



Goshen Valley

2019
PQI REPORT

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PERFORMANCE AND QUALITY IMPROVEMENT PHILOSOPHY

Goshen Valley Foundation is a non-profit organization providing services to foster children in North Georgia. Located in Cherokee County, GA, the organization's flagship program, the Goshen Valley Boys Ranch, opened in 2001 caring for our first young man. The Foundation cares for foster children through three programs: Goshen Valley Boys Ranch, Goshen New Beginnings and Goshen Homes. The Boys Ranch program has the capacity to serve 47 young men, ages 11-18 in a family-model, group setting. The New Beginnings program provides independent living services to young men and women in foster care and Department of Juvenile Justice, ages 18-21, living in an apartment setting in Canton, GA. The Homes program provides foster homes for sibling sets that need to be reunified or remain together.

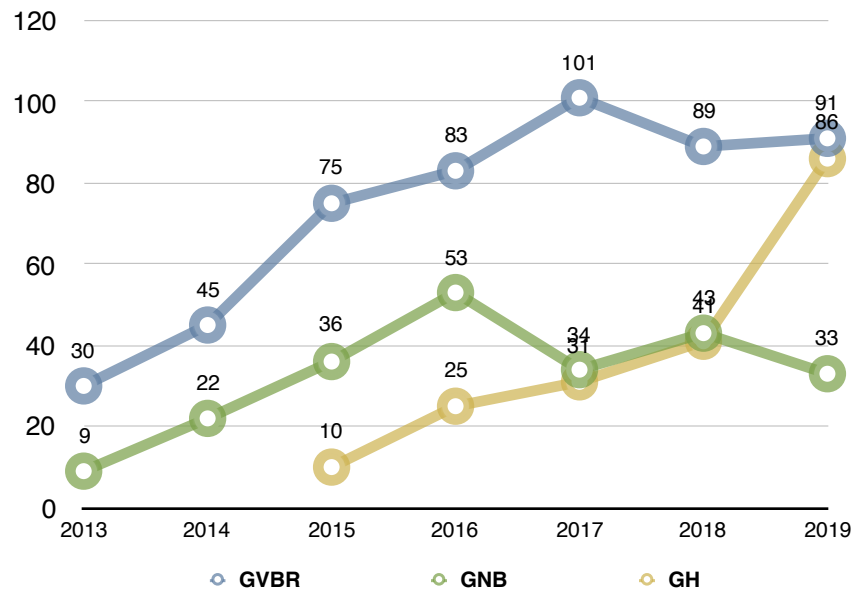
The Performance and Quality Improvement (PQI) program of Goshen Valley promotes excellence and continuous improvement in all programming in all of programs: Room Board Watchful Oversight Program, Independent Living Program and Child Placement Program. Goshen Valley, its Board of Trustees, CEO, Executive Directors and supervisory staff place top priority

on Performance Quality Improvement and strive for excellence. Our Goshen Valley Foundation CEO endorses the collection and constructive use of data, which assists in evaluating every program, their services and all individuals and families served. In addition to regular evaluation and monitoring; planning, remediation, and improvement ensure our commitment to Performance Quality Improvement that creates a high-learning, high-performance, results-orientated environment.

Our PQI plan is broad and encompasses all employees, Board of Trustees and identified stakeholders. More specifically, all levels of staff will be involved in our PQI program through annual training, staff meetings, data collection, annual surveys and quarterly feedback opportunities. All stakeholders and referral sources participate in annual surveys and we specifically encourage this involvement and believe that the bottom up approach will benefit our organization as a whole. Lastly, our Board of Trustees works with the senior staff of each service area to develop a 3 Year Strategic Plan to identify long term goals as well as a yearly Operational Plan. Below is a diagram that illustrates the basic model for quality improvement.

WHO WE SERVE: DEMOGRAPHICS

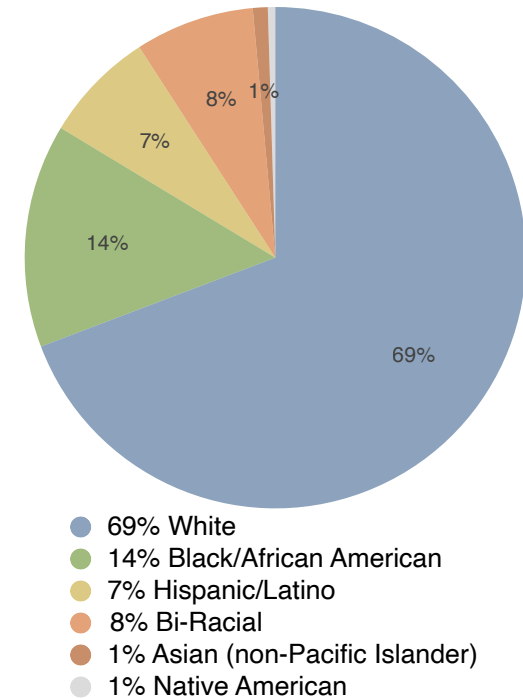
TOTAL SERVED: 207
 172 boys, 35 girls
 Average cared for each day: 89
 Average length of stay: 12 months



