



## **YWCA WEST CENTRAL MI PQI PLAN: Annual Direct Service Plan 2016-2017**

**Introduction:** Several factors contributed to challenges in meeting a number of objectives and tactics this past year. First, we did not factor in the degree to which construction would disrupt our normal activities. Basic issues like the absence of a location for survey questions affected the number of survey responses or the inability to hold group meetings because of the absence of space affected our capacity to provide training to the extent planned. In addition, WEAVE was not refunded for 2015-2016, as a result, the agencies focused on completion of tasks that were left over from the prior funding cycle. WEAVE was renewed for 2016-2017 so some activities identified below will be moved to the 2016-2017 PQI plan. Finally, a decision was made to explore disaffiliation from Girls Inc. This discussion came about, in part, because of a reduction of training available through Girls Inc.

The vast majority of these objectives have been reported on throughout the fiscal year in accordance to the PQI report outs required by our Board Monitoring calendar.

Note that this is a report only on direct services provided for clients. The PQI plan includes strategic planning, board committee engagement; internal safety planning and many other elements are presented separate from this report.

### **A. Staff Training**

**Goal:** We will offer high quality, culturally competent services provided by staff that are consumer-focused and dedicated to the mission, vision and values of the YWCA.

**Strategy:** Recruit and retain staff, interns and volunteers who are of sufficient number, expertise, commitment and diversity in order to carry out the YWCA's mission

**Strategy:** High standards for cultural competency and racism-free principals will be evident throughout the organization

**Objectives and Tactics:**

- To provide resources that allow for expanded internal and external training designed to enhance job skills for all staff (ongoing)
- To contribute to the competency of direct service staff through continuing education unit (CEU) certified trainings that increase their understanding of effective consumer interventions
- To gain therapeutic and advocacy intervention knowledge in serving survivors with intellectual or developmental disabilities we will participate in seek out trainings with our community partners (systems change)

**Outcomes:** Staff will increase knowledge from the training provided: All staff will participate in Culture of Gentleness Training

**Action Steps:**

- 1) In fulfilling an objective in the strategic plan of WEAVE, the Center for Positive Living Supports will present Culture of Gentleness training for the entire YWCA staff, and a separate training for administrators regarding “Leading in a Culture of Gentleness.” Alternately, a similar training is available to all staff members on a monthly basis through one of the WEAVE partners. Going forward, Culture of Gentleness training will be a mandatory element of training during the first year of employment for those interacting with consumers directly. The all-staff presentation will occur prior to September 30, 2017; the participation of new staff in the 2-day training will be ongoing.
- 2) A specific training on cultural competency will be selected and presented to staff. Under consideration at this time, is “Advance Your Cultural Competency in the Clinical Setting: DSM-5® Guidelines, Ethical Standards and Multicultural Awareness”: a four-hour video training presented by Leslie Korn Ph.D., eligible for CE credits, for those interacting directly with clients. This or a similar training will be purchased and presented prior to September 30, 2017. This action pertains to all direct services areas.
- 3) Despite efforts last year, a trauma-sensitive, survivor-informed tool, that was user-friendly to assess for depression self-assessment had not been identified for use in the HEAL program. Efforts toward identifying this tool will continue, and if found and adopted, a parallel training regarding depression (suitable for advocates) will be identified and the

depression-screening instrument will be implemented for HEAL consumers. HEAL advocates will have access to this tool to help facilitate comprehensive service/referral planning.

## **B: Outreach**

**Goal:** The YWCA will expand and deepen our quality of service, while extending our reach to underserved populations.

**Strategy:** Implement outreach and programming to identified underserved populations

**Strategy:** We will develop client feedback mechanisms, which will inform quality services

### **Objectives and Tactics:**

- To provide services to underserved sexual assault survivors in rural communities including the Upper Peninsula
- To continue to enhance collaboration with agencies that provide services to individuals with intellectual and developmental disabilities, including, but extending beyond the WEAVE collaboration
- To provide outreach to agencies providing services focused on LBGTQ+ or homeless youth
- To ensure that resources resonate with the changing needs of our client population, surveys of residents and nonresidential clients will be initiated and repeated annually

### **Outcomes:**

- The YWCA will collaborate with Marquette and Sault Saint Marie to determine the role of the YWCA in establishing NEP programs in the UP..
- The YWCA will begin the process of developing collaborative services with agencies that provide nonresidential services to individuals with intellectual and developmental disabilities (IDD)
- The YWCA will use a client measurement tool, which will: Identify our areas of strength and weakness, improve our practices and demonstrate to funders and other key stakeholders that we are incorporating trauma-informed principles into our work, and use client demographics to track inclusiveness of services, particularly with regard to traditionally underserved populations (LBGTQ, people with disabilities, LEP clients).

