**Introduction**

PQI- Performance and Quality Improvement- is an integral part of our organization. We strive to create a culture of continuous improvement, to streamline service delivery, administrative functions, and better serve survivors and our community.

An important function of this report is to provide information to our stakeholders about strengths and opportunities for growth. As an agency, as we have grown in size and scope, we have also been presented with opportunities to grow in our policies, procedures, and methods of operation. As you will see throughout this report, we sometimes fall short of our goals and targets. When this is the case, we will always have a plan of action to address these challenges. PQI is a continuous process, and we strive to apply new and bold strategies to improve in all that we do.

**Section 1 – Strategic Organizational Goals**

This section looks at overarching goals related to accessibility, safety and rights of persons served, risk prevention, and financial strength that are intrinsic and necessary for sustainability of the organization.

1. Long Term Goals and Objectives:
2. Increase discretionary funds:
   1. Increase discretionary funds: Goal = 10% increase in first time donors

Result: 10%

Total Donors This Period = 111 Total First Time Donors This Period = 11

* 1. Increase Principal Balance in the Margarite Morris / PW Endowment with the Springfield Foundation by 5% annually.

Result: 0% [*interest earned is not considered a measurable increase*]

1. Engage Volunteers:
   1. Short-term Goal #1: Increase program focused volunteer hours by 25% [212 hours]

Result: 18% *Current period should be 50% of goal.*

Total Hours This Period (FY20Q1&2) = 190.25 Total Hours Last Period (FY19) = 851

1. Staff Retention:
   1. Increase employee long-term commitment to the agency by implementing professional development plans.

Goal: 75% of staff will achieve all stated goals within one year of plan development.

Timeline: December 2020

Result: *Staff evaluations are in process*

* 1. Reduce short term turnover rate by improving on-boarding experience.

Goal: 80% of all new-hire staff will report positive experience and satisfaction with orientation to their job at 30 and 90 day survey.

Timeline: December 2020

Result:

[Ref. Turnover Report]

1. Risk Prevention:
   1. Improve facility compliance:Through feedback from staff, community partners, volunteers and consumers we are aware that there is insufficient parking at our main office/service location. The distance to/from offices from the designated parking is a barrier for many survivors for reasons such as age, injury, and safety. There is not enough parking capacity in addition to the distance which causes the need to park even farther (opposite side of the campus) for many.

Goal: Project Woman in cooperation with landowner will identify Accessible Parking accommodations at the E. Home Rd. location to be in compliance with ADA requirements.

Timeline: Spring 2018

Result: Postponed *pending campus renovations by the Clark County Commission*

* 1. Security Information: *See Safety and Health Report section below.*
  2. Financial Stability:
     1. Increase Financial Reserves:

Goal: Project Woman will increase reserve funds (Money Market, other holdings) by 5%.

Timeline: September 2020

Result: 0%: *no investment in to long term holdings has been made this period.*

Interim Benchmark: Increase Cash on Hand to 90 days.

Result: 41% of goal

COH 65 days [12-2019] COH 28 days [6-2019 audited]

**Section 2-Outputs**

This section looks at Project Woman’s outputs. Outputs are measurements of productivity. The outputs focus on what we are doing, rather than how what we are doing is helping our clients. Later in this report we will look at outcomes and discuss how clients have benefitted from our services.

All Programs:

Project Woman will meet funder defined outcomes and outputs with integrity for all programs and operational areas. % of deficiency in meeting funder requirements will be reported monthly, quarterly and annually to ensure continuous improvement strategies are timely.

Goal/Standard for compliance = 100%

Timeline: December 2019 and ongoing

Result: 100% Compliant with funders 0% Non-compliant with funders

Community Advocacy & Education

Output #1: Provide student engagement on campus 10 times in the academic year

Result: Q1: 8; Q2: 23 = 31

300% of annual goal

Output #2:  Attend/lead 36 community events/meetings in the fiscal year

Result:  Q1: 13;   Q2:18 = 31

86% of annual goal

Behavioral Health Program

Output #1: Meet Utilization of 60% for Community Psychiatric Support Treatment

Result: 31%

Improvement Strategy:

1. Adjust staff positions related to cost and ability to produce units within the Medicaid Redesign constructs
2. Conduct a time study to determine number of FTE required to fulfill client/customer demand
3. Initiate and/or follow through with staff performance evaluations including corrective action when warranted.
4. Evaluate billing system for efficiency and cost savings.