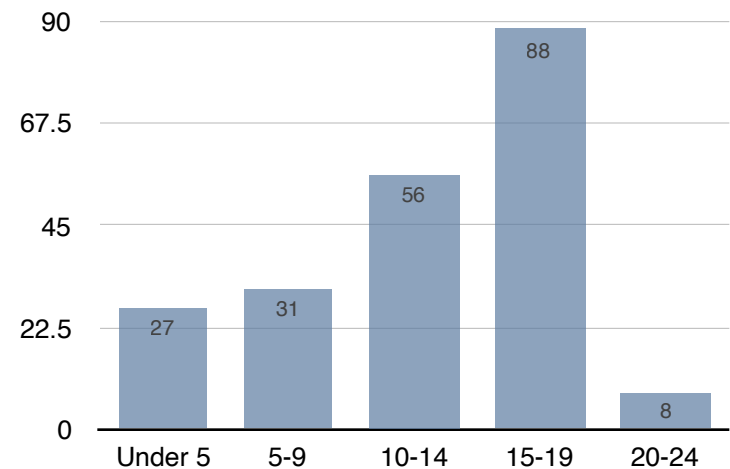
Comparative Statistics

- GVBR: 2% increase in clients served
- GNB: 23% decrease in clients served
- GH: 110% increase in clients served

Ethnicity



Total Served by Age



Permanency & Placement: GOSHEN VALLEY BOYS RANCH

GVBR Total Clients Served: 91

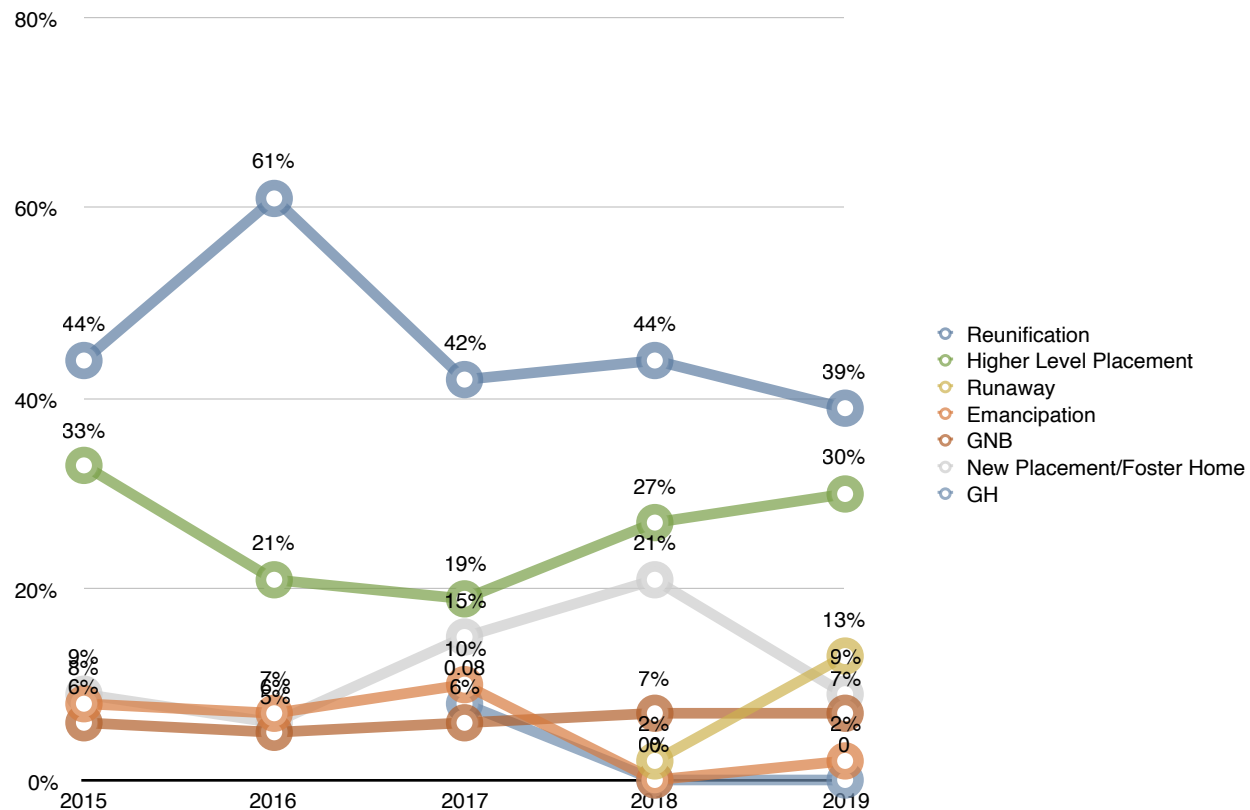
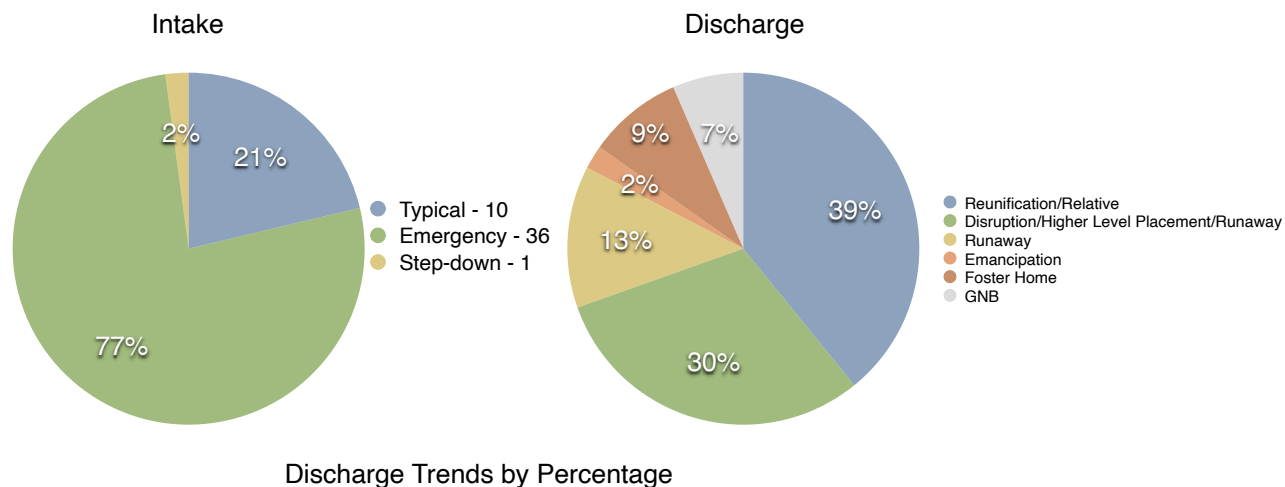
- Total Intakes: 47
- ***24% increase in emergency intakes, 50% increase in emergency intakes since 2017*
- Total Discharges: 48
- Average Age at Discharge: 15.8
- Average Length of Stay: 10 months
- 13 MAAC served (7 AWO, 6 MWO) - 14%
- 13 MWO served (6 MAAC) - 14%
- 46 planned program discharges
- 2 unplanned random discharges

