

# TIDES FAMILY SERVICES

FY 2021 Q1 CQI REPORT





## INTRODUCTION

This report marks the first Tides Family Services (TFS) quarterly Continuous Quality Improvement (CQI) Report. This report will offer a quick overview of CQI trends across the agency as well as corrective action plans. TFS will continue to release an annual CQI report with more in-depth information about the agency and population served.

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## OVERVIEW OF TFS' CQI PROGRAM:

Tides Family Services, Inc. (TFS) seeks to achieve on-going excellence in service delivery. A primary means of doing so is through the application of our Continuous Quality Improvement (CQI) system. TFS takes a systems wide approach to CQI to assess and improve overall agency operations using multiple methods of measurement. It includes an assessment of internal and external processes that support TFS' Mission and our ability to successfully meet the needs of our clients and stakeholders. The CQI is a cyclic quality management system where TFS' programs and process are assessed as part of a continuous cycle of examination, evaluation, planning and action.

TFS is a state-wide leader providing community-based services to high-risk and high-need youth, young adults, and their families. TFS takes pride in our tag line of "never giving up on a kid...never." A strong CQI program is imperative to succeeding in our tag line...never giving up...never forces us to consistently identify, implement and evaluate creative solutions to challenging problems.

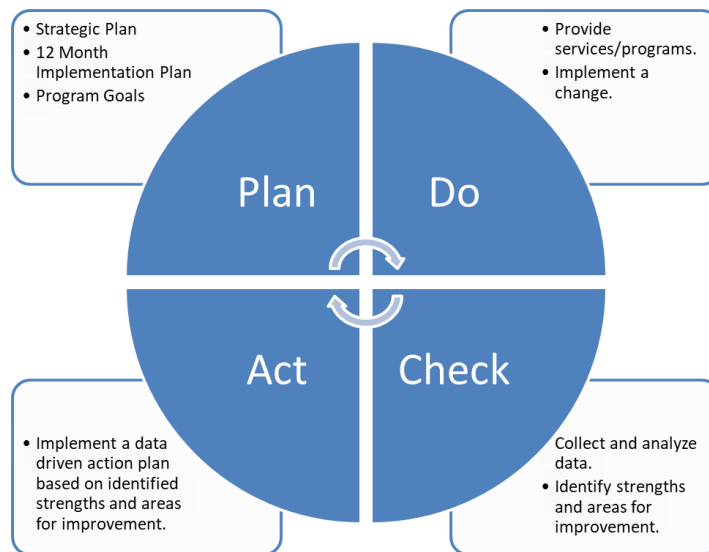
CQI is conceived of as a continuous/or ongoing cycle of examination, evaluation, planning and action. It considers all program areas within the agency and all clients and families served. It enables TFS to identify organization-wide, program-specific, and case-specific issues and implement solutions to improve agency wide efficiencies, client outcomes and client satisfaction. CQI supports/fosters a culture of accountability and excellence throughout TFS, our partner network and the greater community we serve. It is viewed as a vital management tool to promote staff accountability through a broad based, organization wide Performance and Quality Improvement Process.

TFS welcomes all feedback, comments or questions on this report or our work in general. Feel free to outreach Rachel Yoder, Sr. VP of Treatment Programs directly at [ryoder@tidesfs.org](mailto:ryoder@tidesfs.org)

Specifically, the Continuous Quality Improvement Program is structured to enhance staff ability to:



TFS' CQI Program follows a plan-do-check-act (PDCA) process when implementing change. PDCA keeps TFS grounded and focused on our mission as outlined and defined in our strategic plan.



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# QUARTER ONE OVERVIEW

TFS recognizes and values the importance of stakeholder feedback in all the work we do. As the COVID-19 pandemic continues to impact society and further marginalize those living in poverty, it is more important than ever to ensure we have an understanding of what the needs are in the community and how we can best intervene. Feedback from the families we work with and community stakeholders connected to those families told us that telehealth was not an effective tool to engage our population. Families had barriers accessing reliable technology and wifi to connect with our staff and were also were missing the importance of in person connections. TFS takes pride in breaking down traditional barriers to accessing services and continued to provide in person services as often as possible throughout the pandemic.

## **Community Engagement**

When TFS got a call from a local housing authority asking for help, TFS was quick to step in. Due to COVID, everything in the area was closed. There is not a lot of programming for families living in poverty. Supervision was not able to be a priority and accessing affordable daycare was a real challenge. TFS recognized the importance of building trust and rapport in the community and rather than showing up and telling families they could access our services, we started weekly community engagement activities. Activities are held outside, with masks, and at a safe distance. Through our work with engaging the community as a whole, they have seen significantly fewer issues with the youth living there.

## **Trends with Child Welfare**

COVID-19 has had an impact on the number of youth becoming known to the child welfare system both in RI and nationally. Due to distance learning and the closures of youth athletics and other organized programming, youth are not being seen by mandated reporters. As a result, TFS has seen a decline in census in our child welfare programming. At the same time, TFS is recognizes the needs of the population are increasing rather than decreasing. To ensure families have access to the supports they need, TFS used grant funding combined with third party reimbursement to expand our insurance based programming to reach more youth with our programming at a time it is needed the most. TFS also has a pilot Children's Mobile Crisis Response Program set to launch in late August 2020 to further meet the needs of the community.

