
Agency Leadership...

Promoting a culture that values service quality and continual efforts to achieve strong performance, program goals, and positive results for service recipients.

Young House Family Services Culture

- Wanting to provide the best services possible.
- Always looking at ways to do things better.
- Continually striving for improvement.
- Setting goals and determining steps to achieve them. Making every employee feel a part of the team.
- Giving feedback on progress.
- Rewarding jobs well done.

All employees are involved in Performance and Quality Improvement at Young House Family Services. Agency-wide PQI information is shared with employees through staff meetings, bi-monthly newsletters, and through the agency website.

Mission Statement...

Christ's statement as quoted in Luke 9:48, "*The person who in My name welcomes this child, welcomes Me. . .*" embodies the spirit of Young House Family Services. Our special mission is to serve Christ by offering a wide range of human services designed to provide for the spiritual, physical, and emotional care of children and families.



PQI

Performance and Quality Improvement

Young House Family Services

724 NORTH THIRD STREET
BURLINGTON, IOWA 52601
(319) 752-4000
FAX (319) 752-6933
WWW.YOUNGHOUSE.ORG



Performance and Quality
Improvement

means that we are always
looking for ways to

**Improve the quality
of our performance.**

We are open to identifying
our weaknesses in order to
improve our service.

*To make a suggestion for improvement or
to request additional information about PQI,
please email pqi@younghouse.org.*

Young House Family Services Report Card

Data is collected on a quarterly basis and aggregated into the Report Card, including information regarding:

- Client and Program Outcomes (established targets for performance determined by each program)
- Case File Reviews
- Workforce Stability (compiled annually)
- Client and Referral Source Satisfaction Surveys (compiled annually)
- Safety and Security/Risk Prevention and Management
 - Substantiated grievances
 - Medication errors
 - Restrictive Behavior Management Interventions
 - Timeliness of monthly facility and vehicle safety inspections
 - Incident reporting