

Idaho National Guard Family Program

Performance and Quality Improvement

Quarterly Report

For: 2nd Quarter TY 20

May 2020

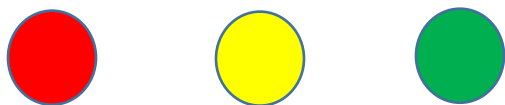


Section One – Introduction

This report is for all stakeholders, including Service Members, their Families, staff, community members and any individual who is interested in the great work that we do. Performance and Quality Improvement (PQI) is an integral part of our organization. We are always open for new opportunities to change and grow. We hope this report demonstrates our commitment to the Service Members and their Families, our transparency for when things don't go as well as planned, and a desire to receive feedback from others. If you have ideas on how this document can be improved, let us know.

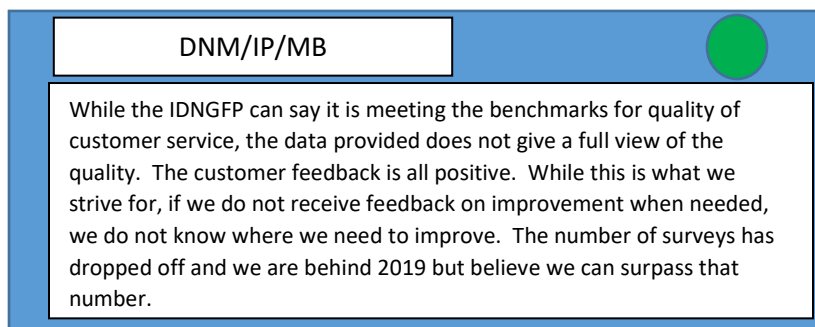
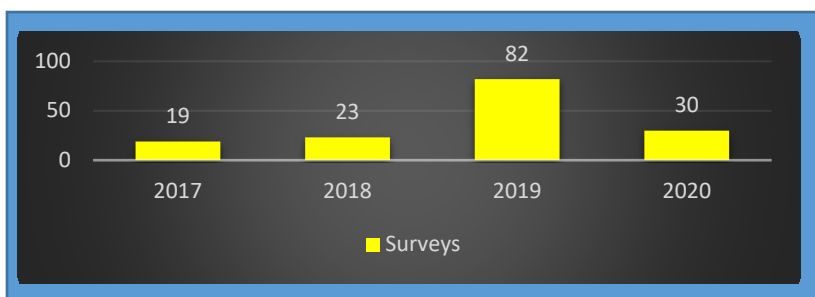
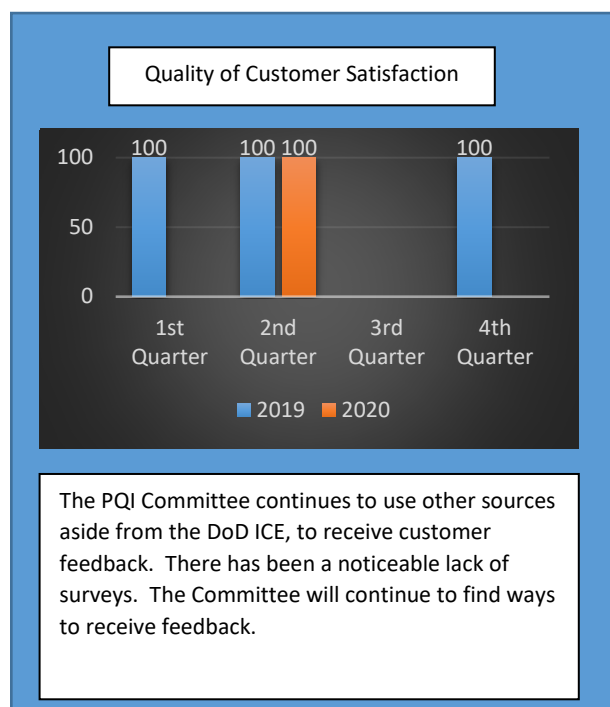
An important feature of this report is that we want to provide information to our stakeholders, both our accomplishments and areas we need to improve on. As an organization, we want to learn from our experience and grow. When we find areas that are not up to our expectations, we create a plan on how to address the challenge and improve.

