



2015 Program Report

January 1, 2015 – December 31, 2015

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Quality Improvement Department

Glossary

CWES: Child Welfare Emergency Services
CS: Counseling Services
DT: Day Treatment
FS: Family Services
FFT: Functional Family Therapy
FTM: Family Team Meeting
RT: Residential Treatment
SC: Shelter Care
TL: Transitional Living
TL-CS: Transitional Living – Cluster Site
TL-SS: Transitional Living – Scattered Site

Quakerdale Clients Served

In 2015, Quakerdale served 2291 children and families through our state-contract and ministry services. Overall, our services and ministries have increased, particularly our Family Services, Equine Program, and Hope4Healing ministry. Clients, parents, and referral workers report high levels of satisfaction throughout our services, and campers indicate an improved connection with God and satisfaction with our ministries after participating in our camps.

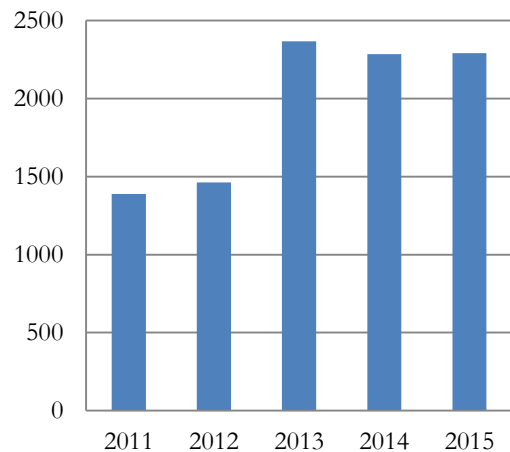
2015 Total Number Served: 2291 (2284)*
 2015 New Admissions: 2078 (2020)
 2015 New Foster Families: 25 (32)

New Admission Average Age: 13.77 (14.91)
 New Admission Male/Female: 51%/49%

Quakerdale served families from 48 (57) Iowa counties and 10 (12) other states.

*(x) Denotes 2014 annual data

Quakerdale Number Served



Utilization Changes for 2015

Family Services had a 5% increase in clients served.

Child Welfare Emergency Services (CWES) had a 16% decrease. Shelter experienced an 11% decrease in usage.

Equine Program had an 8% increase in clients served.

Satisfaction Surveys: These are given to the client, parent, and referral worker as applicable to determine satisfaction levels.

Client Results: 92% responded that they usually or to a great extent were satisfied with services. 87% believed the services they received were effective. 93% responded that staff communicated well and were responsive to their needs.

Parent Results: 97% responded that they usually or to a great extent were satisfied with services. 94% believed the services their family received were effective. 99% believe that staff were respectful and 98% believe staff were responsive to their needs.

Referral Worker Results: 97% would refer again to Quakerdale. 95% were satisfied with the services their clients received and 92% believed they were effective.

6 and 12 Month Follow-up Surveys: For contracted services, a follow-up survey is sent to clients 6 months after they discharge, and again at 12 months.

6 Month Survey Results

34 responses were returned for clients who discharged between July 1, 2014 and June 30, 2015. This made for an 8.8% return rate.

100% responded that their current living situation was sufficient. (74%)
 100% reported that they were satisfied with services. (74%)
 67% maintained permanency (stayed at home and not placed elsewhere) since their discharge.

12 Month Survey Results

11 responses were returned for clients who discharged between January 1, 2014 and December 31, 2014. This made for a 2.8% return rate.

91% said they know where to get help in their community.
 91% were either in school or employed.
 91% reported that services were effective.
 82% maintained permanency (stayed at home and not placed elsewhere) since their discharge.

TOTAL ENROLLMENTS – 2015 (2014): Clients may be enrolled in more than one program; as a result these numbers will not match numbers on previous pages.

