

PQI Information Packet
The Bair Foundation
National Office, New Wilmington PA

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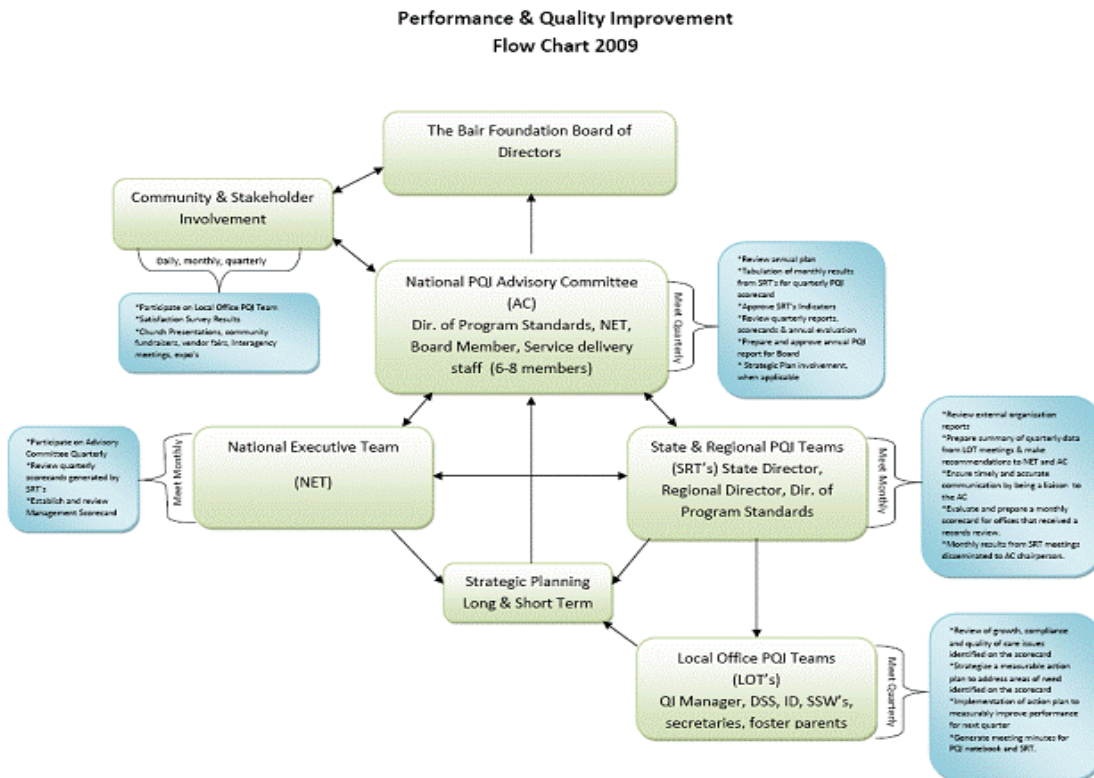
A. The Bair Foundation Philosophy of PQI

The Bair Foundation is committed to the ongoing continuous quality efforts of all programs. The focus of those efforts is to fulfill of the mission of providing Christ-centered quality of care and services dedicated to the treatment, restoration and empowerment of children, youth and families.

With the involvement of staff at every level of the organization and location, and input from stakeholders, TBF is able to incorporate improvement measures that accurately reflect the perspectives of those involved with the organization.

The PQI Plan addresses organizational performance, service delivery and client outcomes as a vital and necessary management tool to support the achievement of performance targets and organizational goals.

B. Overview of the PQI process:



Overview of the PQI Committee Structure:

The National PQI Advisory Committee:

The National PQI Advisory Committee (AC) is the committee charged with the oversight of the performance and quality improvement process at the agency. The Director of Program Standards serves as the chairperson of this committee. The committee will be composed of 6-8 individuals who represent the various service areas and geographic areas served by the agency. The National Executive Team and Director of Program Standards will be standing members of the AC. The other members will serve staggered two year terms. Members are nominated by their supervisors or from members of the agency's management team and approved by the National Executive team. All AC members must secure the approval of their immediate supervisor before joining this committee to ensure that they have approval to be away from their worksite for quarterly meetings.

National Executive Team (NET):

The National Executive team provides oversight to the State and Regional PQI Teams.

Local Office PQI Teams (LOT's):

The Local Office Team provides opportunities for all staff of the agency to be involved in the PQI process. These teams represent the program organizational structure at the Bair Foundation and are composed of staff members that represent the various programs within the service areas along with stakeholder representation when applicable. TBF has six programs being evaluated throughout various local offices:

- Adoption
- Foster/Kinship Care Program (Basic, Therapeutic, Medically needy)
- Case Management
- Family Preservation and Stabilization Services

C. Stakeholders:

In the local office, Foster Parent involvement has been a component since the onset of the QI process in 2002. Each office extends a welcome to a foster parent each quarter to participate in the local office PQI meeting.

All staff within the local office play an important role in the PQI process and are required to attend quarterly meetings. In addition staff, from various areas and states within the organization, are requested to sit on a Personnel committee annually where areas regarding personnel issues are discussed and recommendations are made for changes regarding employee concerns.

Referring agencies, bio families, foster families and consumers are also involved in the process of performance and quality improvement through the satisfaction survey distribution and results. It is imperative to The Bair Foundation that we know the needs and desires of our stakeholders. Satisfaction Surveys are a tool used to determine the effect of service provision to those we do services for and with. It is a valued instrument in evaluating the need for change.

The Board of Directors, BOD, plays a vital role in the performance and quality improvement process. As the oversight team to all that occurs at TBF, the BOD has a representative that sits on the Advisory Committee to oversee the workings of the PQI plan and program. In doing so, the BOD is kept abreast of current performance and quality improvement progress affecting the entire agency.

Staff continues to network within the local community with frequent referring agency visits in an effort to promote TBF service availability. During these visits recommendations for improvement of service provision is sought as well as the necessity of any additional services. Community Activities such as involvement in conferences, expo's, church presentations, community fundraisers, festival, vendor fairs, presentations at Interagency meetings are among the vast ways that The Bair Foundation associates within the communities in which it provides services.

D. Summary of Outcome Measures:

- Long-term strategic goals:

- The Bair Foundation engages in a process of strategic planning every 4 years.

- Management/Operations Performance:

- Financial viability
 - Workforce Stability
 - Safety and security

- Program/Service Effectiveness:

- Case Record Reviews: All programs
- Client/Stakeholder Satisfaction: All Programs

- Client and Program Outcomes
 - a. Less Restrictive Foster care, Kinship Care
 - b. Internal Moves: Foster care, Kinship Care
 - c. Client Outcomes (Behavioral): Foster Care, Kinship Care
 - d. Critical Incidents and Grievances: Foster Care, Kinship Care
 - e. Permanency: Adoption, In Home Services