# WORKFORCE OVERVIEW



Workforce: **Overview**

July 2020 - September 2020

Active Filters:

Headcount ⓘ

124

As of September 2020

Hired ⓘ

14

Termed ⓘ

16

Growth Rate ⓘ

-1.6%

Turnover Rate ⓘ

12.8%

Average Tenure ⓘ

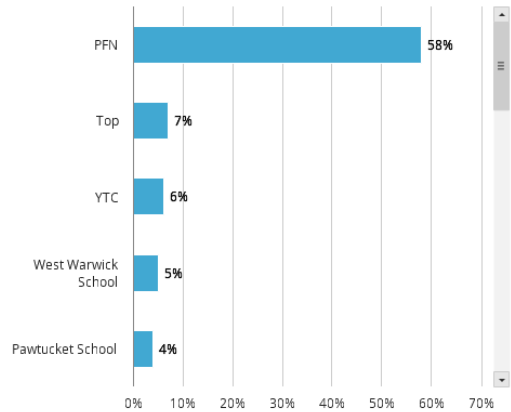
4.8

(Years)

## Active Employees

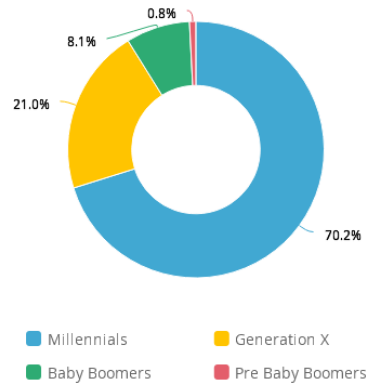
CC1: Department ▾

% #

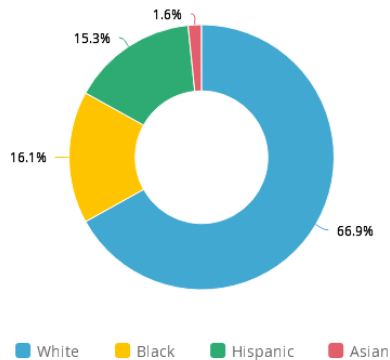


## Generation

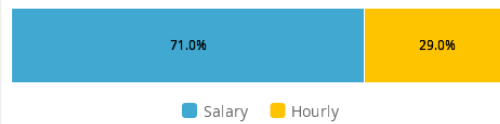
Current Trends



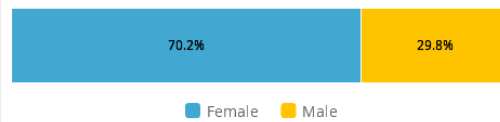
## Ethnicity



## Pay Type



## Gender



Insights Status

Last data update took place at 11/17/20, 3:04 AM.

# RECRUITING SUMMARY

## Recruiting Summary

### Jobs

Created Jobs

41

Published Jobs

46

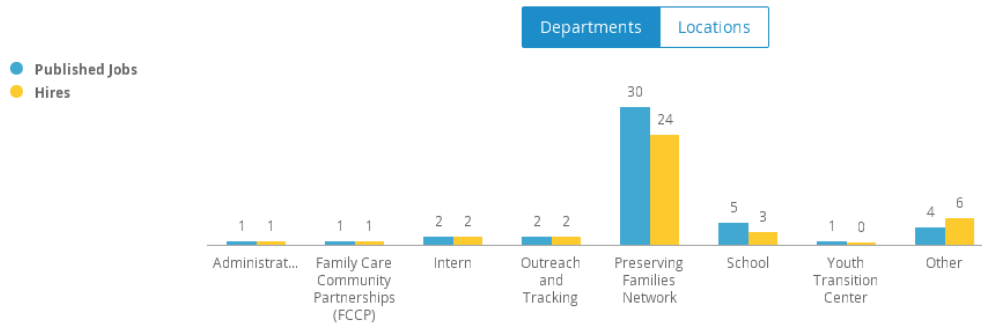
Hires

39

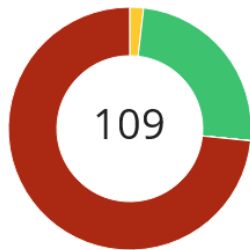
Average Time to Fill

28

### Job and Hire Breakdown



### Applications



#### Applications

- android.googlequicksearchbox
- google.com
- indeed.com
- Internal
- jobsaworld.com
- ziprecruiter.com
- All Others (3)