	New Enrollments		Total Enrollments Served	
Therapeutic Services (Contracts)				
Counseling Services	179	(166)	255	(238)
Functional Family Therapy	65	(82)	87	(98)
Family Team Meetings	68	(54)	83	(75)
Dream Team	8	(7)	8	(7)
Recruitment & Retention	25	(32)	105	(95)
Day Treatment	2	(1)	2	(1)
Emergency Services	200	(250)	214	(256)
Shelter	130	(156)	143	(161)
Residential Treatment (closed July 2015)	10	(28)	27	(51)
Transitional Living (CS & SS)	11	(15)	16	(20)
Weekend Offender Program(closed June 2015)	30	(53)	30	(54)
Shoplifting Diversion	52	(77)	52	(77)
PSMAPP – families trained**	1047	(1007)	1047	(1007)
PSMAPP – trainers trained**	12	(14)	83	(86)
<i>Therapeutic Services Total</i>	1839	(1942)	2152	(2226)
Mission Services				
Promise Academy	14	(21)	32	(34)
<i>Tatum House</i>	2	(1)	6	(6)
<i>Basketball Program</i>	12	(10)	20	(18)
<i>Pleasant Hill(closed June 2015)</i>	0	(10)	6	(10)
Pro Bono Phone Support	248	(196)	248	(196)
<i>Interns</i>	6	(8)	6	(8)
<i>Sponsorships</i>	95	(105)	95	(105)
<i>Prospective Consumers</i>	147	(83)	147	(83)
Van Orman	0	(8)	3	(8)
Hope4Healing	296	(158)	363	(196)
<i>Person in Need</i>	177	(45)	177	(45)
<i>Connecting Agencies</i>	39	(13)	49	(18)
<i>Referral Partner (no longer counted)</i>	-	(46)	-	(59)
<i>Resource Agencies</i>	80	(48)	137	(63)
<i>Financial Partner (no longer counted)</i>	-	(6)	-	(11)
Mobile Camps	147	(0)	147	(0)
Equine Programming	321	(296)	321	(298)
<i>Life Enrichment Center</i>	248	(228)	248	(230)
<i>Equine Assisted Psychotherapy</i>	34	(28)	34	(28)
<i>Equine Assisted Learning</i>	39	(40)	39	(40)
Pro Bono Counseling Services	71	(81)	126	(135)
Pro Bono Functional Family Therapy	12	(11)	15	(14)
Marriage Retreat	57	(20)	57	(20)
Leadercast	0	(65)	0	(65)
<i>Mission Services Total</i>	1166	(856)	1312	(966)
ALL SERVICES TOTAL	3005	(2798)	3464	(3192)

CWES/Shelter Services

CWES is a state contract where services are provided in 11 counties to children and their families to avoid a shelter placement. On-call staff in this service receive calls from DHS, JCS, or law enforcement officers and then do some basic safety planning to keep the child safe in their home. They connect the family to resources in their community to help them deal with their crisis. Shelter services include safe, 24 hour care for children ages 11-17. Staff provide daily structure and groups, as well as connecting the children and family to available community resources. Quakerdale's shelters are located on our Manning and Waterloo sites.

2015 CWES Number Served: 214(256)

Average Age: 15.31
Male/Female: 57%/43%

2015 CWES Diversion Rate: 88% (92%)
Contract Diversion Rate Minimum: 50%

Contract Reportable Incident Reports – measured by a reduction in percent of incidents by bed days.

2015 Total Rate: 2.97% (1.29%)
2015 MN Rate: 1.1% (.5%)
2015 WL Rate: 2.9% (2.8%)

Discharge Data: For Shelter, a successful discharge is one where the child stayed in shelter until they discharged to the place planned.

