

Modoc Foster Family Agency



A Division of T.E.A.C.H., Inc.

Performance Improvement Plan

FY 2023/2024

The Modoc FFA Continuous Quality Improvement Team was formed in 2018 and provides ongoing operational leadership of continuous performance improvement activities across the organization. The members of the team act as champions of performance improvement and work to create improvement in all aspects of functioning. Due to the small size of the agency, there was not an initial performance plan written. There have been goals set by the team towards which to work as preparation for the upcoming 2023/2024 Performance Plan.

Performance Improvement Team Activities for 2023/2024

- Continued to meet quarterly to review performance improvement plan, outcomes, data, etc.
- Evaluated annual team self-assessment and benefits to this with such a small team
- Reviewed Critical Incident Reporting for last period, 2022/2023

Overview of Performance Indicators for 7/2022/2023

Business Functions:

- Employee Safety – No issues to report.
- Regulatory Compliance – No issues to report.
- Financial Sustainability – Modoc Foster Family Agency is fiscally stable and the program is able to sustain through use of unrestricted funding at this time.
- Increase Number of Clients Served – Modoc FFA continues to operate as the only local foster family agency with our primary placements being taken from Modoc County Department of Social Services and Child Welfare in outside counties. Although the agency is prepared to accept placements from Modoc County Probation and other probation departments, there have been no requests for placements from these agencies. There is a statewide shortage of homes and often times we are contacted by counties that are such a distance that it would not be in the youth's best interest to be placed in Modoc County.

In the 2022/2023 review period there were 30 new placements with no re-entry placements.

Effectiveness:

- Regulatory Compliance – Modoc FFA received 0 citations during 2022/2023.
- Demonstration of our Priority as Meeting the Needs of Families and Children/Youth – There is one full time Social Worker Supervisor (SWS), a part time Administrator and full time Executive Director over the entire TEACH, Inc. entity. The SWS and Administrator demonstrate a priority of meeting the needs of the Resource Families and children/youth by their availability to them and consistent support.
- Children/Youth Feel Successful and Safe – Based on frequent contacts by the SWS, resource home, CFT, reviews and updates of child/youth needs and services plans, children/youth feel successful.
- Caregivers Adequately Trained – Feedback received by caregivers indicates they feel adequately trained. They are set up with a comprehensive training plan and are also provided ongoing trainings as they become available.

Efficiency:

- Staff Productivity – Modoc FFA utilizes a Caseload Efficiency report to track assigned caseloads. There have been no deficiencies in productivity noted to date.
- Visit Timeliness – Modoc FFA began using a Home Visitation (through Extended Reach, database) tracking report to measure visits to resource homes within 7 days of placement and monthly visits. All visits have been timely. These reports are pulled as needed.

Accessibility:

- Accessible to Community Partners and Resource Homes – 59.09% of stakeholder respondents report Modoc FFA’s availability is “extremely responsive” and 36.6% report “very responsive.” It is assumed the 4.55% reporting “not so responsive” came from a resource home in which had their certificate pulled.
- Accessible to Children/Youth – Modoc FFA has had difficulty in gathering information directly from children/youth. However, there have been no grievances or complaints otherwise indicating inaccessibility to children/youth being served.

Satisfaction:

- Quantity of Responses to Survey – The number of responses to satisfaction questionnaires was average considering our small population. Modoc FFA has had ongoing reviews of how to

increase responses. Two major changes made in 2022 was that we went to using Survey Monkey and have moved from a Bi-Annual Survey to an Annual Survey for feedback.

- Overall Satisfaction – 86.36% of stakeholder respondents expressed “very satisfied” with Modoc FFA and 13.64% reported “somewhat satisfied” in the Annual survey sent out October 2023.

Human Resources:

- Maintain adequate staffing levels to provide services – Average caseload for 7/2022- 6/2023 was 19 with a total of 230 for the FY 2022/2023.

- Assure timely performance evaluations for all staff – Annual evaluations have been completed for each employee.

- Ensure all staff are adequately trained annually – All employees continue to participate in required and adequate trainings annually.

Additional Areas for Review & Assessment

The Continuous Quality Improvement team identified several areas for on-going review and analysis that are important to Modoc FFA performance improvement but do not lend themselves to the definition of performance indicators or that would be subject to benchmarking:

- Annual Review of Critical Incident Reports

- Number of client grievances (including resolution)- There was a home closed in December 2022/2023 and a grievance was filed. This grievance was addressed and the outcome did not change.

- Number of employee grievances (including resolution)- None for FY 2022/2023

- Trends from Audits/Records Reviews– No trends noted on this review.

New Indicators and Focus of CQI Team for 2023

- Quality Records Review for comprehensive documentation

- Prepare for upcoming CARF renewal