



Quality Improvement Program Summary

Agency Mission: Volunteers of America of Illinois partners with the people we serve to create transformation and lasting change in their lives.

VOA of IL helps the most vulnerable and under-served people reach their full potential. We provide services that are designed locally to address specific community needs.

Our common areas of focus include:

- Promoting self-sufficiency for Veterans and for others overcoming personal crises
- Caring for the elderly and disabled and fostering their independence
- Supporting positive development for troubled and at-risk children and youth

Our goal is to increase our impact in the common areas of focus: promoting self-sufficiency, fostering independence and supporting positive development; to engage people in our mission; and to strive for social justice.

Volunteers of America of Illinois works to deliver services to clients and program participants by meeting the highest possible standards of excellence through safe, cost-effective interventions and care.

CQI Philosophy: In developing a formalized Quality Improvement Plan, we will focus on the development of an integrated approach, utilizing multi-disciplinary participation in program development. Results of assessments are utilized to modify behavior and systems resulting in enhanced service and continuous quality improvement. Systems of prospective, concurrent and retrospective assessment are implemented to insure standards are maintained in the services provided.

The Quality Improvement Plan pursues opportunities to improve client services and resolve identified problems through a problem solving process resulting in a written plan. This plan is reviewed annually by the Senior Leadership Team and a summary is reviewed and approved by the CEO and shared with the Board of Directors.

To achieve this purpose, all staff members of Volunteers of America of Illinois work to ensure that the highest quality of service is delivered.

Stakeholders: Any stakeholders interested in receiving additional information about VOA of IL CQI's process is able to access the information by contacting the CQI Department at (312) 564-2300. Our stakeholders include clients, foster parents, community groups, Board members, agency staff and management and departments responsible for monitoring the agency programs.

What is being measured by Volunteers of America of Illinois?

Foster Care Program:

- Number of children achieving permanency through reunification with biological parents, adoption or guardianship.
- Number of placement disruptions children experience
- Number of children experiencing abuse or neglect while in foster care
- Number of visits caseworker has with each child
- Number of visits parents have with their child when the goal is return home

Supportive Services for Veterans and their Families (SSVF):

- Number of Veterans placed in housing
- Number of Veterans maintaining stable housing
- Amount of financial assistance provided to achieve housing stability

Homeless Veterans Reintegration Program (HVRP):

- Number of people placed into employment
- Number of people maintaining employment
- Number of people placed in housing

Senior and Disabled Housing:

- Number of voluntary move-outs
- Number of involuntary move-outs
- Number of residents receiving services from the service coordinator