2015 Number Discharged: 128
69% Successfully Discharged

Manning: 46 Discharges
86% of Manning Shelter Discharged Successfully

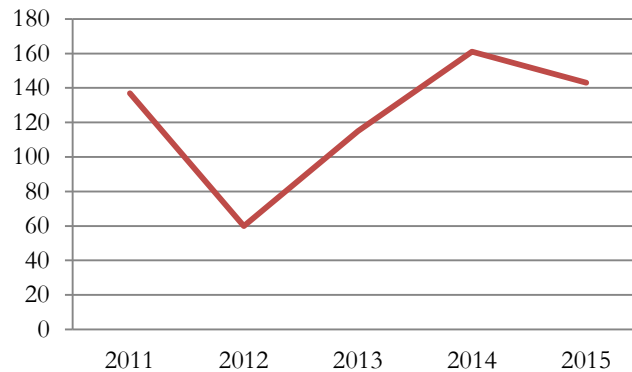
Waterloo: 82 Discharges
60% of Waterloo Shelter Discharged Successfully

2015 Shelter Number Served: 143 (161)
Total Length of Service: 1.1 months

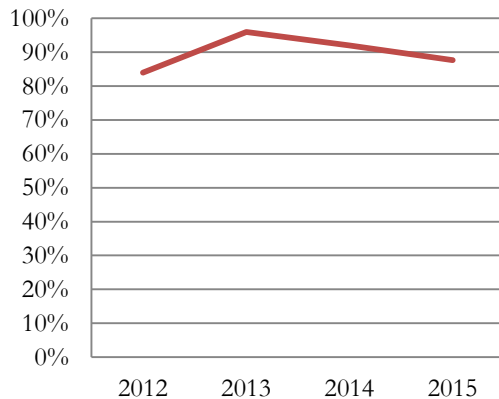
Manning Number Served: 54 (50)
Manning Length of Service: 1.4 months (1.8)

Waterloo Number Served: 89 (111)
Waterloo Length of Service: 0.9 months (.7)

Shelter Number Served



CWES Diversion Rate



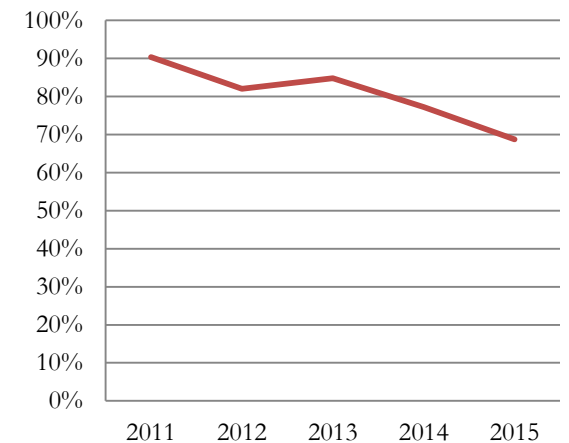
Satisfaction Surveys: These are given to the client, parent, and referral worker as applicable to determine satisfaction levels.

Client Results: 90% responded that they usually or to a great extent felt safe and that they were treated with respect by staff. 88% were satisfied with their service.

Parent Results: 93% believed their children were safe. 96% were satisfied and believed that services were effective for their family.

Referral Worker Results: 100% would refer again to the shelters. 60% of referral workers said that CWES services were effective.

Percent of Planned Discharges



Family Services

Family Services consists of several in-home programs, including Counseling Services, Functional Family Therapy, Family Team Decision Making Meetings, Youth Team Decision Making Meetings, and Recruitment and Retention of foster families. Counseling Services includes therapy and skill development, both in the office and in the home. Functional Family Therapy is a specific contract held in certain areas for families who have a child on formal or informal probation through juvenile court. Family Team Decision Making Meetings and Youth Team Decision Making Meetings are facilitated by staff in order of a family and their support people to come up with a plan to help keep kids safe.