Discharge Trends:

- 11% decrease reunification from 2018
- 500% increase in runaway discharges (1 runaway discharge in 2018, 6 in 2019)

High Risk Intakes:

- 16 intakes with a risk score of 7 or more (430% increase from 2018)
- 6 stayed less than 6 weeks (1-MWO, 1-MAAC)
- ****37% discharged in 6 weeks or less*
- 10 discharged in 2019 (2 reunifications, 1 foster home, 7 higher level of care)
- 5 had 1 or more CIRT, including 1 ESI



Permanency & Placement: GOSHEN NEW BEGINNINGS

GNB Total Clients Served: 33

****29 Males, 4 Females, 69% decrease in females served, 23% decrease in clients served overall**

- Total Intakes: 17

****0 Emergency Intakes**

- Total Discharges: 16

****53% decrease in disruption**

- Average Age at Discharge: 19.4

- Average Length of Stay: 13.8 months

- **31% increase in length of stay**

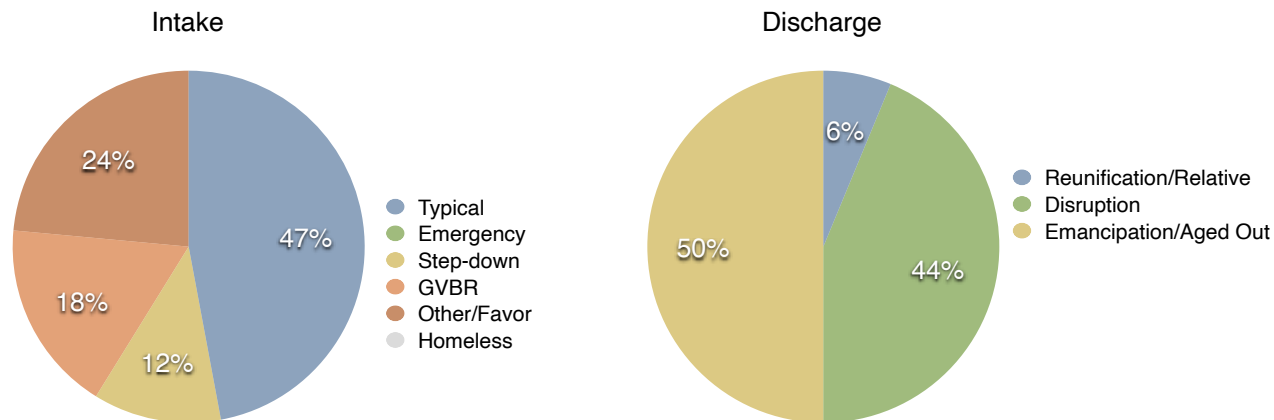
- 2 MAAC served

- 13 DJJ served

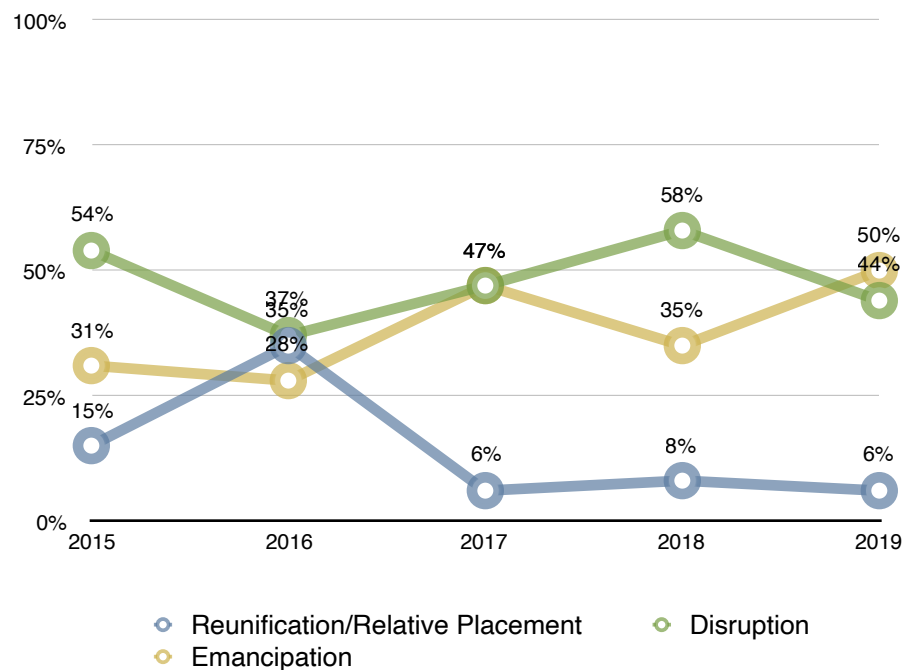
- 8 planned program discharges
- 8 unplanned random discharges

High Risk Intakes:

- 8 intakes with a risk score of 7 or greater
- 5 of 8 discharged in 2018
- 1 high risk discharges lasted less than 6 weeks
- 3 had at least 1 CIRT incident associated with their time at GNB



Discharge Trends by Percentage

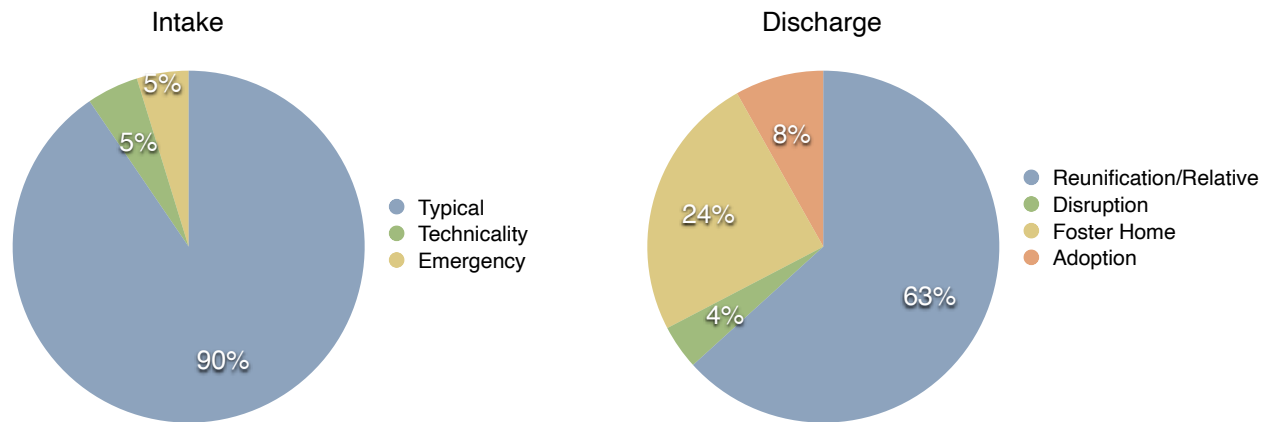


Permanency & Placement: GOSHEN HOMES

GH Total Clients Served: 86

****45 Males, 41 Females**

- Total Intakes: 62
- **240% increase in intakes**
- Total Discharges: 49
- Average Age at Discharge: 97.5
- Average Length of Stay: 11 months
- 2 MAAC served
- 1 random discharge

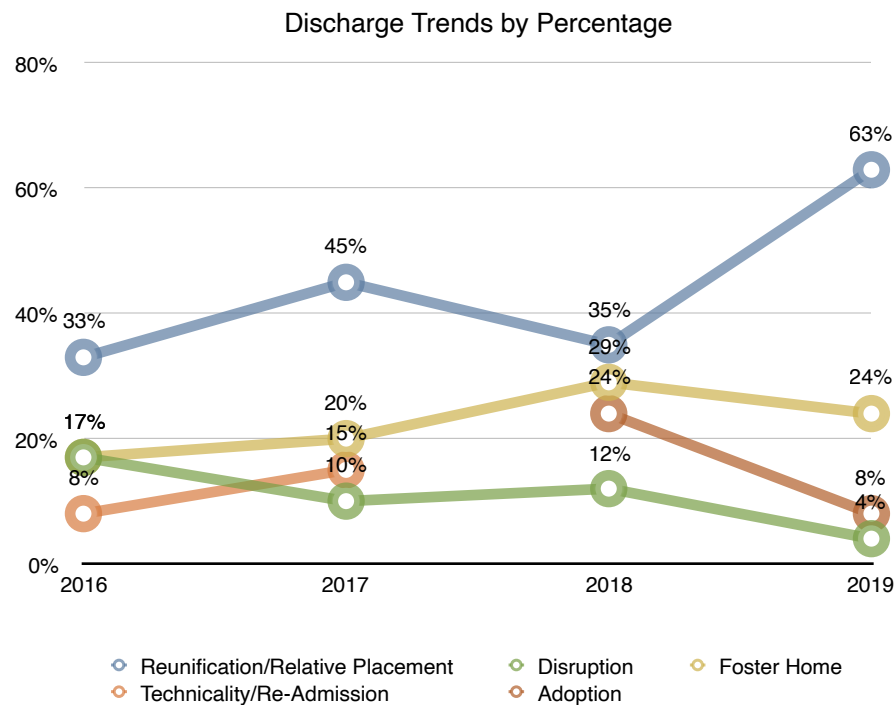


Discharge Trends:

