

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 employed by Epworth and are interested in participating on the Evaluation and Improvement Team please complete a participation form or 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



Epworth
Children's Home
Living care. Transforming lives.

2015

Performance and Quality Improvement (PQI)

In the Pursuit of Excellence

Aim Higher



2015 Highlights

- Epworth was accredited by the Council on Accreditation (COA) on July 2, 2015
- 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 for 2015
- One hundred dollar appreciation bonuses were approved by the Board of Trustees and given to all employees in April and December
- Eight roofs were replaced throughout the campus
- Epworth absorbed 83% of the increase in health insurance cost to employees beginning in April 2015
- The 2015 audit that was completed on March 22, 2016 resulted in an unmodified opinion of the financial statements and showed no deficiencies in internal controls
- 83% of expenditures in 2015 were Program related
- For the second year in a row contributions have exceeded the PQI goal of 5% growth
- Over 2,000 individual volunteers served at Epworth in 2015
- 92% of residents maintained a “C” average or above for the 2014/2015 school year
- For the third year in a row 100% (8 of 8) of high school seniors graduated and went on to participate in Epworth’s Independent Living Program

2015 Residential Care

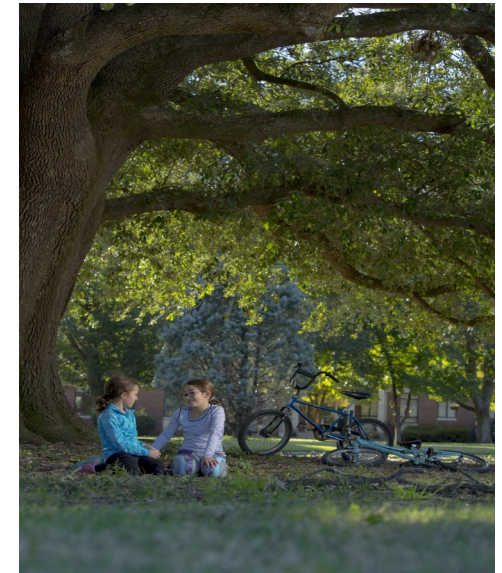
- 165 clients were served in the residential program during 2015
- Gender: Male - 44%; Female - 56%
- 27,062 total days of care were provided
- 1 year and 48 days was the average length of stay
- 70% (65 of 93) of residents discharged from Residential Care were reunified with family or placed with a family member
- 16 clients were served in the Independent Living Program during 2015
- 1 client graduated from college in May
- 14 Families were served in the Midlands Family Care Center during 2015; the typical length of stay for each family is 6 months

2015 Early Intervention Center

- 20 children were served in the Preschool Program
- 47 children were served in the Homebased Program
- 7 children were served in the Respite Program
- 100% of students attending the EEIC Preschool Program for at least six months made significant developmental progress toward milestones identified on their Individual Educational/Development Care Plans
- 100% of pre-school parents indicated on the Parent Satisfaction Survey that they were “very satisfied” with the services provided by the Epworth Early Intervention Center at the time of the child’s discharge.

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.