2015 Number Served: 538 (513)

Average Age: 13.22

Male/Female: 56%/44%

Average Length of Service: 4.7 months

CS Number Served: 255

CS Average Length of Service: 6.4 months

FFT Number Served: 87

FFT Average Length of Service: 3.7 months

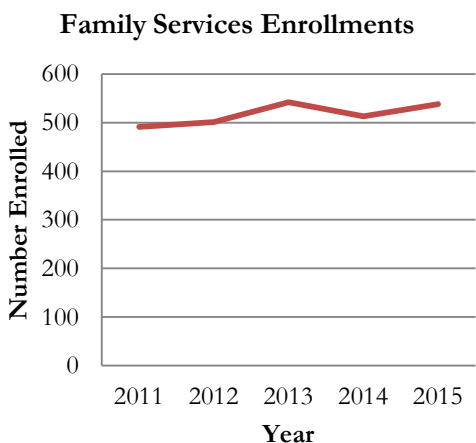
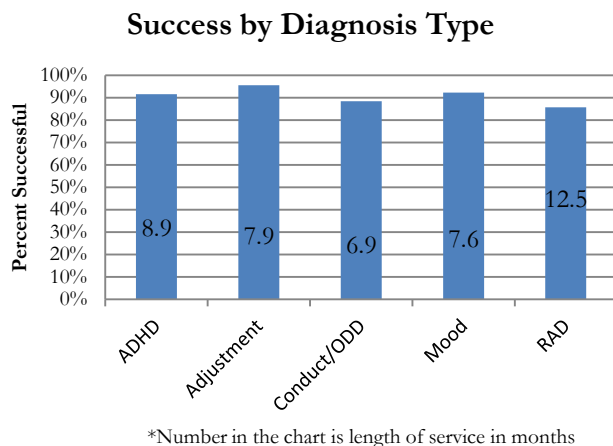
Discharge Data: (CS and FFT only, over 30 days)

2015 Number Discharged: 196

88% Successfully Discharged

87% Stayed in home during services (didn't have to go to the hospital, detention, shelter, etc.)

96% Enrolled in School or Employed at Discharge



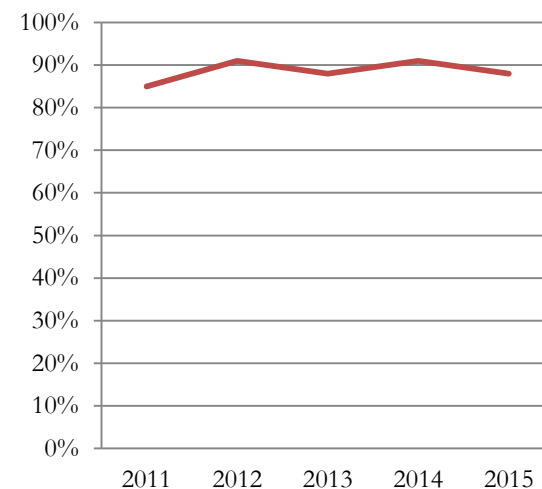
Satisfaction Surveys: These are given to the client, parent, and referral worker as applicable to determine satisfaction levels.

Client Results: 100% responded that they usually or to a great extent felt that the staff working with them was knowledgeable. 98% were satisfied with their service.

Parent Results: 100% responded that staff were knowledgeable and responsive. 93% believed that services were effective for their family.

Referral Worker Results: 100% would refer again.

Percent Successfully Discharged



Residential Treatment

Residential Treatment is a 24 hour care, state-contracted program for children ages 11-17. Children are referred to this service if they have issues that keep them from being able to function in a home setting. Group and individual sessions are held daily to work with the residents on different skills that they need to return to a home setting. Quakerdale closed Residential Treatment in 2015, including three cottages, one in Manning, one in New Providence, and one in Waterloo as the state had not been using this program and there was difficulty in finding qualified staff who could work in the programs.

2015 Number Served: 27 (51)

Average Age: 15.7

Average Length of Service: 5.2 months

Manning Number Served: 6 (14)

- Closed January 2016

New Providence Number Served: 8 (17)

- Closed July 2016

Waterloo Number Served: 13 (20)

- Closed July 2016

Contract Reportable Incident Reports – measured by a reduction in percent of incidents by bed days.

2015 Rate: 2.97% (0.43%)

Residents were required to have two in-person visits with their family or someone the team decided was significant to the resident.

