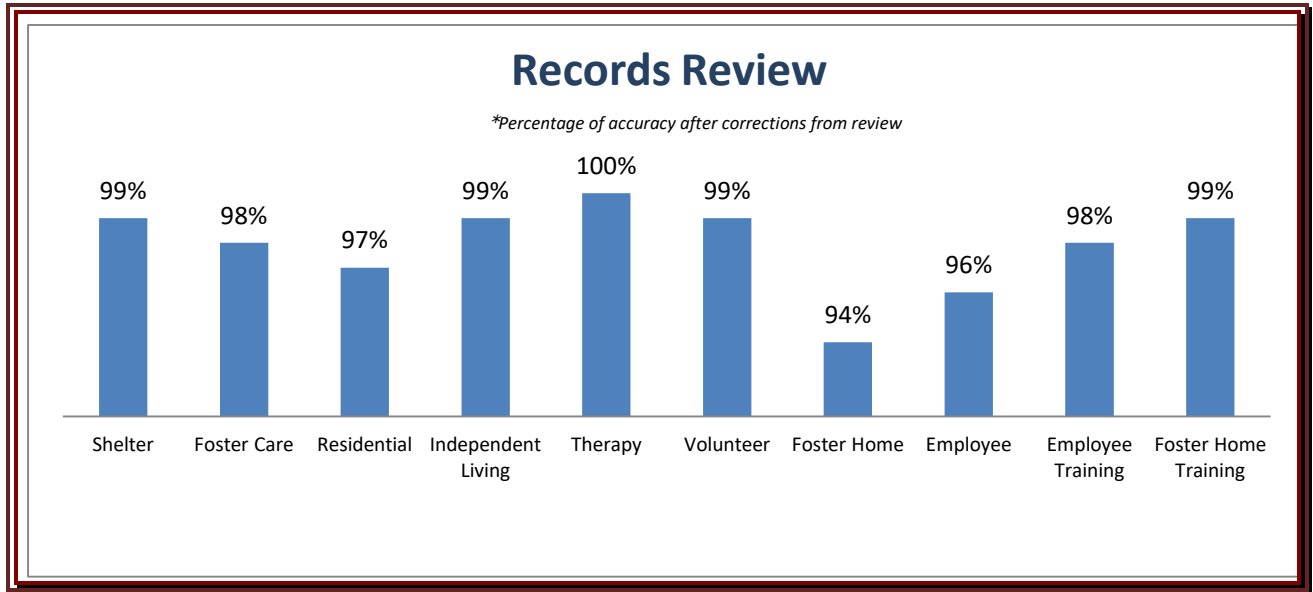




PERFORMANCE AND QUALITY IMPROVEMENT

2016 ANNUAL REPORT



Records Review evaluates presence, clarity, quality and continuity of required documents using a uniform tool (individual checklists) to ensure consistency. 100% of records were reviewed in all departments. Moving forward, percentages will be tracked before and after corrections are made by staff to provide a better representation of accuracy.

Peer Case Review

WHAT DID WE IMPROVE?

- Quarterly training for case management staff regarding COA, Licensing, Contract and YFT standards
- Reviewed 100% of files within all programs during 2016

WHAT DO WE PLAN TO FOCUS ON NEXT?

- Create tracking within Evolv-CS for foster parent applicants
- Reactivate workflows within Evolv-CS for Plans of Services and Quarterly Reviews

Peer Care Review analyzes and evaluates clarity, contents and continuity of records to determine if children’s needs and strengths are being assessed appropriately. Workflow and aggregate reports from Evolv-CS are also retrieved for review of timeliness of intakes, service plans and family involvement.

Caseload sizes are also evaluated and reviewed to ensure manageable by case management. 100% of all case manager’s caseloads were manageable throughout 2016 and within COA and TDFPS requirements.

TRAINING TOPICS COVERED IN 2016

Performance and Quality Improvement	Cultural Diversity
Transportation	Confidentiality and Children's Rights
Case Management	Sexual Behavior Problems in Children
Policies/Procedures	Advocating for Children
Satisfaction Survey	Intro to Windows 10 and Office 2016
Evacuation and Emergency Preparedness	Battling Lice
Child Development	Trauma Informed Care
Closing the Loop	Meal Production
Strategic Planning	Labor Laws
Progressive Discipline	Program Day to Day Operations
Population We Serve	Team Building
General Safety	Early Childhood Intervention

Boysville's program administrator's attended the National Alliance Conference, Texas Alliance Conference, TBRI Conference, EMDR and Council on Accreditation Conference. Staff also attended various off site trainings throughout the year.

TRAINING FOCUS FOR 2017:

- Boysville will focus on streamlining the New Hire Orientation, Pre-Service and Training Coordination.
- Boysville programs will begin rollout of implementing TBRI (Trust Based Relational Intervention)
- Normalcy Training will be created and added to Pre-Service and Annual Training as required by new TDFPS Minimum Standards
- Boysville will begin looking into formalizing training material into manuals and handbooks.

