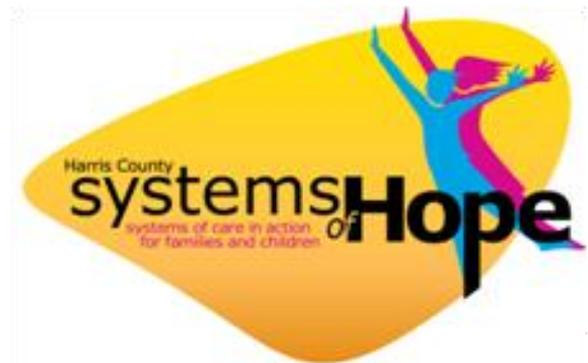


Continuous Quality Improvement Team Update September 2009

Systems of Hope
Harris County, Texas

DRAFT 08/26/09



Accomplished 2008 – 2009

Instituted Grievance Policy

Developed and Issued CQI Plan

Conducted Records Reviews – Every Quarter

Developed Caregiver Satisfaction Survey

Reviewed CRCG Referrals

Began collaborating with Dr. Bertram's CQI and Training Efforts

Made review of National CQI Reports Standard Practice for CQIT

Planned 2009 – 2010

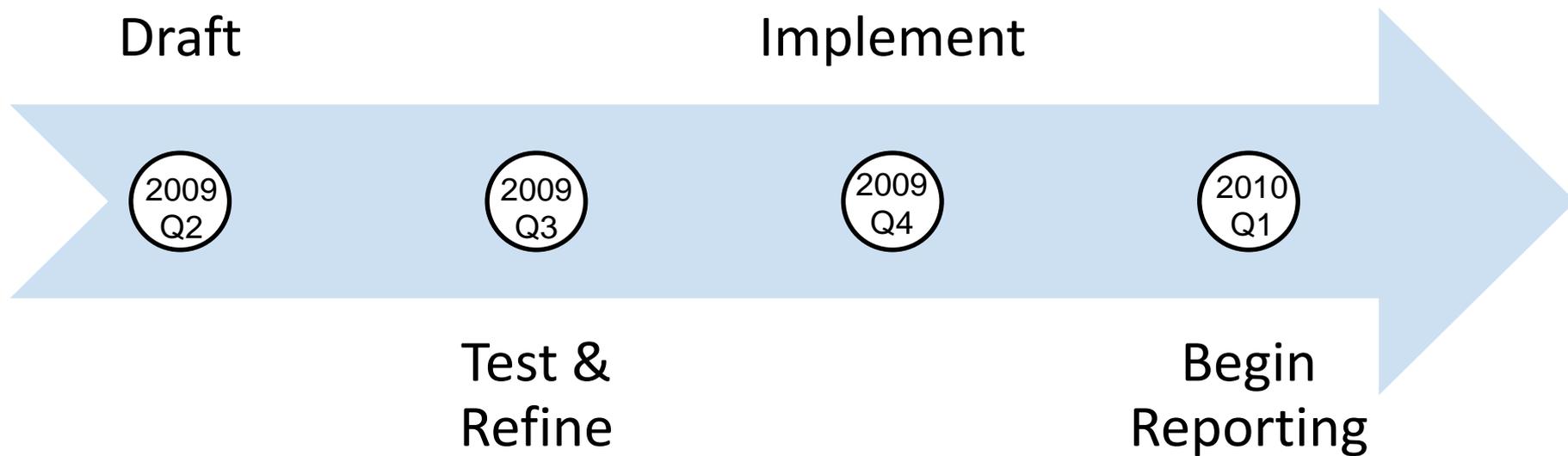
Implement Caregiver Satisfaction Survey

Begin Reporting on Satisfaction and other Indicators

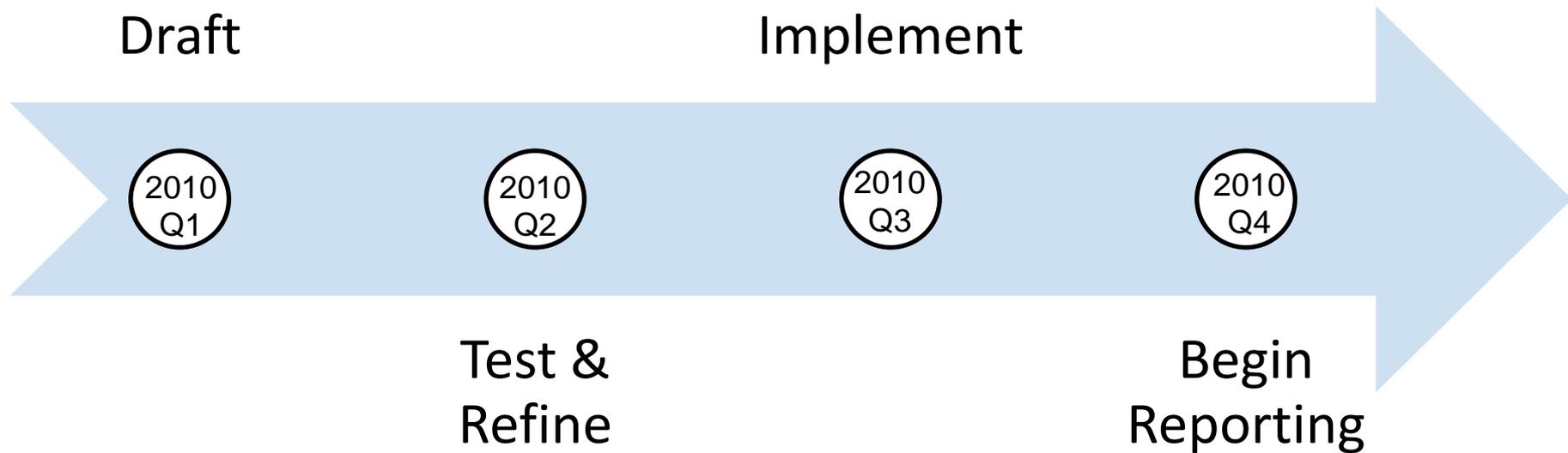
Develop Youth Satisfaction Survey

Add to team membership

Progress on *Caregiver* Satisfaction Survey

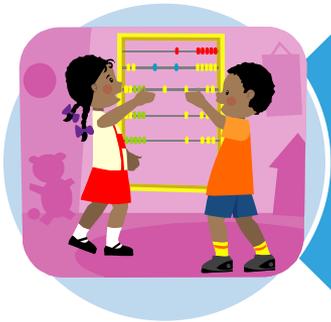


Plan for *Youth* Satisfaction Survey





Average Length of Participation
233 days (10-11 months)



Number of Referrals



Number Youth/Families
Participating



Timeliness of Service
Referral to Discovery to Plan in Place



Informal Support Rate



Participation levels of External Community
Resources



Utilization of Flex funds