2015 Rate: 77% (74%)

Discharge Data:

2015 Number Discharged: 27

87% Successfully Discharged

96% Had no new charges while in treatment

91% Free of alcohol or drug use at discharge

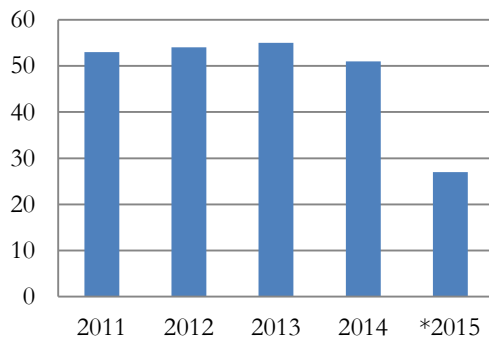
Satisfaction Surveys: These are given to the client, parent, and referral worker as applicable to determine satisfaction levels.

Client Results: 96% responded that they usually or to a great extent felt that the staff working with them was responsive. 96% were satisfied with their service.

Parent Results: 100% responded that staff were knowledgeable and responsive. 100% were satisfied and believed that services were effective for their family.

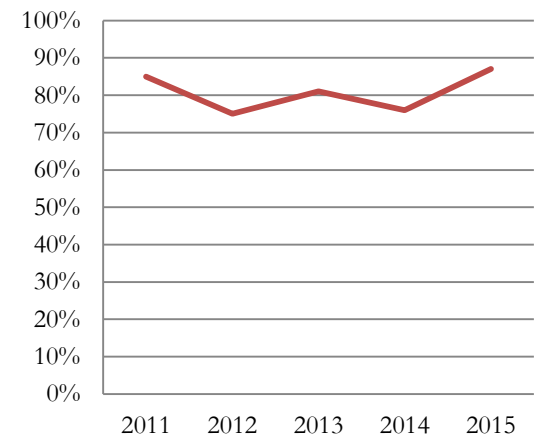
Referral Worker Results: 86% would refer again.

Residential Treatment Served



*Closed in July 2015

Percent Successfully Discharged



Transitional Living

Transitional Living is a state-contract program that serves clients who are 16 and a half and older. In this program, clients learn life skills to help them become an adult. They learn about budgeting, making resumes and interviewing well, menu planning and cooking, managing their time, and getting along well with others. There are two types of Transitional Living programs, cluster-site and scattered-site. The cluster-site program includes up to 6 females living together in a cottage on our Waterloo campus. Staff in the cluster-site program teach life skills in individual and group sessions. Scattered-site clients have their own apartments and staff meet with them regularly to check in and teach them their skills. Scattered-site services are offered out of our New Providence and Waterloo sites.

2015 Number Served: 16 (20)

Average Age: 17.4

Cluster-Site Number Served: 12

Average Length of Service: 4.9 months

Scattered-Site Number Served: 4

Average Length of Service: 5.7 months

Contract Reports:

Twice a month contacts with a supportive adult:

2015 Rate: 99% (98%)

Four times a month participate in an organized community activity (church, work, extra-curricular activities)

2015 Rate: 89% (93%)

Discharge Data:

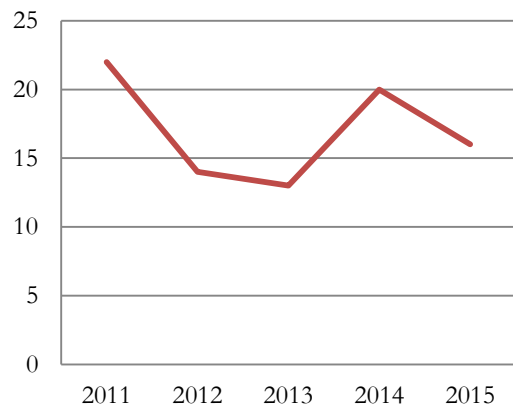
2015 Number Discharged: 11

80% Successfully Discharged

90% Did not have any new charges while in Transitional Living

80% Free of alcohol or drug use at discharge

Transitional Living Served



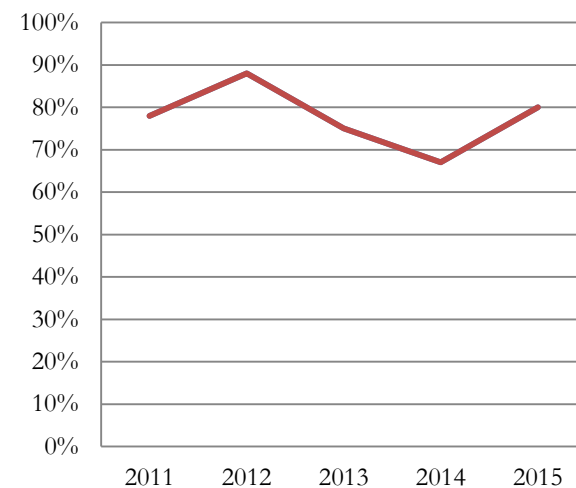
Satisfaction Surveys: These are given to the client, parent, and referral worker as applicable to determine satisfaction levels.

Client Results: 100% responded that they usually or to a great extent felt that they were included in setting their goals.

Parent Results: 100% responded that staff treated them with respect.

Referral Worker Results: 100% would refer again.

Percent Successfully Discharged



Ministries

Quakerdale serves our community through programs developed with community needs in mind. These ministries include Mobile Camp, Quakerdale's Promise Academy, Eagles Basketball team, Hope4Healing, Van Orman, Equine Assisted Learning, and Marriage Retreat. Mobile Camp serves children between 6 and 11 in a week-long Biblical day camp in their community where they also get to interact with emergency responders, such as the police, ambulance crews, and firefighters. Hope4Healing helps people build better lives by connecting them with a local support group (a local church), then by locating needed resources. Marriage Retreat helps couples turn to Jesus to better their marriage.

Mobile Camp

2015 Number Served: 147

Average Age: 8.9

Male/Female: 48%/52%

Locations and Numbers Served

Webster City: 18

Eldora: 25

Des Moines: 28

Mason City: 36

Tama: 24

Waterloo: 16

2015 Mobile Camp Outcomes

90% said they knew more about God and His love after attending Mobile Camp

99% of campers had fun.

100% made at least one grown-up friend

97% made at least one new friend

98% finished the week once they began

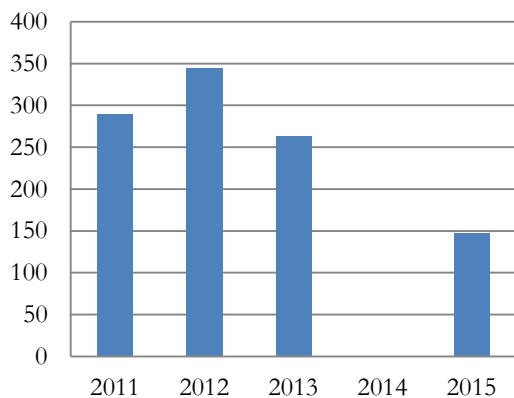
97% said they knew who to call in an emergency

98% trust police officers

Hope4Healing Resource Assistance Network

Category (Definition)	2015	Total
Person in Need	177	220
Requests (What do they need?)	363	401
Resource Agencies (Who has resources to help?)	80	137
Resource Listings (What resources do they have?)	246	683
Connecting Agencies (Who will support them through their time of need? - Churches, etc.)	39	49

Mobile Campers



What Campers learned at Mobile Camp

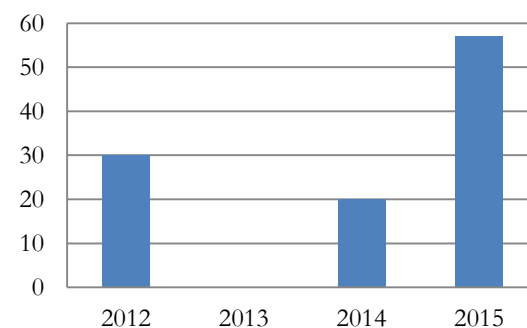
Campers shared that they learned about God, Jesus, love, kindness, teamwork, forgiveness, and what to do in an emergency.

