

# **Idaho National Guard Family Program**

## **Performance and Quality Improvement**

### **Quarterly Report**

**For: 4<sup>th</sup> Quarter TY 19**

**November 2019**

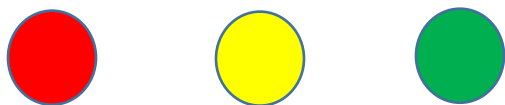


## Section One – Introduction

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.

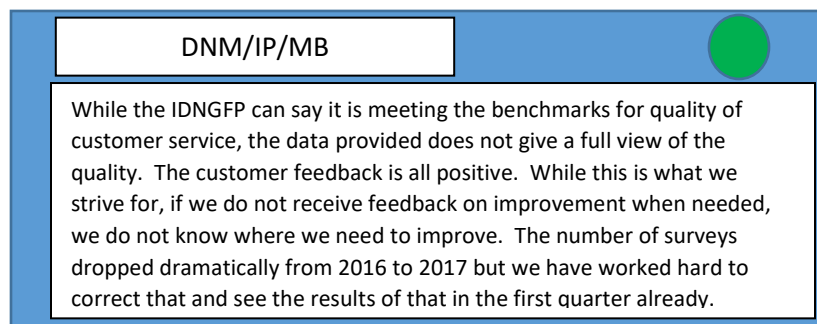
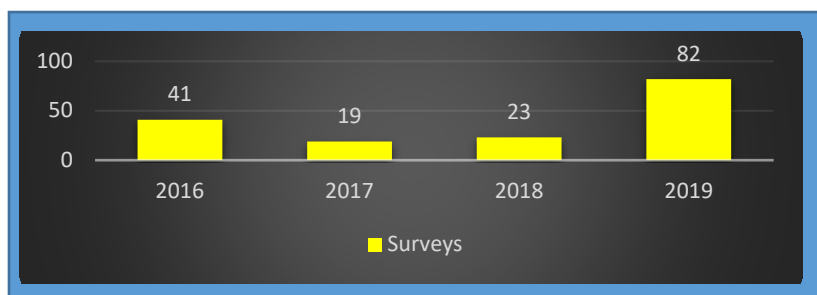
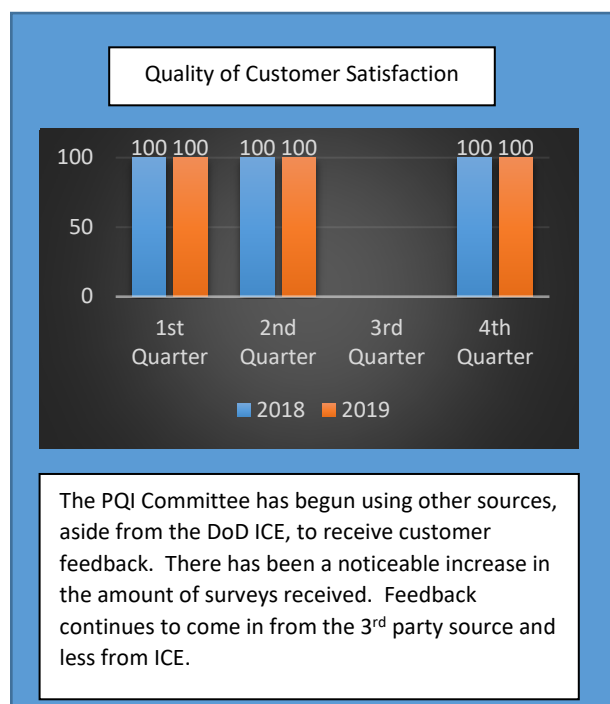
An important feature of this report is that we want to provide information to our stakeholders, both our accomplishments and areas we need to improve on. As an organization, we want to learn from our experience and grow. When we find areas that are not up to our expectations, we create a plan on how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

