

## 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 with 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 developing short term targets and appointing temporary work groups to create improvement plans as needed.

**Leadership Team:** Made up of the President/CEO and the agency's vice presidents is instrumental in its support of the PQI process. The Leadership Team participates as part of the PQI Team and communicates with all staff to create a culture for positive change and improvement.

**All Staff:** PQI is woven into the fabric of all areas of Epworth. 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, the Epworth Family Care Center (EFCC), the Epworth Early Intervention Center (EEIC), and the Epworth Foster Care Program. 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 areas 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.

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### 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](http://www.epworthchildrenshome.org)



Epworth  
Children's Home  
*Living care. Transforming lives.*

# 2017

## Performance and Quality Improvement (PQI)

*In the Pursuit of Excellence*

*Aim Higher*



## 2017 Residential Cottages

- ◇ 184 clients were served during the year
- ◇ 275 days was the average length of stay
- ◇ 53 was the average residential population
- ◇ 44 % (58 of 131) of residents discharged from Residential Care were reunified with family or placed with a family member
- ◇ 77% of clients served were 13 years or older

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## 2017 Epworth Family Care Center

- ◇ 8 families were served
- ◇ 24 total clients were served
- ◇ 4 families completed the program

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## 2017 Epworth Foster Care

- ◇ 9 homes were licensed
- ◇ 12 total clients were served

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## 2017 Independent Living

- ◇ 15 clients participated in 2017
- ◇ 1 client received her Bachelor's Degree.
- ◇ 3 clients secured stable housing in the community.
- ◇ 1 client was accepted into the Gamecock Gateway Program with a full scholarship. This program is by invitation only and is a residential bridge program between Midlands Tech and USC.

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## 2017 Early Intervention Center

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

## 2017 Highlights

- The Epworth Foster Care Program licensed its first foster home in June of 2017 and placed its first client in July
- The Independent Living Program moved to the Trenholm Road Campus
- The Independent Living Program was restructured to allow clients to choose between two tracks: degree/certificate track and career exploration track
- The Epworth Community came together on the circle to share the excitement of the Total Solar Eclipse on August 21, 2017
- Epworth was awarded the VOCA grant to help support the Intake Cottage
- Waddell Cottage opened as an Intake Cottage in March 2017
- 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 based increases for the fourth consecutive year
- The 2017 audit that was completed on April 16, 2018 resulted in an unmodified opinion of the financial statements and showed no deficiencies in internal controls
- 80% of expenditures in 2017 were Program related
- Asbury, Cile Gray, FCC, Hass, Stokes and Waddell were error free for Long's Audits in 2017.

## 2016-2017 K-12 Academic Year Summary

- 2016/2017 was the 5th consecutive year with a 100% high school graduation rate
- 80% of clients maintained an overall "C" average or higher
- 97% of clients received 2 or fewer disciplinary referrals each quarter

## 2018-2022 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.