

PQI Teams

The agency utilizes a cross-functional, cross-disciplinary team structure in its review of agency services and the development of improvement plans designed to enhance quality and favorable results.

The Measurement Team (MT): This team determines the appropriate measurement tools to capture a clear picture of how the agency's service offerings are meeting the needs of the residents. The MT also determines organizational outcomes and risk management activities to measure. The members of the MT capture all data needed for PQI Reports.

The Evaluation and Improvement Team (EIT): This team includes staff at all levels that are invested in the work of the agency. This team meets at least quarterly to analyze the data and compare it to benchmarks from previous quarters. It then makes recommendations for data-informed organizational improvement to the Leadership Team.

The Leadership Team (LT): This team studies the recommendations from the EIT. Corrective action plans are created as needed and disseminated for action to the respective departments. The LT then monitors the corrective action for implementation and reports back to the PQI Department.

If you are an Epworth staff member and are interested in participating on the Evaluation and Improvement Team please contact Deborah Keller, PQI Director. Participation on this team is strictly voluntary. The team meets the last Thursday of the month following the calendar quarter. With the exception of the base team members, members rotate every quarter.

Epworth's Philosophy of PQI

The Performance and Quality Improvement structure at Epworth promotes excellence and continual improvement in its Residential Program as well as in the Midlands Family Care Center and the Early Intervention Center. PQI is embedded in the fabric of all aspects of Epworth's daily work and in its strategic, long-term development. Staff and stakeholders in all places of service are empowered to play an active role in improving program/client outcomes and overall organizational performance. With the support and involvement of Epworth's Board of Trustees, the President/CEO, staff from all organizational areas, and vital community stakeholders, the PQI process is designed to be inclusive and transparent. The combined elements of the PQI program enable the agency to make effective and timely use of collected data and to take corrective action and/or develop and implement programs in order to reach the highest standards attainable.

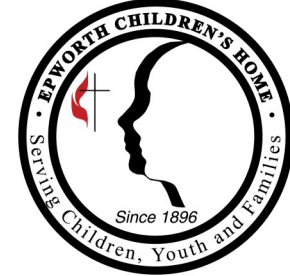
Epworth Children's Home

2900 Millwood Avenue
Columbia, SC 29205

For more information on our PQI program contact:
Deborah Keller, PQI Director
(803-256-7394)

You may visit the agency web site to review the PQI Plan and the PQI Annual Report.

www.epworthchildrenshome.org



2014

Performance & Quality Improvement (PQI)

In the Pursuit of Excellence Aim Higher



Achieving Excellence

- Epworth Launched a successful and all encompassing PQI structure that began collecting data and evaluating it in January 2014.
- Quarterly reports and an Annual PQI Scorecard were presented to the Board of Trustees for review and recommendations.
- The Aim Higher Solution Box was added to encourage participation in PQI by all employees.
- In pursuit of accreditation with a national recognized agency, an application was filed with the Council on Accreditation.
- Intentional training to increase supervisory skills was offered which led to a successful campus wide performance evaluation process that was tied to merit based bonuses and increases in 2015.
- Epworth absorbed a large portion of the increase in health insurance cost to employees beginning in April 2014.
- One hundred dollar appreciation bonuses were approved by the Board of Trustees and given to all regular employees in December.
- Four program staff members were certified as CARE trainers, giving us a total of ten (10) trainers on campus. This moves us toward our goal of having a certified CARE Trainer in each cottage to ensure fidelity to the model.

- Eight roofs were replaced throughout the campus.
- The 2014 audit resulted in an unmodified opinion of the financial statements and showed no deficiencies in internal controls.
- Program expenses exceeded 82% of the annual operating budget.
- For the second year in a row contributions exceed \$2,000,000.
- 79 churches sent volunteer groups to Epworth.
- 47% of residents earned public school honor roll for the 2013/2014 school year.
- 100% of high school seniors graduated in the 2013/2014 school year.
- Three families graduated from our new Midlands Family Care Center Program.
- 67% (76/110) of residents discharged from Residential Care were placed with family (reunification or relative placement).
- 100% of pre-school parents indicated that they were “very satisfied” with the services provided by the Epworth Early Intervention Center.

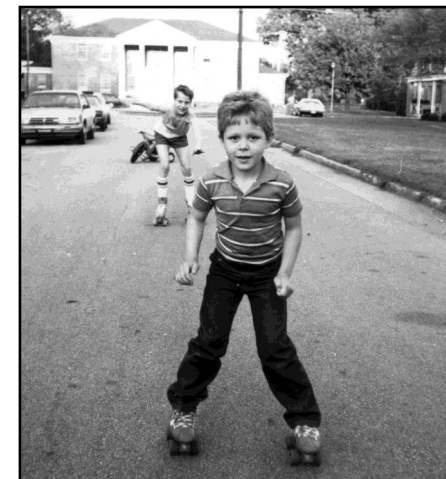
2014 Residential Services

Demographics

- Average residential population for 2014: 78
- Year end independent living population: 10
- Total Days of Care Provided: 27,330
- Total number of children served in 2014: 181
- Average stay for children during 2014: 1 year and 22 days
- Gender: Male, 46%; Female, 54%

2014-2017 Strategic Goals

- Expand the missional impact beyond the campus boundaries
- Financial stability to operate independently of government funding
- Superior Residential Child Care Ministry



Direct Care Goals

Epworth is committed to providing individualize comprehensive care to ensure:

1. Each client demonstrates the developmentally appropriate skills necessary to reach his or her greatest potential;
2. Each client demonstrates an increased level of emotional maturity;
3. Each client demonstrates an increased ability to successfully navigate his or her next life transition;
4. Each client demonstrates an increased level of hope, forgiveness, generativity, and belonging.