

PERFORMANCE & QUALITY IMPROVEMENT

4TH QUARTER NEWSLETTER 2017

HOW ARE WE DOING?

- ◆ Family and youth involvement is a core value of St. Christopher's, and feedback from our stakeholders helps us improve services and programs. In our annual surveys, families identified 5 staff members who they feel have gone above and beyond for their children. *Special thanks to Michele Cole, Shana Dixon, Earnest Greene, Gene Roman and Nicole Weed for your dedication!*
- ◆ Promoting a qualified workforce is integral to our strategic plan, and this quarter showed *100% of our training programs were conducted as scheduled.* To offer even greater opportunities for development, the Agency will now be able to present a host of online trainings through a new system called Relias.
- ◆ All new hires spend 6 months on probation in order to ensure that they are a good fit to work with our residents and staff and that they represent the core values of the Agency. *Since July 90% of new hires successfully passed the probation period!*
- ◆ Your participation in the intake process is key in making youth feel at home, even just by giving a friendly hello to prospective families while they are waiting for their interview or on a campus tour. *An additional 26 youth were admitted to St. Christopher's over the past 3 months!*
- ◆ The holiday season is always a perfect time to show gratitude and giving. This quarter, *30 new friends of St. Christopher's* volunteered at the Dobbs Ferry Thanksgiving dinner! Paying it forward, *92% of Dobbs Ferry youngsters gave back to their community by volunteering or participating in a community service activity.*
- ◆ Thanks to our Operations and IT Departments, *an upgraded phone system was installed making communication even easier.* You will hear the new telephone message when you call!

GREAT JOB!