Output #2: Meet Utilization of 50% for Individual Counseling

Result: 27%

Improvement Strategy:

1. Evaluate billing system for efficiency and cost savings.
2. Increase # of hours attributed to Medicaid program by 2nd licensed staff to increase opportunity for access thereby reducing No Show Rate.
3. Implement varied scheduling strategies to impact No Show Rate
   1. Current No Show = 207 of 930 scheduled appointments

Transitional and Supportive Housing Program

Output #1: Meet Utilization of 50% for Transitions Case Management

Result: 25%

Improvement Strategy:

1. See above strategies for CPST
2. Restructure supportive housing program to delegate CM and Advocacy duties to other staff vs. a designated housing specialist to reduce redundancy, overlap, and inefficiency.

**Section 3- Outcomes**

This section looks at how are survivors/clients are being impacted as a result of our services. Client outcomes can be difficult to measure in our area of service. For this reason, Project Woman has decided to focus on how our clients perceive they have been impacted. Our services help survivors to begin a journey that they will continue on at their own pace. It is our responsibility to ensure that our services are delivered in accordance with our mission:

*“Project Woman is dedicated to ending domestic violence and sexual assault by providing services and programs that protect, educate, and empower members of the community.”*

Outcomes have been chosen based on surveys provided by the Ohio Attorney General’s office, as well as past studies conducted of similar information.

Advocacy Program

Outcome #1: 85% of survivors surveyed report knowing more about VINE and VOCA Compensation Funds. \**New Measure*

Result: 89%

Current Period: Q1 = 78% Q2 = 100%

Outcome #2: 95% of survivors surveyed report knowing more ways to plan for safety

Result: 100%

Improvement Strategy: Update – *strategy has had a positive impact*.

1. Surveys will be distributed by advocacy program at more frequent intervals throughout survivor engagement in the program.
2. Shelter program will engage victim advocacy and safety planning in more frequent ways within the program.

Behavioral Health Program

Outcome #1: 80% of survivors surveyed who report knowing more about community resources/services available to assist them

Result: 100%

Outcome #2: 90% of survivors surveyed who report feeling that their counselor understood what they are going through at the time they presented for care

Result: 100%

Outcome #3: 85% of survivors surveyed who report that they understand they are not responsible for the abuse they experienced

Result: 98%

Community Advocacy & Education Program

Outcome #1: 85% of students with correct post survey answers

Result: 87%

Transitional and Supportive Housing Program

Outcome #1: 85% of survivor/tenants report knowing more community resources/services available

Result: 100%

Outcome #2: 85% of survivor/tenants report more focus to maintain or increasing independence

Result: 81%

Improvement Strategy: Updated – *some positive impact noted*

1. Identified lead staff (Transitions Case Manager) will provide intensive case management to ensure engagement in Empower Education programming for all tenant/survivors enrolled in the supportive housing programs.
2. Empowerment Education calendar/schedule will be published to all tenant/clients monthly to encourage participation in programs.

Emergency Shelter and Safe House Program

Outcome #1: 85% of survivors will enter safe housing within 60 days of entering shelter

Result: 78%

Interim Benchmark: Achieve and maintain 45 day average LOS

Current Period: 45.5 days Previous Period: 57.5 days

Improvement Strategy:

1. Engage the Transitions Case Manager no less than 2 weeks prior to survivor exit from shelter to ensure active participation in exit/transition planning to safe housing.
2. Housing Coordinator will develop relationships through Fair Housing and other community resources to educate landlords to our programs in order to broaden the opportunities for independent housing solutions for client/survivors.

**Section 4- Case Record Review**

Project Woman conducts a quarterly Case Record Review by area of service. Charts are selected randomly, and no identifying information is recorded as a part of the review. The intent is to ensure that client records contain all necessary information to be compliant with regulations. Our target for accuracy is 80% across all areas of service. For programs of service that fall below this target, an improvement plan will be required. Please review Section 6 of this report for all improvement plans.