100% of parents shared that Mobile Camp had a positive impact on their child and would recommend it to others. Parents shared that their children came home each night singing the songs they learned and told their parents the Bible stories they heard that day. They were excited when they came home and ready to go back the next day.

Marriage Retreat

2015 Number Served: 57

Marriage Retreat



Ministries, continued

Promise Academy – Residential Education, Tatum House:

A Christian residential education program for middle and high school aged boys who are active in their community and receive their education on-line.

2015 Number Served: 6
 2015 New Admissions: 2
 2015 Discharges: 2

Promise Academy – Prep Basketball

The Quakerdale Eagles Basketball team consists of young men who have graduated from high school and are looking to improve themselves as young, Christian men and basketball players.

2014-2015 Number Served: 11 players from 9 states

6 are currently committed to playing college basketball.

2015-2016 Number Served: 11 players from 6 states

Horse Camps at Wolfe Ranch:

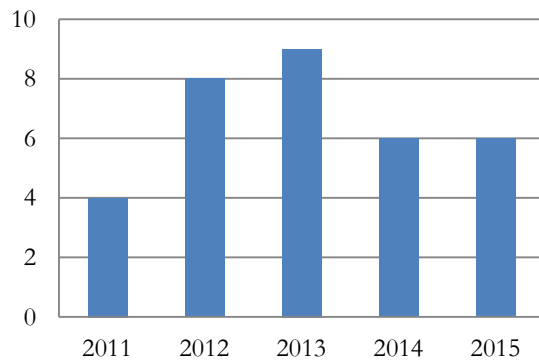
My Pretty Pony Camp

2015 Number Served: 27

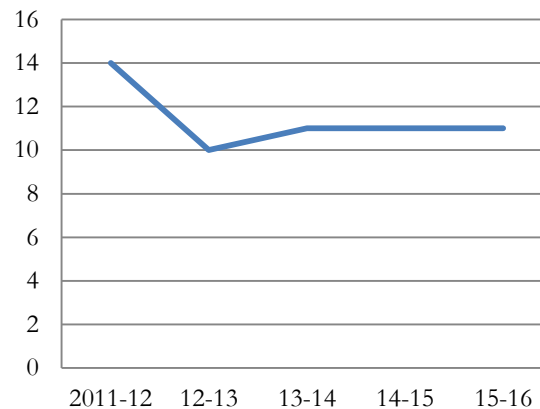
Little Cowboy Camp

2015 Number Served: 23

Promise Academy - Residential Services



Promise Academy - Prep Basketball



Satisfaction Surveys

My Pretty Pony Camp

94% of parents reported that they usually or to a great extent believe their child's relationship with God has improved.

100% of parents shared that their child learned what they wanted to learn at camp.

100% of parents were satisfied and believe the ministry was effective.

Little Cowboy Camp

100% of parents reported that they usually or to a great extent believe their child's relationship with God has improved.

100% of parents shared that their child learned what they wanted to learn at camp.

100% of parents were satisfied and believe the ministry was effective.

PROGRAM DATA

SATISFACTION SURVEY AVERAGES

Service Satisfaction

	Client	Parent	Referral Worker
I was included in setting goals.	3.67 (3.70)	3.75 (3.67)	
Goals and services addressed my client's needs.			3.53 (3.60)
I received reports on time.			3.26 (3.29)
I was treated with respect by staff.	3.65 (3.68)	3.92 (3.88)	3.77 (3.80)
Staff communicated clearly and directly with me.	3.60 (3.62)	3.80 (3.76)	
Staff were responsive to my needs / my client's needs.	3.60 (3.71)	3.84 (3.80)	3.62 (3.69)
Staff was knowledgeable in the areas I was trying to deal with/ in my client's problem areas.	3.60 (3.60)	3.83 (3.77)	3.66 (3.62)
I was satisfied with the opportunities I had to express my ideas and ask questions.	3.54 (3.61)	3.82 (3.77)	
Overall, I was satisfied with the services I received.	3.61 (3.61)	3.81 (3.79)	3.62 (3.69)
I felt the services I received were effective/ effective for my client.	3.50 (3.56)	3.69 (3.67)	3.48 (3.47)
Would you refer to Quakerdale again?			Yes – 97% (98%)