We will use a simple icon system through the report for our outputs. A red dot signifies an area that does not meet our benchmarks (DNM), a yellow dot indicates an area of improvement that we are currently working on or in progress (IP) and a green dot indicates an area where we are meeting our benchmarks (MB).

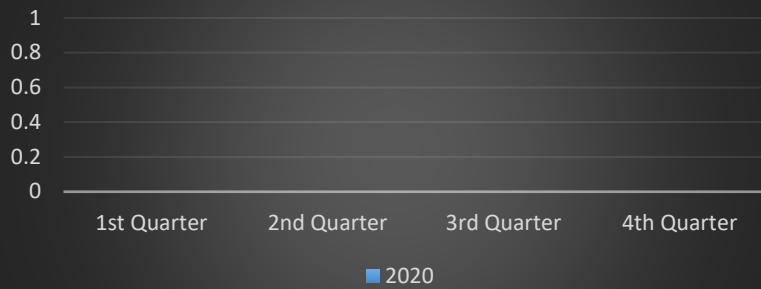


Section Two – Outputs

This section looks at our outputs. Our outputs are simple numeric measurements of productivity.



Customer Complaints



DNM/IP/MB

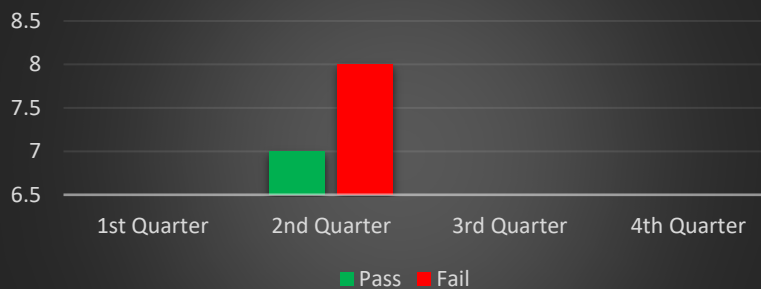
There were no reported customer complaints for the 2nd Quarter. This is a continued improvement.

Plan

There were no formal or informal complaints, and thus no improvement plan was written for this quarter.



Quality of Case Records



DNM/IP/MB

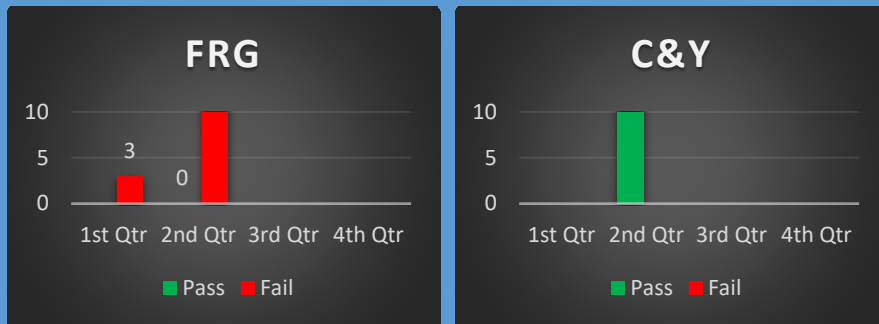
As this is the first time reviewing cases this year, the Committee feels that we are working on improvement and anticipate dramatic changes next quarter.

Plan

This was the first time that case reviews were conducted since the transition from a national contract to state employees. There is still some work to be done on the review form but we continue to make progress



Quality of Volunteer Paperwork



DNM/IP/MB

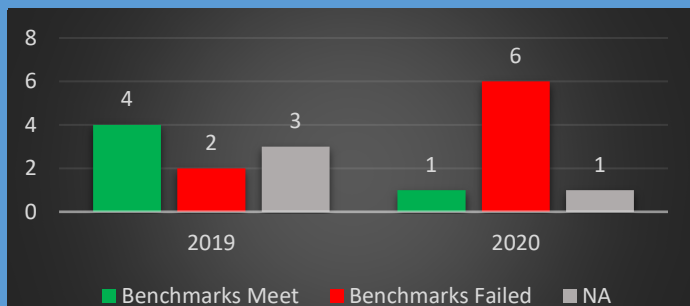
The C&Y Program has stayed steady in this area and the S&FRS are eager to find ways to bring their numbers up.

