

# Unity

**PARENTING & COUNSELING, INC.**

*"A family of friends"*

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**TO:** Our Partners, Friends and Those We Serve in the Chicagoland Community  
**FROM:** Katie Milton  
**RE:** Unity's Risk and Performance Quality Management Process  
**DATE:** August 2, 2008

Greetings. I hope your summer is providing you with some pleasant recreational experiences.

Unity Parenting and Counseling, Inc. is working hard to be responsive to each of you. In order to insure that the services we provide are the best that they can be and customer service is *paramount*, we are formalizing our Annual Risk/Performance Analysis and Quality Improvement Plan for this next fiscal year. So, if you have any suggestions on how we can improve our services, I would greatly appreciate it if you would contact Michael Halpern, Quality Improvement Administrator, at (312) 455 0007, ext. 673. The only way we can make our services the very best is through ongoing dialogue and partnership with you.

Here are some of our risk management and quality improvement accomplishments for the last fiscal year:

- 45% of our consumers gave our organization an Excellent Rating
- 48% of our consumers gave us a good rating
- We received an 85% positive response to our Consumer Satisfaction Survey.
- We received a 87% positive response to our Foster Parent Satisfaction Survey.
- We received a 94% positive response to our Employee Satisfaction Survey.
- 100% of our Foster Care Service Provision Peer Reviews met the service plan standards.
- 53 of our foster children went from foster homes into permanent living situations giving us a performance credit of 70 and beating the DCFS standard by 13 performance credits.
- 74% of our supportive housing clients achieved permanent housing; 34 over our goal.
- 84% of our disabled permanent housing clients remained in permanent housing to receive services from us that improved the quality of their lives. This achievement was 4% over our goal.
- Unity achieved most of our outcome goals. For those goals not achieved Unity developed corrective action plans to insure improved performance in the up-coming year.
- Unity's funding/program development efforts resulted in acquiring a new housing program. However, Unity did not achieve all of the fundraising or program development goals detailed in the Strategic Plan.
- We passed our financial audit with no findings and received confirmation of consistence with general accounting principles.
- Unity had no unresolved Foster Parent, Personnel or Service Recipient grievances this year.
- Unity had 6 Unusual Incident Reports that resulted in 5 completed Corrective Action Plans (one did not require a Corrective Action Plan).
- And we went through a Counsel on Accreditation of Children and Family Services interim reaccreditation process.
- Overall this last fiscal year we consistently responded to internal and external reviews by developing corrective actions to improve the quality of our services and performance. In Fiscal Year 2009 we will formalize our corrective action plans using a standard form and project management techniques with suspense monitoring.



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Our Continuous Quality Improvement plans for this next fiscal year include formal corrective action planning as indicated above, short term planning with greater detail from our quality improvement activities, greater dialogue with our stakeholders through surveys, focus groups, a web site and letters from the Chief Executive Officer announcing plans and requesting feedback.

Thanks for listening.

  
Katie Milton  
Chief Executive Officer



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