4 – “To a Great Extent”/ More than 75%
 4 – “To a Great Extent”/ More than 75%
 3 - “Usually”/50-75%
 2 – “Somewhat”/ 25-50%
 1 – “Not at All”/ Less than 25%

SERVICE OUTCOMES

	Discharges Enrolled More than 30 days	Discharged to a Same or Lower Level of Treatment Goal: 90%	Discharge to a Higher Level of Treatment	Remains in the Same Home for the Duration of Program Enrollment Goal: 95%	Discharged to a Family Home	Enrolled in School and/ or Employed at Discharge	No New Legal Involvement for the Duration of Program Enrollment	Planned Discharge	Free of Alcohol and/or Drug Use at Discharge
Counseling									
2015	133	91%	9%	88%	92%	95%	94%		
2014	127	92%	8%	93%	78%	95%	93%		
Functional Family Therapy									
2015	63	83%	17%	87%	83%	98%	92%	78%	
2014	71	89%	12%	89%	87%	96%	92%	77%	
Shelter Care								Goal: 95%	
2015								69%	
2014								77%	
Residential Treatment		Goal: 75%							
2015	23	87%	13%			100%	96%		91%
2014	34	76%	24%			97%	88%		94%
Transitional Living		Goal: 85%						Goal: 75%	
2015	10	80%	20%			100%	90%	50%	
2014	11	67%	33%			100%	100%	57%	
ALL SERVICES									
2015	233	88%	12%	87%	89%	97%	93%	71%	91%
2014	243	88%	12%	92%	82%	96%	92%	77%	94%

FOLLOW-UP SURVEYS

Six Month Survey Responses

* Indicates Shelter Care excluded from the aggregate calculation.

HOUSING STATUS	2015	2015	2014	2014
• Living with parents *	12/23	53%	13/24	54%
• Living with foster parents *	0/23	0%	0/24	0%
• Living with relatives *	0/23	0%	5/24	21%
• Living with friends *	0/23	0%	0/24	0%
• Renting house/apartment *	4/23	17%	1/24	4%
• Buying own home *	0/23	0%	2/24	8%
• In a treatment facility *	4/23	17%	1/24	4%
• Other *	3/23	13%	1/24	4%
• Current living situation is sufficient	27/27	100%	20/27	74%

LIFE CHOICES	2015	2015	2014	2014
• Convicted of a crime since leaving Quakerdale	2/33	6%	4/27	15%
• Placed out-of-home since leaving Quakerdale *	7/21	33%	4/24	17%

SUPPORT SYSTEMS	2015	2015	2014	2014
• Can count on family for support/help	30/33	91%	19/26	73%
• Established at least one positive social contact	28/28	100%	21/27	78%
• Knows where to obtain help in the community	28/28	100%	21/27	78%

SCHOOL/WORK STATUS	2015	2015	2014	2014
• Completed high school or GED	4/23	17%	3/27	11%
• Currently attending school	27/32	84%	21/26	81%
• Enrolled in post-secondary education	0/22	0%	0/26	0%
• Currently employed	8/22	36%	3/25	12%

SATISFACTION	2015	2015	2014	2014
• Satisfied with services	32/32	100%	20/27	74%

Twelve Month Survey Responses

SUPPORT SYSTEMS	2015	2015	2014	2014
• Knows where to obtain help in the community	10/11	91%	11/11	100%

WORK/SCHOOL STATUS	2015	2015	2014	2014
• Currently attending school	8/11	73%	9/11	82%
• Currently working	5/11	45%	1/11	9%

LIFE CHOICES	2015	2015	2014	2014
• Admitted or re-admitted to a court-ordered, out-of-home placement since leaving Quakerdale	2/11	18%	3/11	27%
• Legal involvement since leaving Quakerdale	1/11	9%	1/11	9%

EFFECTIVE	2015	2015	2014	2014
• Services effective	10/11	91%	9/11	82%