Goal/Standard of compliance – 100% for all programs.

Result: 89%

Improvement Strategy:

1. Engage volunteer to assist in administrative functions of the supportive housing program to bring files and data base entry in to compliance.

Timeline: April 2020

1. Reconfigure central filing process to ensure chart elements are clearly segregated and all redundancy removed.

Timeline: April 2020

**Section 5- Client Comments**

Some of the most valuable information that we receive is in the form of client comments and feedback. In this section, you will find examples of what our clients are saying about our agency and services. (All identifying information has been removed.)

“I am very grateful to have these people in my life to give me information. I didn’t know what was out there to help me with my safety.” – Survivor

“Andrea is awesome and very informative! I have learned so much!” – Survivor

“I am still getting adjusted with relocating and follow through with my referrals and stuff, but they here, have been very helpful!” – Survivor

“No need to improve here! Everything is helpful and I appreciated everything is done to support me and my kids.” - Survivor

“I am blessed to have met and been a part of a great gift of helpers at Project Woman. I learned something new – probably every day. Love you all.” - Survivor

“Thank you for all of the help. I need to move on now and get away from all of the staff drama in the shelter!” – Survivor

“Thank you for listening to me. I didn’t know if you could help me but you did.” – Crisis Line Caller

“This was the best thing that could have been done for me, just talking with her helped me understand stuff. I didn’t realize that people did this…I will pay this forward. Thank you.” - Survivor

**Section 6- Improvement Plans**

Improvement plans have been implemented to address any areas that fall short of goals. A brief synopsis of the work we have been doing to improve is located in this section.

Utilization Improvement: behavioral health and advocacy staff have the ratio of direct/indirect time calculated monthly. [See attached FY20 Q1&2 Utilization Reports]

CPST Annual Total: 28% of Goal

Next Steps:

1. Program time studies will be completed for all CPST staff to indirect (not-billable) paid time.
2. Corrective Actions for staff who have not achieved and/or maintained utilization requirements will be completed.
3. A Medicaid P&L will be completed and monitored as a routine part of the financial statements.

Timeline: April 2020

Individual Counseling Annual Total: 56% of Goal

Next Steps: Monitor No-Show rate and adjust scheduling strategies accordingly

Advocacy Annual Total: 84% of Goal

Next Steps: Hire open position [1FTE] – units could not be delivered due to short staff capacity

Shelter Annual Total: 134% of Goal

Next Steps: Review funding options for more shelter capacity including off-site shelter/hotel stay and modification of space at shelter facility to accommodate additional beds.

**Section 7- Recognition**

Project Woman recognizes members of the team who exhibit excellence, show great improvement, go above and beyond for individuals and for the mission, etc. This section highlights outstanding team members and accomplishments.

Shout out for Jackie – Achieved/Maintained Registered Advocate in Advanced Standing!

Shout out for Mahdaja – Achieved certification in Forensic Interviewing for youth/children.

**Section 8- Miscellaneous Information**

1. Compliance with Database Solutions (PIMSY and OSNIUM):

Billing functions between the 2 systems is not utilized by staff to its full capacity thereby causing inefficiency in the Medicaid/Behavioral Health Program Utilization.

Improvement Strategy: Establish schedule of trainings for all level of staff to build efficiency in user entry and report processing.

**MUI & Grievance Report:**

Grievances Filed: 2

Substantiated: 1 Unsubstantiated: 1

Issues/Trends:

1. Client Rights related to staff violation of client confidentiality.
2. Client Rights related to staff treatment of survivor in shelter services without dignity and respect.

Recommendations/Actions Taken:

1. Staff remediation where necessary and appropriate.
2. Staff training for program areas to ensure understanding of professionalism, boundaries, confidentiality and privacy rights assured for survivors under VAWA.
3. Staff correction up to and including termination where necessary and appropriate.