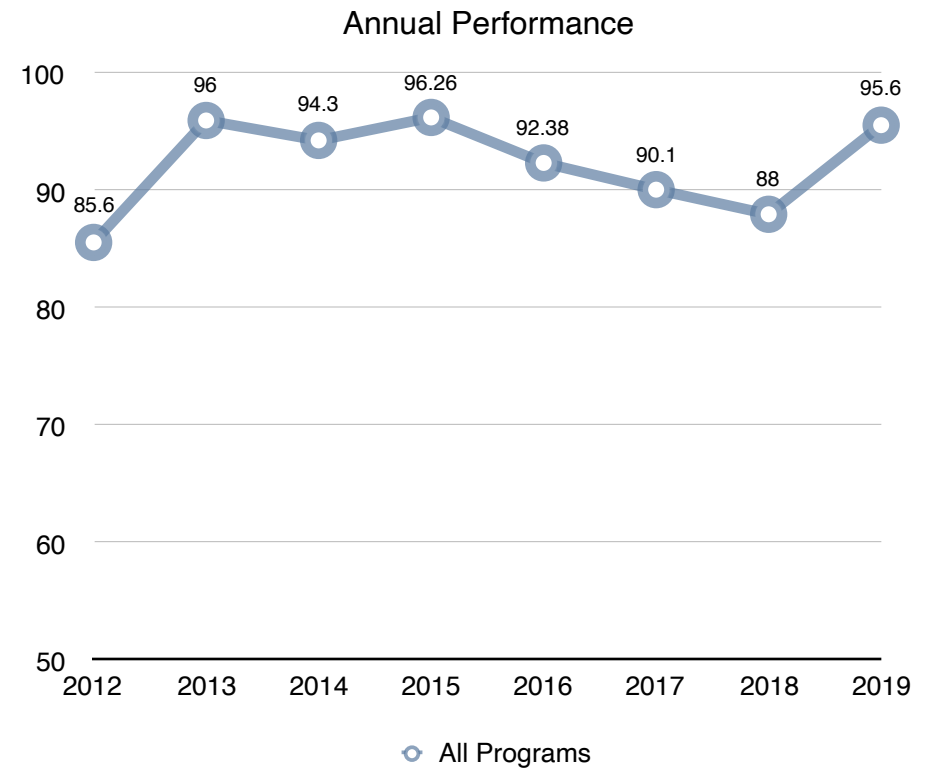
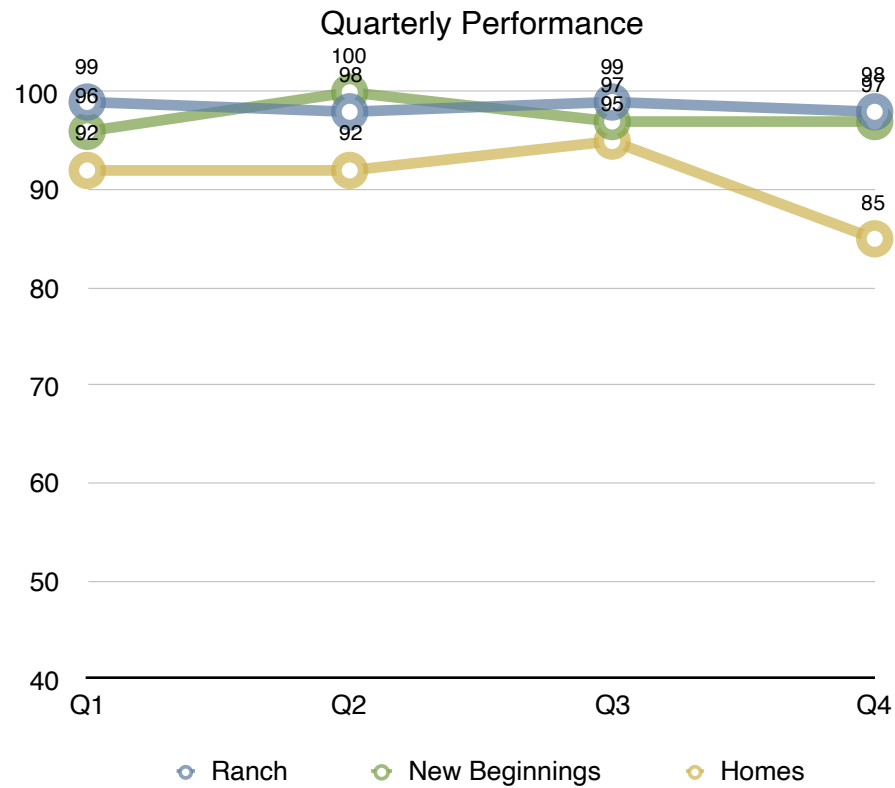
- 44% increase in reunification/relative placement
- 4 adoptions in 2019!