Plan

This is an area for concern. The C&Y program continues to maintain volunteer records at a 100% rate. This is the first time that the FRG paperwork has not had a passing score in two years. The Committee will look into it to see if this was due to the transition or other cause.



Quality of Strategic Plan



DNM/IP/MB

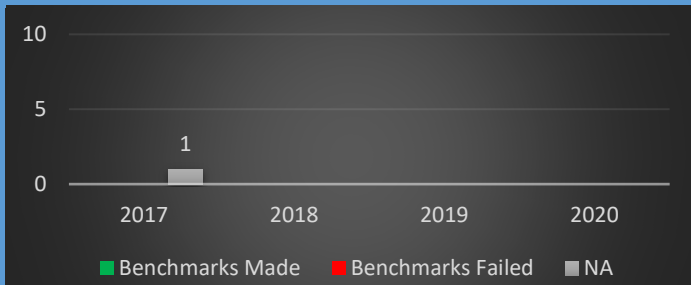
As a program , we are not meeting the benchmarks set.

Plan

This is the final year of the strategic plan. A new one for the next four years will be written and set for FY21.



Quality of SOPs



DNM/IP/MB

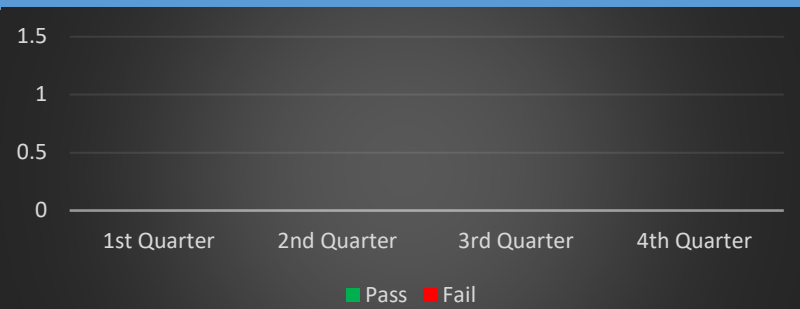
For ease of updating and also for clarity, policy memorandums will replace the SOP.

Plan

The Family Programs will transition away from a SOP and publish a set of policy memorandums. These will be implemented in October 2020, at the start of FY21, when the new SFPD takes over.



Quality of Case Records (ANG)

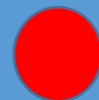


DNM/IP/MB

The program manager did not provide their data for the 2nd quarter.

Plan

No improvement plan was provided.



Section Three – Outcomes

How do we determine Soldier and Family Readiness Outcomes? – The fine print.

All programs continue to use either the Case Review or Volunteer File Review form. After several revisions, both forms appear to be adequate for this process.

How do we determine Family Readiness Outcomes? – The fine print

All programs continue to use either the Case Review or Volunteer File Review form. After several revisions, both forms appear to be adequate for this process.

How do we determine Child and Youth Program Outcomes? – The fine print.