The Safety Review Committee conducts a quarterly review of all issues regarding employee and client safety by focusing on facilities and risk management. Reports reviewed within this committee include Health and Fire Inspections, Licensing Audits, Incident/Accident Review, Environmental, Health and Safety Audit, Medication Storage and Record Keeping Review, Disaster and Evacuation Plan, Facility Maintenance and Training Materials.

Boysville conducted a lockdown drill and off campus evacuation drill in 2016. All staff were trained in Evacuation and Emergency Preparedness and the phone tree is consistently updated as changes occur.

The Risk Assessment – Administrative Review Committee meets quarterly to assess areas that pertain to administration of Boysville. The purpose of this committee is to allow for the evaluation of and the protection against those risks that would result in the loss of physical, human and financial resources. The Committee reviews reports including Employee Satisfaction Survey, Staff Grievances, Stakeholder Survey, Demographic Profile, Staff Exit Survey, Staff Retention, Financial Review, Insurance and Liability Review, Human Resources Annual Audit Review and External Evaluations.

Safety Inspections that occurred in 2016

- Annual Fire Alarm Panel Inspection
- Fire Extinguishers Annual Inspection
- Annual Fire Safety Inspection
- Annual Fire Suppression System Inspection
- Semi-Annual Fire Hood Inspection
- Secondary Annual Health and Life

Due to the Employee Satisfaction Survey results, Boysville re-implemented the Employee Newsletter to improve communication and restructured the Social Committee and conducted a Team Building Scavenger Hunt to improve staff morale.

To ensure accuracy of TDFPS provider payment statements for each department, all Program Directors are required to review and provide corrections /approval.

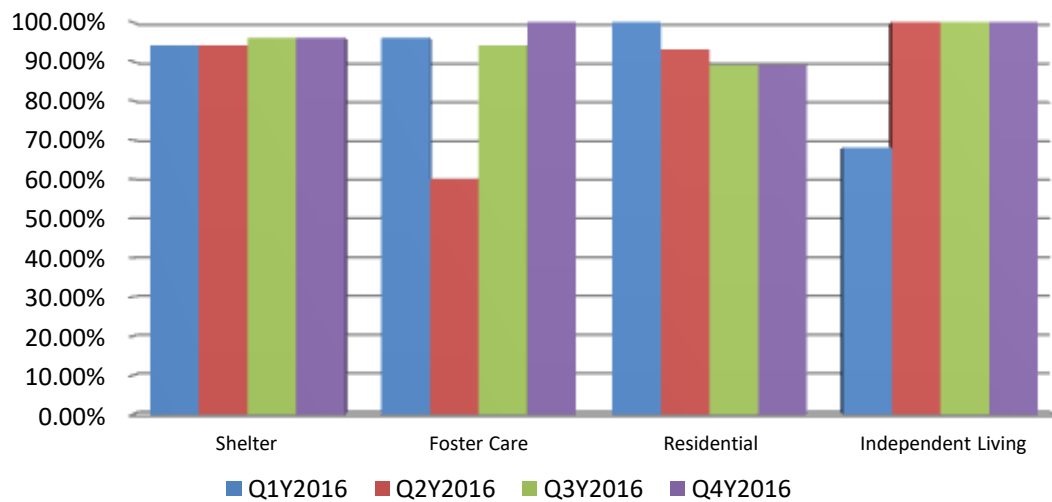
Boysville was audited by Youth for Tomorrow, TDFPS Licensing and TDFPS Contracts. The Council on Accreditation re-accreditation process has begun and will be finalized in summer 2017.

Boysville upgraded all computers to Windows 10. All computers will be upgraded to Microsoft 2016 in early 2017.

FOCUS FOR 2017

- Complete preparations for COA Reaccreditation
- Upgrade firewall and broadband service
- Track additional outcomes for monitoring
- Revised Corporate Policies and Procedures to reflect TDFPS Minimum Standards changes
- Enhance services and user ability within Evolv-CS
- Transfer dead files to vacant building for additional storage in program offices

Client Satisfaction Survey



"Thank you for working with my children and being available for extension while we prepare them for their forever home"
Guardian, Shelter (Client Satisfaction Survey)

All clients and guardians are provided an anonymous survey at discharge. This survey allows clients and guardians to rate their satisfaction of services they received and provide feedback. Results are analyzed and reviewed by the Risk Assessment – Practice Review Committee for needed improvement. To gather additional information, the survey will be updated in 2017 to include more questions.

YOUTH SURVEY: 100% of residents within all programs are provided individual (in person) surveys to ascertain satisfaction with care, service and treatment. This data is compiled and submitted to the Risk Assessment – Practice Review Committee for review.

Patterns/Trends from the 2016 Youth Survey:

- Residents feel their culture is respected and feel safe
- Residents feel they have someone they can talk to
- Residents believe they have many opportunities and that Boysville is "fun"
- Requests for change: Would like cell phones, later bedtimes and more video games

"You guys were a huge help and I want to thank you for not giving up on me. Love you all!"
Independent Living Resident (Client Satisfaction Survey)