## Action Steps:

- 1) The YWCA will participate in a collaborative process with the US Attorney's Office to identify our role in the establishment of NEP services in the U.P. Potentially, this may include training, provision of preceptorships, mentoring through telemedicine, and video conferencing, competence enhancement and, reduction of isolation through participation in YWCA Nurse Examiner Program Grand Rounds
- 2) With models of service developed by WEAVE as a springboard, the YWCA will identify at least three agencies that serve those with IDD with the intent of developing a process, which will enhance their ability to prevent sexual assault with their service population and provide appropriate interventions for survivors.
- 3) By June 2017, The YWCA will have a second report of outcomes using the Trauma-Informed Practice Scales and will create a time-line noting relative improvement to the baseline previously established. The Scales will be implemented at the Wege Sojourner House and through Project HEAL. TIP is offered in English and Spanish. The scales assess the following domains of trauma: Environment of Agency & Mutual Respect, Access to Information on Trauma, Opportunities for Connection, Emphasis on Strengths, Cultural Responsiveness & Inclusivity, and Support for Parenting.
- 4) By January 2017, a therapist with expertise in work with LBGTQ+ communities will be hired
  - An internal LBGTQ+ PQI committee will be formed by March 2017 with a focus on assessment of the organization to ensure an inclusive environment for LBGTQ+ survivors of abuse/assault.

## C. Direct Service Outcomes

**Objectives:** Successful engagement in service should be reflected in these objectives. Specific outcome objectives may be altered with continued use of the Trauma-Informed Practice Scales

### Nonresidential Services

- Reduction in CAFAS scores for children (80% exiting with a score reduction of at least 10 points or remaining sub-clinical in post service score).
- Presence of a Safety Plan for household exiting the program from both crisis and counseling services (80% of all families served)
- Custodial Parents in Safe Connections agreeing that they would use the service again if needed (90% of parents)
- Crisis and Support Group clients agreeing that they have identified more ways to plan for their own safety after contact with the YWCA (80% of completed surveys)

- Crisis and Support Group clients agreeing that they have more access to community resources after contact with the YWCA (80% of completed surveys)

### **Transitional and Permanent Housing--PROJECT HEAL**

Ongoing program outcomes will remain in place. These ultimately reflect the success of the clients within the program.

- Exit from the program into permanent housing (80% of households exiting the program will be entering a sustainable permanent housing arrangement)
- Presence of a Safety Plan for households exiting the services (80%)
- 80% of households will increase total income (earned and benefits) by program exit.

### **Wege Sojourner House**

- 80% of residents staying 5+ days in shelter will complete a Trauma- Informed Practice Survey in an effort to better understand the needs of consumers, and the value of providing them with resourceful information. This will be conducted during our assessment periods for annual comparison
- Residents agree that they have identified more ways to plan for their own safety after contact with the YWCA (80% of completed surveys)
- Following shelter stay, residents agree that they have identified more ways to plan for their own safety after staying with the YWCA (80% of completed surveys)
- Following shelter stay, residents agree that they feel more hopeful about their future (80% of completed surveys)
- Following shelter stay, residents agree that they know more about community resources after staying at the YWCA (80% of completed surveys)
- At discharge, 80% of residents are able to identify that they are moving to a safe environment.
- 75% of moms who are here 5+ days will complete a *Strengths and Difficulties Questionnaire* for each of their children and develop a plan with the advocate on how to support their children.
- Following their shelter stay, 80% of residents with children will strongly agree or feel most of the time that their children felt supported

## **Prevention and Empowerment Service**

- There will be successful completion of 80% of the objectives identified in the Sexual Violence Prevention, Spectrum of Prevention workplan
- Young Leaders for Change will successfully launch with an anticipated participation of 15 girls or more.
- Pre and post testing will be developed for Peace Over Violence and implemented by the winter semester.

## **D. Community Awareness**

**Strategy:** Build a broad community understanding and support for our consumer through brand awareness

### **Objectives and Tactics:**

- To provide mission focused community awareness through engagement with the national YWCA We are On A Mission campaign
- To provide program focused community awareness through development of expanded communication tools
- To provide focused communication internally and externally for underserved populations including LGBTQ+ survivors

### **Outcomes:**

- A new interactive, comprehensive website will be developed by summer 2017
- Marketing material emphasizing diversity and inclusion within the YWCA service environment will be complete by the end of September 2107