Foster Parent Retention Rate:

- 69% Retention Rate in 2017
- 83% Retention Rate 2018
- 83% Retention Rate 2019
- 15 new homes licensed - 9 new respite, 1 kinship, 5 primary



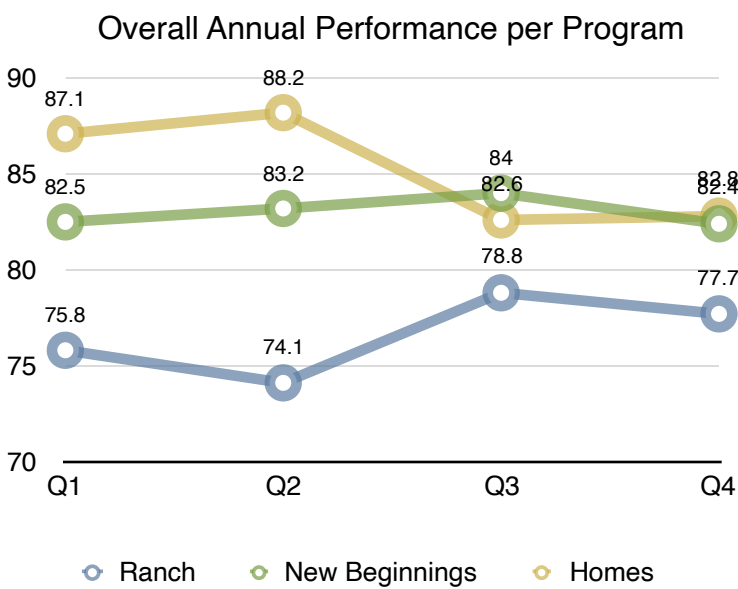
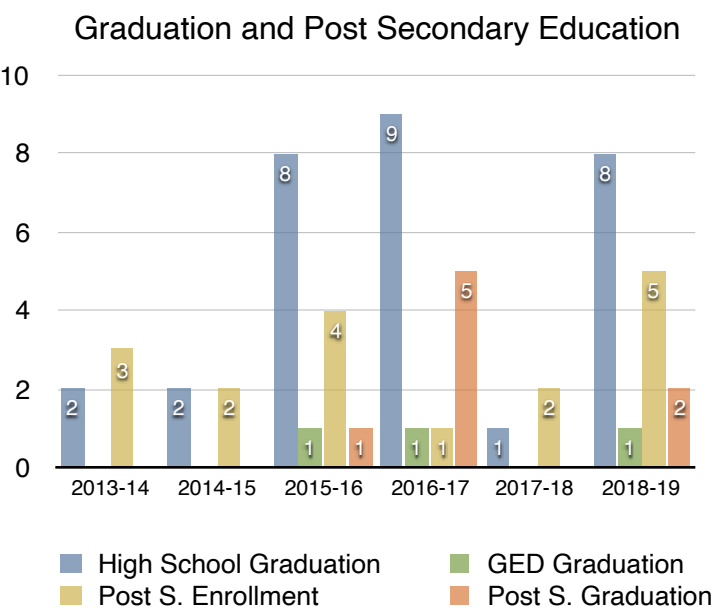
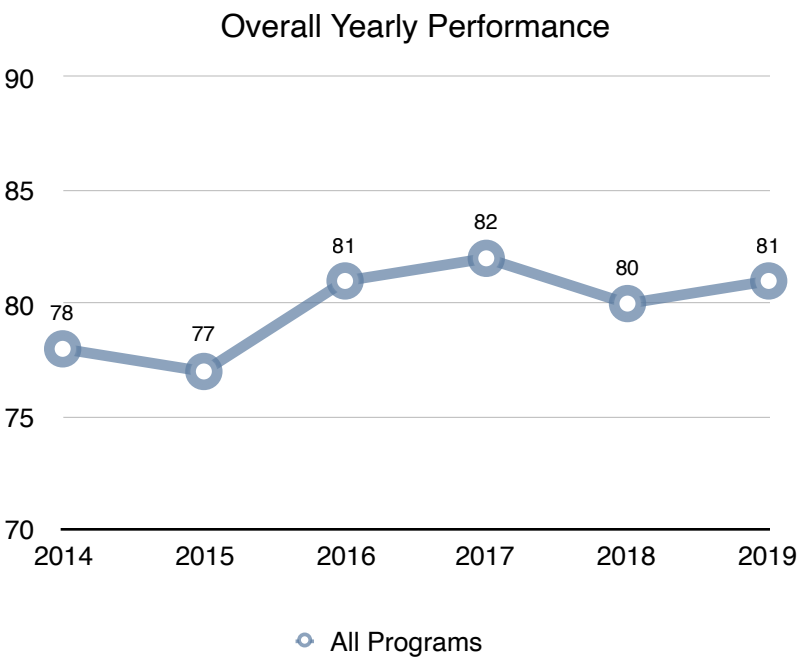
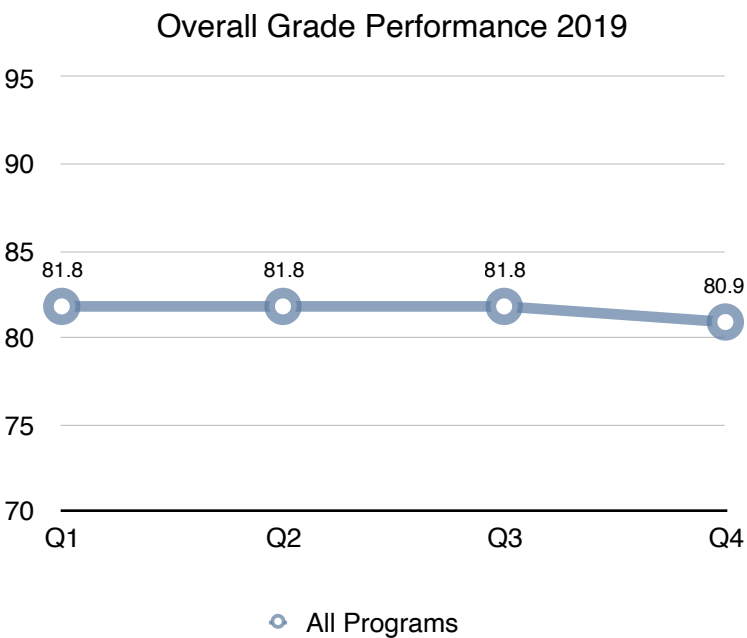
CASE RECORD REVIEW