### Candidates

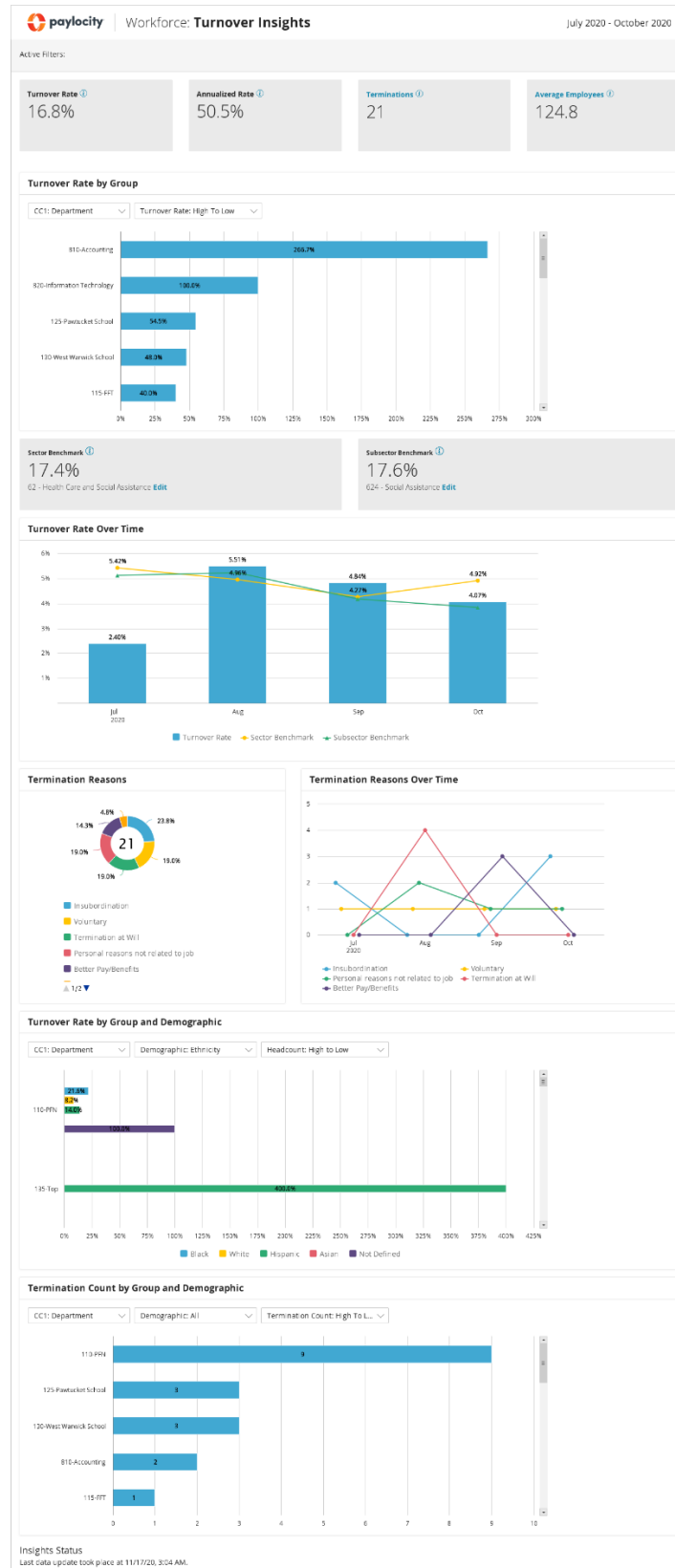
Total Candidates

109

Manually Added Candidates

19

# TURNOVER INSIGHTS





# PROGRAM OUTCOMES

TFS has worked over the past decade to quantify how we define success for our clients. It is important to us not to impose our own values and beliefs on how we define success. TFS identified the benchmarks below based on the goal to see clients showing improvements in their functioning and decreased problem severity from the time they open services to the time the end services. TFS' services are all home and community based and geared towards maintaining youth in their communities the benchmark of community placement at closing measures our success in this area. The involvement in a pro-social activity at the time of closing aims to set our clients up for success in remaining in the community after our services end.

TFS is close to hitting our benchmarks on the functioning and problem severity scores as assessed by the Ohio Scale and MCGAS. TFS is working to incorporate a new registered apprenticeship opportunity for our entry level caseworkers to enhance their on the job competencies with a goal of improved outcomes for families. This planning of this training and development opportunity was made possible through grant funding awarded through the State of Rhode Island Department of Labor and Training. TFS will be pursuing additional funds to offset the expenses of implementing this program in the upcoming months.

COVID has had an impact on the availability of pro-social community activities for our clients. TFS has been working with community partners to identify opportunities for youth and advocate for their needs.

	<b>PERCENT WITH IMPROVEMENT</b>	<b>BENCHMARK (PERCENTAGE OF CLIENTS SHOWING IMPROVEMENT)</b>
MCGAS	60%	65%
OHIO FUNCTIONING	60%	65%
OHIO PROBLEM SEVERITY	60%	65%

	<b>PERCENT AT TERMINATION</b>	<b>BENCHMARK</b>
COMMUNITY PLACEMENT AT CLOSING	77%	70%
INVOLVMENT WITH A PRO-SOCIAL ACTIVITY AT CLOSING	42%	65%