



PERFORMANCE AND QUALITY IMPROVEMENT

2024 ANNUAL REPORT

Records Review Committee

Records Review evaluates the presence, clarity, quality, and continuity of required documents using a uniform tool (individual checklists) to ensure consistency. Percentages are tracked both before and after corrections are made by staff to provide a better representation of accuracy.

In 2024, 100% of records were reviewed in all programs. Improvements made during 2024 are:

- All resident files have transitioned to ExtendedReach
- Boysville continues to use and update electronic signatures
- Records Review Checklist updated to reflect the paperless system
- Programs have implemented internal audits to maintain compliance
- The Foster Care Program has transitioned all training documents into a separate file for ease of tracking

The focus for improvements in 2025 are:

- Responsibility and consistency of updating items in ExtendedReach
- 100% compliance with Medical, Dental, and Vision exams and screenings
- Continued improvement and coordination for Foster Parent/Home Training compliance
- Review and updates for Records Review Checklists as programs transition to ExtendedReach
- Committee process improvements to include unannounced file selection for audits and scheduling meetings for the Records Review Committee

Peer Case Review Committee

Peer Case Review analyzes and evaluates clarity, contents, and continuity of records to determine if children's needs and strengths are being assessed appropriately. Workflow and aggregate reports from ExtendedReach are also retrieved for review of the timeliness of intakes, service plans, and family involvement.

Caseload sizes are also evaluated and reviewed to ensure manageable by case management. 100% of all case manager's caseloads were manageable throughout 2024 and within COA and TDFPS requirements.

Boysville's program administrators attended the Texas Alliance Conference, eR Conference, ClarityCon Conference, and Families Rising Conference. Staff also attended various off-site trainings throughout the year.

Boysville Program Case Managers participated in job-specific training: Service Planning, Goal Development, Meeting Deadlines, and Documentation.

Peer Case Review Focus for 2024

- Ensure working workflows within ExtendedReach for Plans of Services, Quarterly Reviews, Chronologicals, and Personal Belongings list.
- Quarterly training for case management staff regarding COA, Licensing, Contract and YFT standards
- Reviewed 100% of files within all programs during 2025

TRAINING TOPICS COVERED IN 2024

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| <ul style="list-style-type: none"> • Combatting Cyber Threats • Transportation • Trauma Related Behaviors • Preparing for Disasters • Normalcy in Foster Care • Compassion Fatigue • Child Development | <ul style="list-style-type: none"> • Reporting/Recognizing Abuse and Setting up a Safe Environment • COA Introduction • General Safety/ Communicable Diseases • Substance Use within the Youth Population • Cultural Diversity • Prudent Parenting | <ul style="list-style-type: none"> • Back to Basics • How to Spot the Signs of Sexual Exploitation for Agency Staff • Sleep Safe/SIDS • Conflict Management/ PEACE Culture • Water Safety • Active Shooter • Domestic Violence | <ul style="list-style-type: none"> • Confidentiality/HIPAA • Conflict of Interest/ Client Rights/Policies • TBRI • Raising a Healthy Eater • Vaping Facts and Statistics for Adolescents • Digital Wellness • Advocacy |
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TRAINING FOCUS FOR 2025:

- Boysville will focus on streamlining the New Hire Orientation, Pre-Service, and Training Coordination.
- Boysville programs continue to have in-cottage TBRI (Trust Based Relational Intervention) reviews.
- Boysville programs will streamline training to meet requirements for T3C and all SSCCs.
- Boysville will roll out a new Human Trafficking Training to meet T3C requirements.

Safety Review Committee

The Safety Review Committee conducts a quarterly review of all issues regarding employee and client safety by focusing on facilities and risk management. Reports reviewed within this committee include Health and Fire Inspections, Licensing Audits, Incident/Accident Reviews, Environmental, Health and Safety Audits, Medication Storage and Record Keeping Review, Disaster and Evacuation Plans, Facility Maintenance, and Training Materials.

Boysville conducted a lockdown drill and off-campus evacuation drill in 2024. All staff were trained in Evacuation and Emergency Preparedness and the phone tree is consistently updated as changes occur.