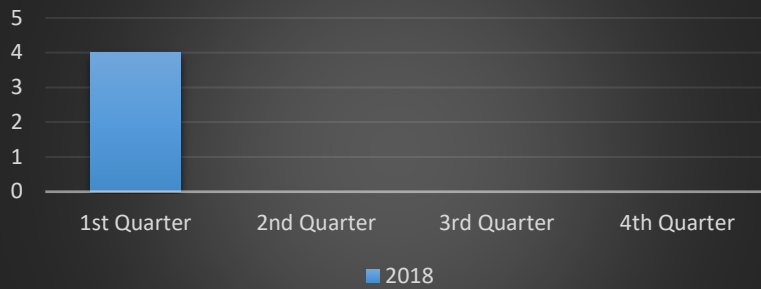


## Section Two – Outputs

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



### Customer Complaints



### DNM/IP/MB

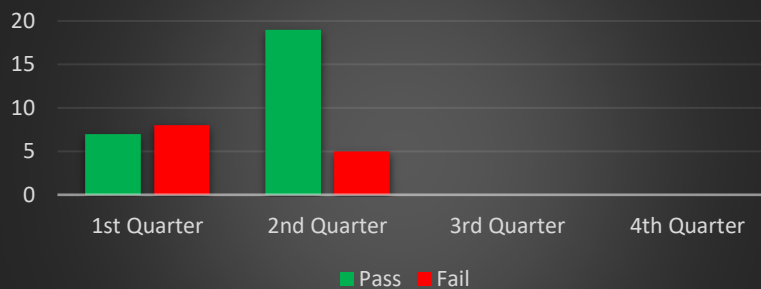
There were no reported customer complaints for the 4<sup>th</sup> Quarter. This is a continued improvement.

### Plan

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



### Quality of Case Records



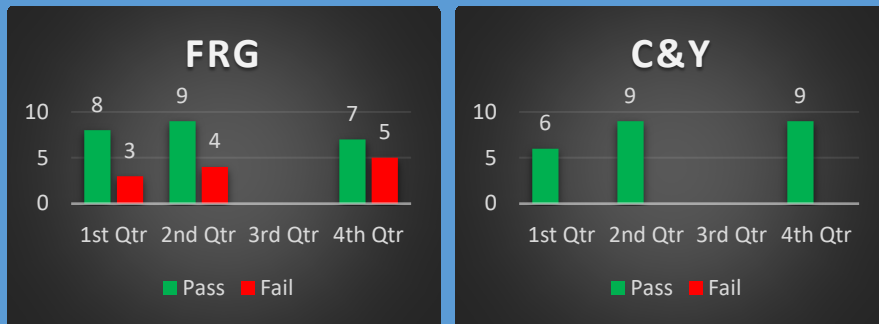
### DNM/IP/MB

No cases were reviewed this quarter.

### Plan



### Quality of Volunteer Paperwork



### DNM/IP/MB

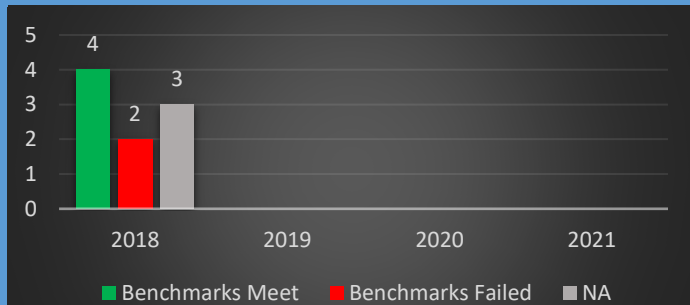
Both the SFRSA and Lead C&Y Coordinator continue to show remarkable improvements in their files.

### Plan

Both programs are eager to find ways to improve their program. This has been seen in their constant improvements and high performance in the file reviews. They have solid plans to continue work in FY20.



### Quality of Strategic Plan



### DNM/IP/MB

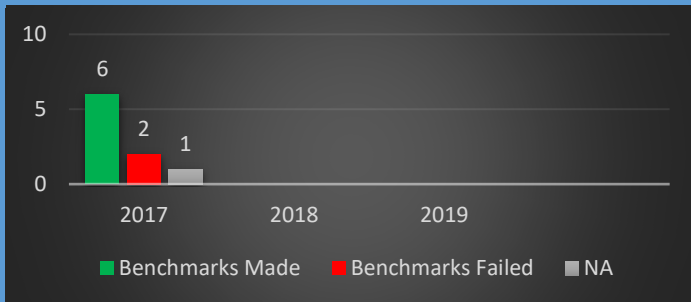
The strategic plan was not reviewed this FY. It will be rewritten sometime this year.

