

PQI Structure

The Board of Trustees at Epworth is ultimately responsible for the oversight of the quality and continuous improvement of risk management and prevention activities, program and client outcomes, and service delivery effectiveness. PQI is a routine part of the Board of Trustees' quarterly meetings. The Board delegates administrative responsibility for these functions and for their continual improvement to the President/CEO.

The President/CEO is responsible for the oversight of the PQI process, ensuring that PQI is effectively implemented. The PQI Director reports directly to the President/CEO.

The PQI Director coordinates the distinct documentation and training requirements of the PQI process, giving guidance to staff regarding evaluation methodology and instruments to be utilized for data collection, documentation and aggregation. The PQI Director facilitates all PQI meetings and ensures that the agency continually strives toward excellence in all areas.

The PQI Team members are responsible for collecting and reporting applicable data in the areas of Administration and Management, Service Delivery and Service areas. The PQI Team, during the PQI quarterly meetings, analyzes the data information provided through reports of risk management, general targets and supporting numbers to ensure target outcomes and general outputs are reflective of improvement practices.

The Leadership Team is instrumental in its support of the PQI process. The Leadership Team participates on the PQI Team and communicates with all staff to create a culture of positive change and improvement.

All Staff - PQI is woven into the fabric of all job descriptions, to ensure continuous Performance and Quality Improvement. 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.

Epworth Children's Home
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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.

2018

Performance and Quality Improvement (PQI)

In the Pursuit of Excellence

Aim Higher



2018 At A Glance

Residential Cottages

- ◇ 174 clients were served during the year
- ◇ 116 days was the average length of stay
- ◇ 56 was the average residential population
- ◇ 49 % (57 of 116) of residents discharged from Residential Care were reunified with family or placed with a family member
- ◇ 89% (154 of 174) of clients served were 13 years or older

Epworth Family Care Center

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

Epworth Foster Care - Columbia

- ◇ 16 new homes were licensed
- ◇ 32 total foster children were served

Independent Living

- ◇ 16 clients participated
- ◇ 3 clients completed the program with housing, employment, higher education credits and/or vocational training certificates
- ◇ 1 client graduated from Fort Leonard Wood, MO US Army Basic and Advanced Training
- ◇ 1 client graduated from Fort Jackson US Army Basic Training and began advanced train in GA on January 3, 2019
- ◇ 1 client received a cosmetology license

Epworth Early Intervention Center

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

2017/2018 Academic Year Summary

- 2017/2018 was the 6th consecutive year with a 100% high school graduation rate
- 85% of clients maintained an overall “C” average or higher
- 96% of clients received 2 or fewer disciplinary referrals each quarter.

2018 Highlights

- Epworth signed a MOA with Southern Way on Sept 12. On 8/29, Jesse Bullard, VP for Southern Way met with FCS, LSS, and ILS staff to get their vision for food services at Epworth and received information from the Aim Higher Student Council, the official grand opening of our new Dining Hall was October 1, 2018.
- Cyber Café opened on 10.8.2018.
- Epworth was able to offer merit based increases for the fifth consecutive year.
- Self-Study evidence was successfully submitted to COA for re-accreditation. Positive site visit on February 24 - 27, 2019.
- 70 churches and 80 other community organizations volunteered on our campuses.
- Epworth hosted 6 Eagle Scout projects

Major Grants Awarded (\$100,000+) *October 2017 - January 2019*

- VOCA - 10.1.17 (male intake)
- Richland County - 10.1.17
- SC Department of Employment and Workforce - 6.1.18
- VOCA - 10.1.18 (female intake)
- Richland County - 10.1.18
- Google/The Tides Foundation - 1.1.19

Strategic Goals and Objectives

Our Target as we Aim Higher in the Pursuit of Excellence...

Expand the Missional Impact Beyond the Campus Boundaries

- ◇ Develop capacity to offer related effective program services to non-residential clients on and off campus through the Institute of Child and Family Wellbeing.
- ◇ Establish and strengthen new partnerships that expand the reach for referrals and the development of effective comprehensive services.
- ◇ Advocate at the state and federal level for child protection services reform.

Financial Stability to Operate Independently of Single Source of Funding

- ◇ Strengthen, deepen and expand relationships with the SC Annual Conference of the United Methodist Church.
- ◇ Expand Epworth's financial and volunteer support base within the local and wider communities.
- ◇ Increase the value of the endowment.

Superior Residential Child Care Ministry

- ◇ Continue to recognize residential group care as a core ministry of Epworth Children's Home.
- ◇ Ensure the highest standard of care by employing a nurturing and highly qualified staff.
- ◇ Provide individualized comprehensive care to every client.
- ◇ Maintain Epworth's position as a leader in child care in South Carolina and beyond.

Strategies for achieving our goals are part of the Epworth 2018-2022 Strategic Plan which may be viewed on the Epworth Website. Direct Care Goals are also included in the Strategic Plan.