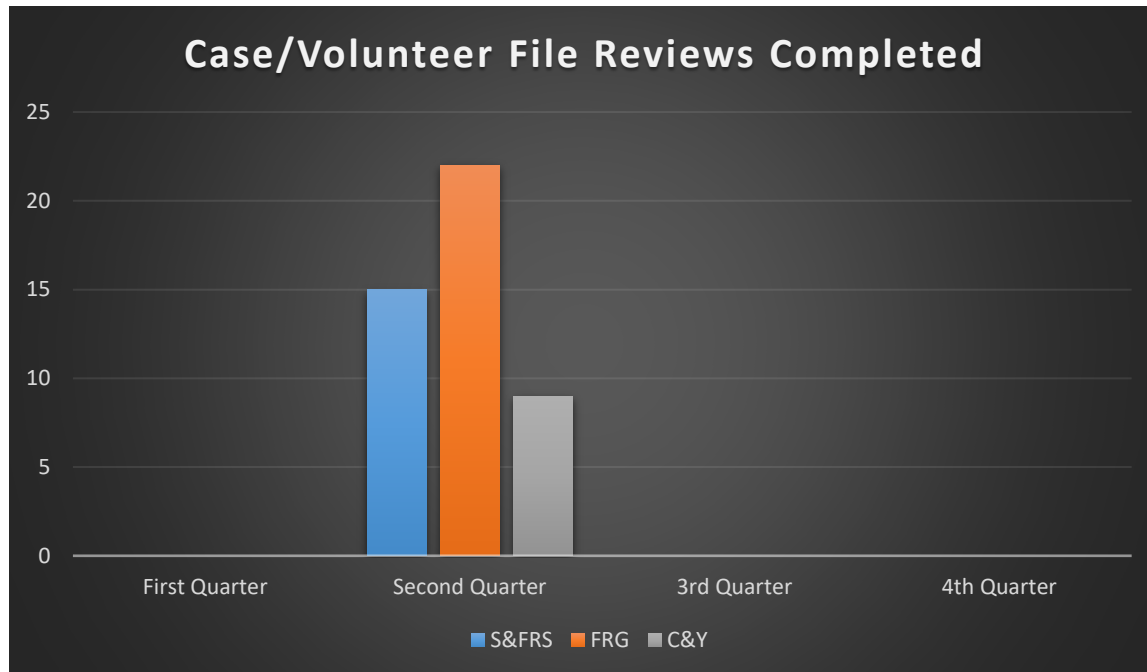
All programs continue to use either the Case Review or Volunteer File Review form. After several revisions, both forms appear to be adequate for this process.

How do we determine Yellow Ribbon Outcomes? – The fine print.

The numbers and data that is reported back to the FACs come from the use of the Interactive Customer Evaluation (ICE) website and After Action Reviews (AARs).

The Yellow Ribbon program did not have any data to report for this quarter.

Section Four – Random File Reviews



Each program is to review a percentage of their case/volunteer files each quarter (see PQI Plan for breakout). This chart will track if they are in compliance with that plan. This chart is only showing the total numbers of the files reviewed.

Section Five – Client Satisfaction

Customer Comments:

” I was seeking information about my subsidy payment. I wasn't sure if I would receive one as a disabled Veteran who doesn't file taxes. I saw one of Cassandra's posts and contacted her. She was very responsive and replied back right away sending me the IRS info to answer the question I was looking for.”

AAR Event Customer Comments:

“It would be nice if the due dates for counselors and camp were the same.”

“The doterra event should be replaced in my opinion. I did not find value in this event for the overall purpose of the camp.”

“Kids loved the snow ash 2020 just a couple of concerns I had first off the good was that they said they had a great time it was there first time but they really want to go to the summer camp. My daughter got a bad cold while she was up there but the medical staff did awesome and took complete care of her. The only concern I did have was my kids said the teen counselors were on there phones a lot and let some craziness in the cabins to occur and didn’t seem to do much to stop it. But all in all they did great and will definitely send them again.”

“The camp atmosphere is energetic and well suited for the both the youth and the adults. I would like to see more involvement of the teen counselors as facilitators. I appreciate the MRT skills that were discussed. Perhaps involve a little more detail as to what the MRT skill that is used for the lesson is and what it does and how to use it. I talked with some of the kids, and they didn't quite grasp the concept of what the skill was and how to use it. Overall, I was very pleased with camp and will be attending in the future.”

Section Six – Improvement Plans

Improvement plans have been started for all programs with the exception of the Yellow Ribbon and R3SP. They will be working on theirs this quarter.

Sections Seven – Recognition

Section Eight – Miscellaneous Information

Section Nine – Future Plans

Contact Us!

If you have any feedback about this report, please contact us via email or phone

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