### Plan

A new strategic plan will be written during this FY.



### Quality of SOPs



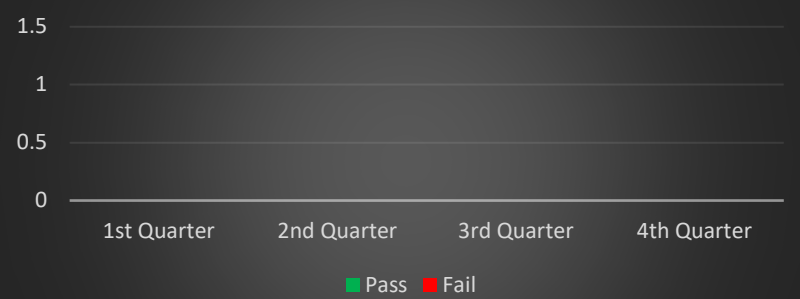
### DNM/IP/MB

The IDNGFP wrote and published a SOP for the first time in three years to meet the standards for accreditation. After reviewing it with the PQI Plan checklist, there are some areas for improvement

### Plan

Due to upcoming changes in Family Programs, a new SOP will need to be prepared.

### Quality of Case Records (ANG)



### DNM/IP/MB

The program manager did not provide their data for the 4<sup>th</sup> quarter.

### Plan

No improvement plan was provided.

### Section Three – Outcomes

*How do we determine Family Assistance Center 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.

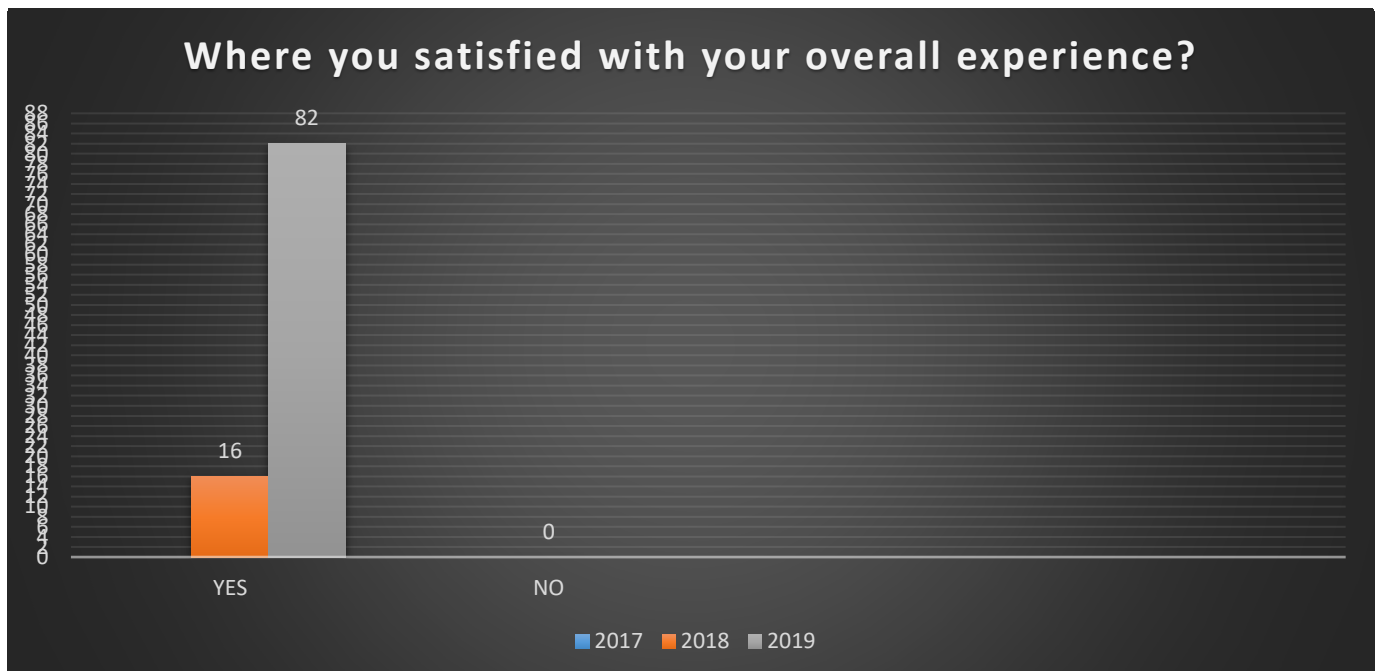
*How do we determine Child and Youth Program Outcomes? – The fine print.*

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.