Incident Reports Filed: 119

Issues/Trends:

1. Delay in Reporting by staff
2. Addiction and Substance Use
3. EMS/Law enforcement called to shelter
4. Crisis Stabilization / Mental Health needs

Recommendations/Actions Taken:

1. Staff remediation regarding reporting requirements and standards from Council on Accreditation, the Ohio Attorney General’s Office, and the Ohio Mental Health and Addiction Services.
2. Reviewed environmental safety protocols for all programs and locations.
   1. Continue to explore options for onsite supports for addiction services within budgetary constraints.
   2. Retrained staff regarding immediate reporting, emotional support plans, engaging crisis stabilization services and related processes to support survivors with addiction at shelter.
3. Reviewed emergency response and subpoena and warrant policy and procedures with staff.
   1. Will post “Subpoenas Not Accepted Here” at the shelter locations.
   2. Follow Medical advisory given by attending physician at Emergency Room for medical needs of survivors in shelter
   3. Train staff to protocol for personal assistance/aids when necessary to meet personal care and medical assistance for survivors while in shelter.
      1. Level of care of facility/program does not include personal care, medication administration or delegated nursing.

**Safety & Health Report:**

The Safety and Health Committee conducts a quarterly review of all issues regarding employee and client/survivor safety by focusing on facilities and risk management. The Committee utilizes representatives from across all programs and administration of the agency. The Committee has identified the following safety issues along with recommendations and results over the past year:

1. Safety and Security:
   1. **Technology:** 
      1. Security cameras are in use at all facility locations including both shelters, Chrysalis Manor, and the administrative/program offices. All locations and are monitored with a variety of camera views.
         1. Currently reviewing upgrade option at the Springfield Shelter to mirror the newer technology installed at the Champaign County facility.
            1. Cost analysis and funding availability pending
      2. Alarms (Security) are installed on all entrances and windows in each shelter location.
      3. Each facility location (Shelters, Chrysalis, and Admin/Program Offices) have camera surveillance.
         1. Springfield Shelter needs update on positions for outside camera view. Quotes for updated equipment in process.

Timeline: April 2020

* 1. **Other Safety and Security**:
     1. Lighting at the Springfield Shelter is not sufficient in the parking and street access areas causing concern for safety.
        1. Submitted request to maintenance (to landlord) for estimates and work orders.

Timeline: April 2020

* + 1. Alarm systems activation trend noted in UI/Report review. Champaign County shelter safety/security implied due to road construction and gas line leaks in the area.
       1. Action taken – closed shelter temporarily for needed repairs and maintenance.

Timeline: February 2020 work completed/reopen of shelter

1. Health and Safety**:**

Safety and Health inspections are conducted monthly (per shift at shelter locations) which includes a review of all fire extinguishers, fire safety plans, lighting and other systems. Preventative and other maintenance requests are submitted as needed and the appropriate maintenance completed as soon as possible once the need is established.

* 1. Project Woman established a Wellness Committee to serve as a subcommittee of the Safety and Health Committee. Priorities accomplished this year include:
     1. Engaging volunteers to provide reflexology and seated massage for staff once quarterly.
     2. KUDOS program: 34 “kudos” were given to staff by their peers in celebration of helpfulness, going above and beyond, and other ways that they have stood out to each other in the course of doing their jobs for the mission of Project Woman.
  2. Staff identified interest in participating in an Active Shooter training. This is a goal for consideration in the FY20 budget/year.

**Section 9- Future plans:**

1. Revise Central filing process to delineate behavioral health and items that are HIPPA protected from the advocacy elements of the individual client/survivor chart.

(Target Date for Completion: *updated due to delay in completion of lower level –* February 2020)

1. Lower Level completion will allow moving forward with storage and inventory of donations, marketing and outreach materials, general supplies, and usable project-based space for activities.
   1. Engage volunteers on a routine basis to assist in processing donations and materials.

(Target Date for Completion: *updated due to delay in completion of lower level –* February 2020)

1. Determine logistics of the front reception area and intake offices and re-organize as needed to optimize the flow of services and ensure the highest level of trauma-informed environment possible given structural constraints.

(Target Date for Completion: *updated due to delay in completion of lower level* March 2020)

1. Establish a series of trainings for Administrative and Leadership staff to ensure ability to operate all functions of database solutions (PIMSY, Osnium) and use of the billing clearing house (Trizetto).

(Target Date for Completion: January 2020 and ongoing)

1. Review budget and funding options to revise table of organization to include a Director of Operations in order to intentionally coordinate all programs.

(Target Date for Implementation: July 2021)