

PQI Structure

PQI Director: The role of the PQI Director includes: coordinating and leading team gatherings, assisting reporters in determining the appropriate measurement tools and how to use them, distribution of information on outcomes and improvement plans, managing accountability of data collectors, the continuous movement of the PQI structure, connecting teams with knowledgeable outside resources and training to inform their decisions where necessary and helpful.

PQI Team: The PQI Team's role is to report on assigned Risk Management Reports, General Reports and improvement plans. All PQI reports are designed to capture a clear picture of how Epworth's service offerings are meeting the needs of its residents, staff and the community. In addition, this team will work to capture data needed for designated regulatory agencies associated with Epworth. Reports from individual team members will be given accordingly on a monthly, quarterly or annual basis to the PQI Director for review and coordination of the quarterly PQI Meeting. During this meeting the PQI team will look creatively and practically at areas of success and areas for potential improvement. The PQI Team is responsible for appointing temporary work groups to create improvement plans as needed.

Leadership Team: Participates on the PQI Team and communicates to all staff in a way that influences feelings to create change and improvement.

All Staff: PQI is woven into the fabric of all job descriptions. All staff live out the pursuit of excellence by aiming higher.

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:
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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.

2016

Performance and Quality Improvement (PQI)

In the Pursuit of Excellence

Aim Higher



Residential Cottages

- ◇ 149 clients were served
- ◇ Males– 62(42%) Females - 87(58%)
- ◇ 23,815 total days of care were provided
- ◇ 1 year and 56 days was the average length of stay
- ◇ 61% (57 of 94) of residents discharged from Residential Care were reunified with family or placed with a family member

2016 Family Care Center

- ◇ 6 families were served
- ◇ 19 total clients were served
- ◇ 3 families completed the program

2016 Independent Living

- ◇ 12 clients participated in 2016
- ◇ 1 client completed program and entered Army
- ◇ 1 client received a Certified Nursing Assistant License
- ◇ 1 client received a Commercial Driver's License & completed Truck Driver Training School

2016 Early Intervention Center

- ◇ 20 clients were served in the Preschool Program
- ◇ 53 clients were served in the Homebased Program
- ◇ 7 clients (6 families) were served in the Respite Program

2016 Highlights

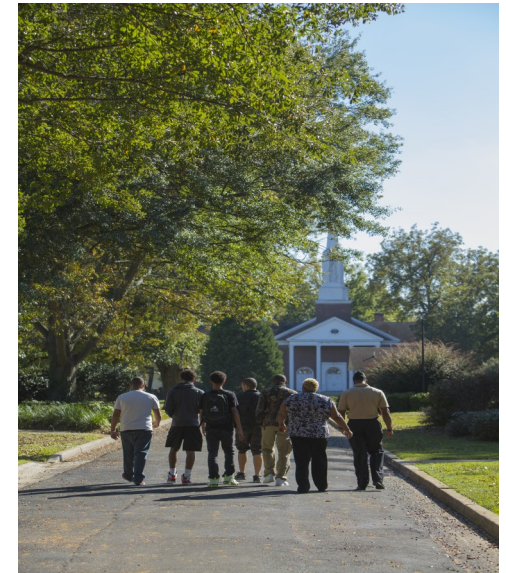
- Epworth purchased the former Trenholm Road Carolina Children's Home Campus in February of 2016. This campus is slated to provide space for our Independent Living Program and our Foster Care Program
- Epworth received a Group Home License for the Trenholm Road Campus on 12.22.2016
- Epworth received a CPA (Child Placing Agency) License in Summer of 2016
- 8 employees became certified CARE Educators through Cornell University on Oct 27, 2016
- A salary study was completed in 2016 and the Board of Trustees approved a competitive compensation increase effective January 2017
- Epworth was able to offer merit base increases for the third year
- The 2016 audit that was completed on March 22, 2016 resulted in an unmodified opinion of the financial statements and showed no deficiencies in internal controls
- 81% of expenditures in 2016 were Program related
- The number of volunteer units exceeded the PQI goal of 5% growth by 26%. 2016 - 92 volunteer units vs 2015 - 70 volunteer units. 2,461 individual volunteers served on campus in 2016

2015-2016 K-12 Academic Year Summary

- Barnes Learning Center at Epworth provided 10 tutors
- 86% of clients maintained an overall "C" average or higher
- 97% of clients received 2 or fewer disciplinary referrals each quarter

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.