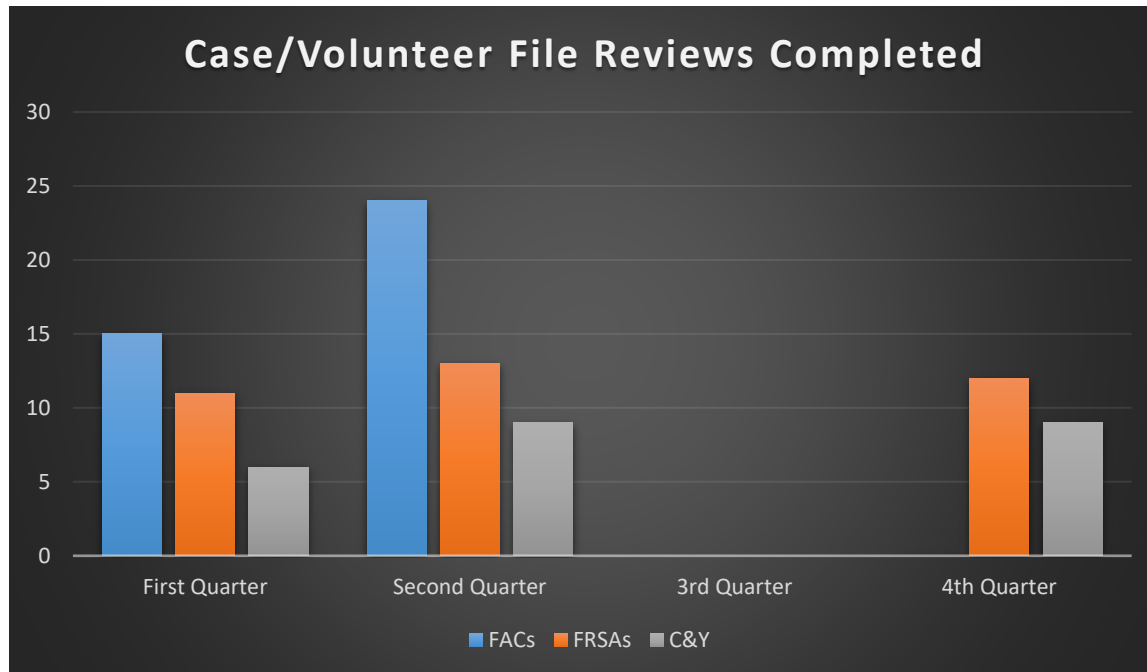
*How do we determine Yellow Ribbon Outcomes? – The fine print.*

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:

“Cassandra and staff are the most helpful resources that are local to me. I don't know what we would do without her. We look forward to any event she is a part of because we know we will take something positive away from it. We are lucky to have her!

Thank you! Family days are expensive so it was awesome to be able to treat our kids! Really appreciate it!

Cassandra put together a great and very well appreciated event once again. I learned of veterans services and organizations I was unaware of and my kids enjoyed a great day besides. Greatly appreciated!

Cassandra once again has done an excellent job. I hope she is properly compensated for the high quality job she has done and with all of her duties

Stephanie Cantrell is a FACS in the Gowen Field Family Programs office in Boise, ID. She helped me figure out a very frustrating Tricare issue with ease, bringing me peace of mind about my benefits. I would come to her again in a heart beat, as she shows genuine care and concern for soldier members and customers and will drop everything to help.

AAR Event Customer Comments:

## **Section Six – Improvement Plans**

The PQI Committee decided to have the programs create a yearlong improvement plan that would be reviewed each quarter.

The program level, Child & Youth and the Family Readiness all completed the improvement plans and they are available upon request. Moving into next year, all programs will again prepare one plan to be reviewed quarterly.

## **Sections Seven – Recognition**

## **Section Eight – Miscellaneous Information**

## **Section Nine – Future Plans**

The IDNGFP is looking into additional funding sources to provide services for financial counseling in North and East Idaho as well as a marketing coordinator.

## **Contact Us!**

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

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