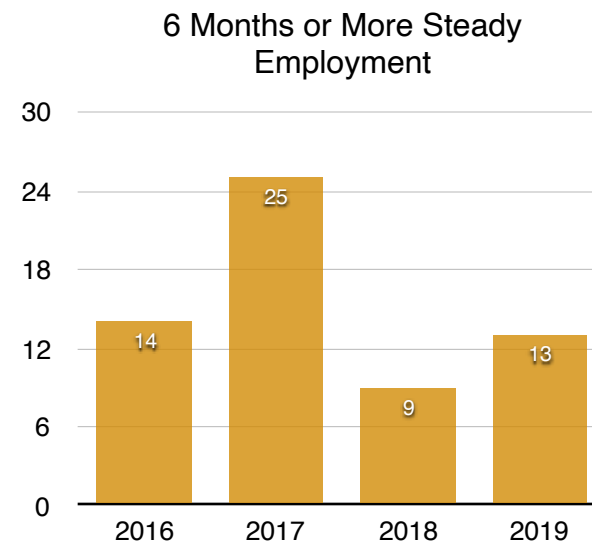
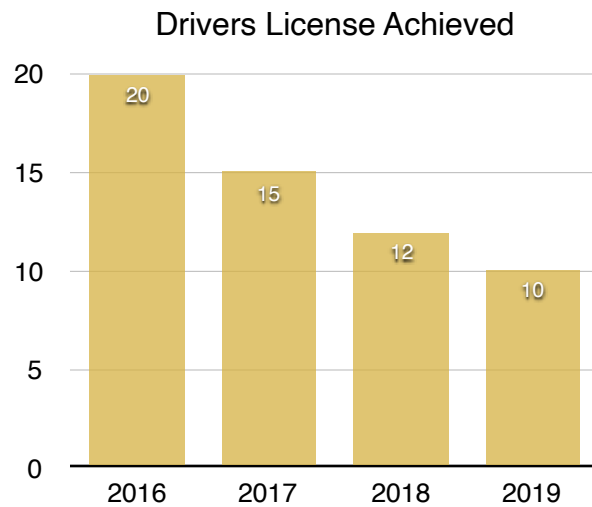
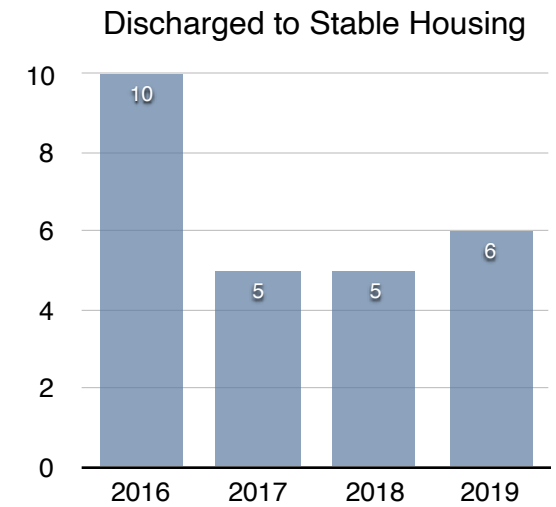
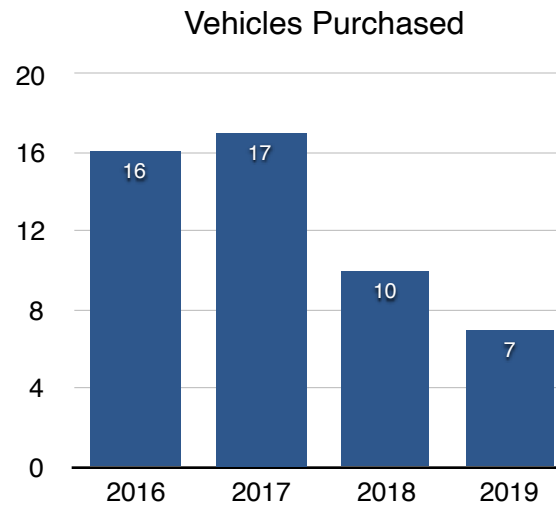
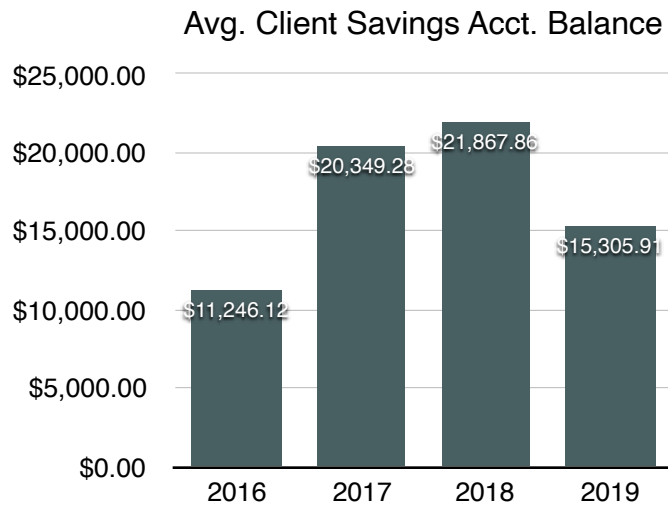
Notes:

