

PERFORMANCE & QUALITY IMPROVEMENT
3RD QUARTER NEWSLETTER 2017

HOW ARE WE DOING?

- ◆ In September OCFS spent a week with us reviewing our programs and facilities, speaking with staff, youth and families and even participating in New Windsor's Color Run! Thanks to all for making this week a success!
- ◆ Service planning meetings are important for youth, families and staff to set goals for the future. Thanks to the diligence and care of our Clinical staff 90% of these meetings were held on time and the majority had residents and parents in attendance.
- ◆ With our new fleet management program in effect we are more committed than ever to practicing safe and responsible driving. This quarter showed the fewest number of motor vehicle accidents all year.
- ◆ Hiring the "right" staff is critical to the success of St. Christopher's. Thanks to your connections 29% of new hires were your referrals.
- ◆ Kudos to our Medical, Clinical and Executive teams for completing 100% of performance evaluations for their departments. Aligned with our strategic plan, we have partnered with NYU graduate students to create a brand new evaluation tool for 2018 – be on the lookout!
- ◆ Have you been following our St. Christopher's, Inc. Facebook page? If so, you've seen many posts and photos about the exciting activities happening at our campuses and in the community. This quarter we have received the highest number of "likes" in over 3 years!