- Quarterly goal of 90% file completion for all programs
- All programs audited directly from what was filed in Extended Reach
- HR began quarterly audits of files, achieving 99 in Q3 and 99 in Q4

EDUCATIONAL OUTCOMES



LIFE SKILLS/CAREER OUTCOMES



STAFF TURNOVER, TRAINING AND SATISFACTION

Statistics:

- Total Personnel (PT, FT & Intern): 102
- % Increase in staffing: 19%
- Turnover Rate: 36% (industry average is 35%)
- Average per day: 71
- Decrease in staff turnover: 1%

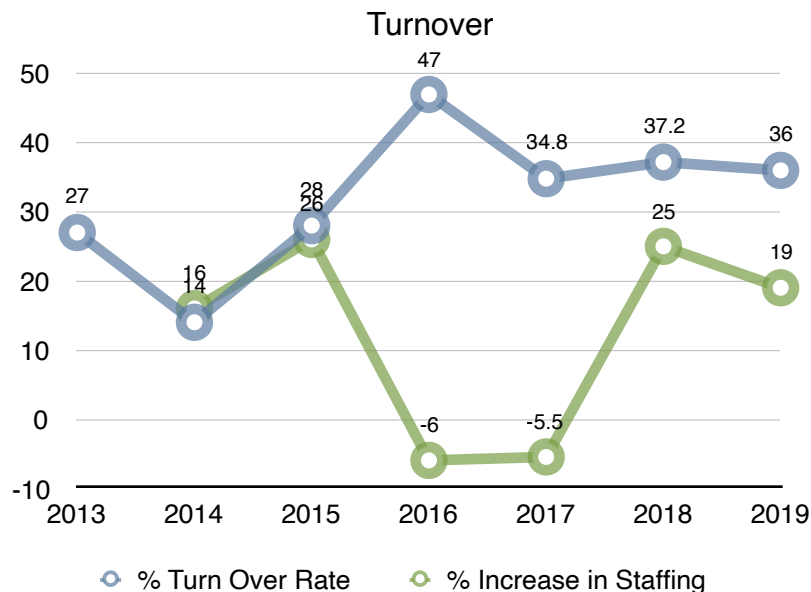
New Hires: 34

- 10 total house/respite parents (5 sets)
- 3 Case Management staff (2 GH, 1 GVBR, 0 GNB)
- 4 Administration
- 1 Supervisory Position

Promotions: 2

Separations: 30

- 26 resignations
 - 6 House Parent sets
- 4 Terminations



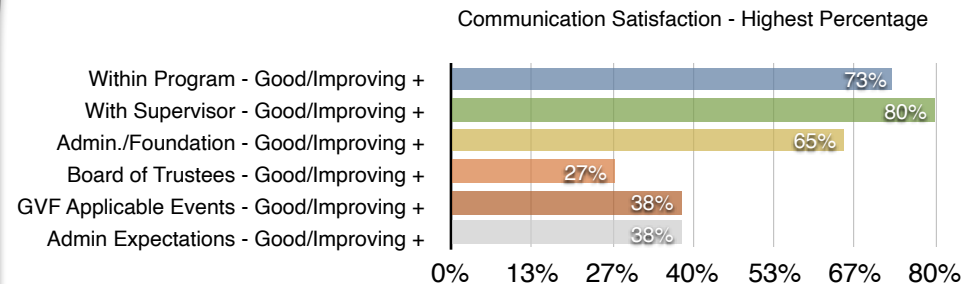
2019 Annual Trainings

Confidentiality & Ethics
Abuse and Mandated Reporting
Infection Control
Disaster Preparedness
Documentation
Medication Management
RPPS
PREA

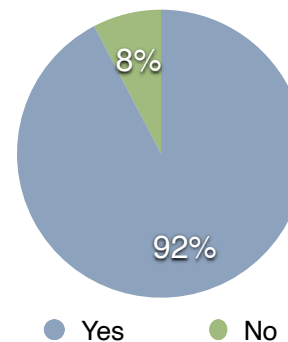
2019 Strategic Trainings

Trust Based-Relational Intervention (TBRI)
Trauma Training
Secondary Trauma
Crisis Prevention Intervention/Safety Care
CPR and First Aid

Staff Survey Highlights



Skills and abilities used on a regular basis



Is Goshen Valley staying true to its mission?