Safety Inspections that occurred in 2024

- Annual Fire Alarm Panel Inspection
- Fire Extinguishers Annual Inspection
- Annual Fire Safety Inspection
- Annual Fire Suppression System Inspection
- Semi-Annual Fire Hood Inspection

During 2024 several campus improvements were completed:

- The New Roads project was completed
- Renovation of two cottages was completed/new flooring
- New Driveways for all cottages were completed
- New appliances for the Cottages and Gym were purchased
- New vans were added to the current fleet.
- Monitoring Cameras were added to the MinT program and Holzapfel Apartments
- Cottages have implemented a morning check-in/inspection
- A farm-to-table garden was developed

Risk Assessment – Administrative Review Committee

The Risk Assessment – Administrative Review Committee meets quarterly to assess areas that pertain to the administration of Boysville. The purpose of this committee is to allow for the evaluation of and protection against those risks that would result in the loss of physical, human, and financial resources. The Committee reviews reports including Employee Satisfaction Surveys, Staff Grievances, Stakeholder Surveys, Demographic Profiles, Staff Exit Surveys, Staff Retention, Financial Reviews, Insurance and Liability Reviews, Human Resources Annual Audit Review, and External Evaluations.

Due to the Employee Satisfaction Survey results, Boysville re-implemented the Employee Recognition Program to improve communication, conducted Conflict Management training, and conducted a Team Building Scavenger Hunt to improve staff morale.

Boysville successfully transitioned client database services from Evolv-CS to ExtendedReach. The new database has been 100% integrated within all programs and allows for programs to become paperless. Boysville successfully conducted a campus-wide upgrade to fiber connections for all cable, internet, and phone usage. This upgrade also allowed for all connections to be managed in one central location, allowing for ease of repairs when needed.

Boysville Implemented a master calendar. The implementation of this calendar allows for all administrators to be informed of all events/activities that take place on campus in one central location.

Boysville hired a Chief Operations Officer to oversee all programs on campus.

Boysville was audited by Youth for Tomorrow, TDFPS Licensing, Belong, and TDFPS Contracts. The Council on Accreditation re-accreditation process has begun and will be finalized in summer 2025.

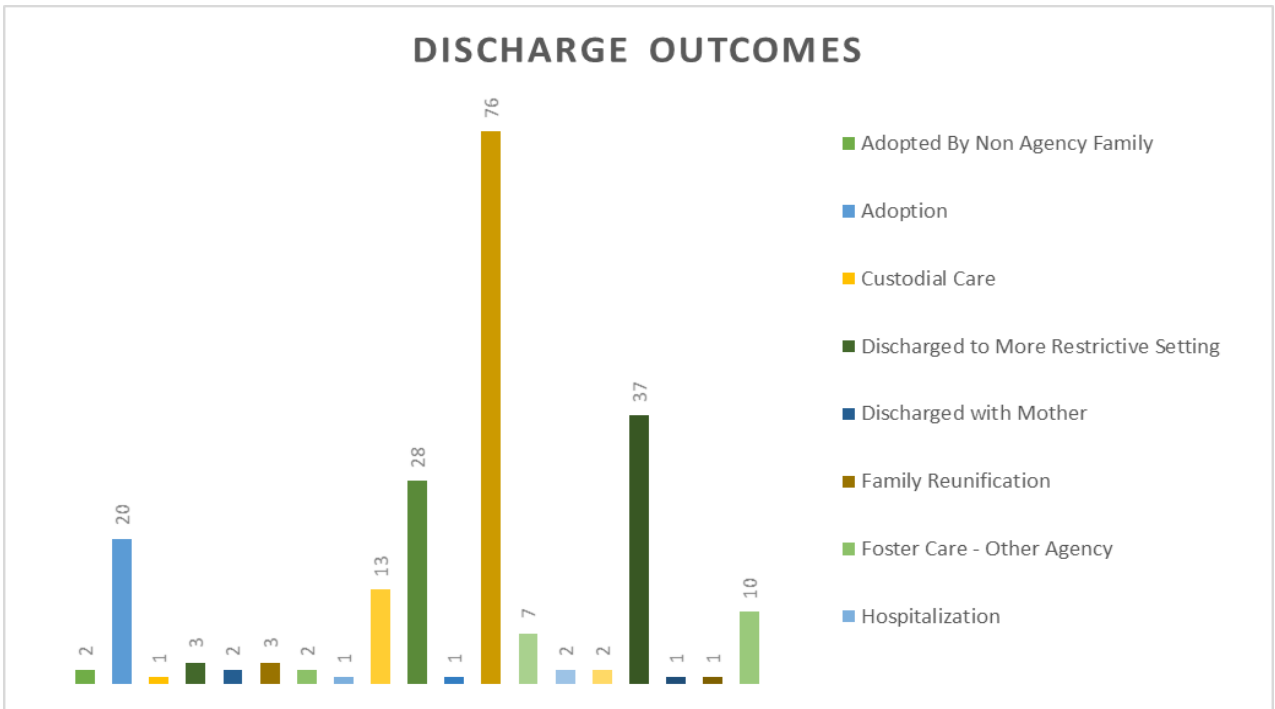
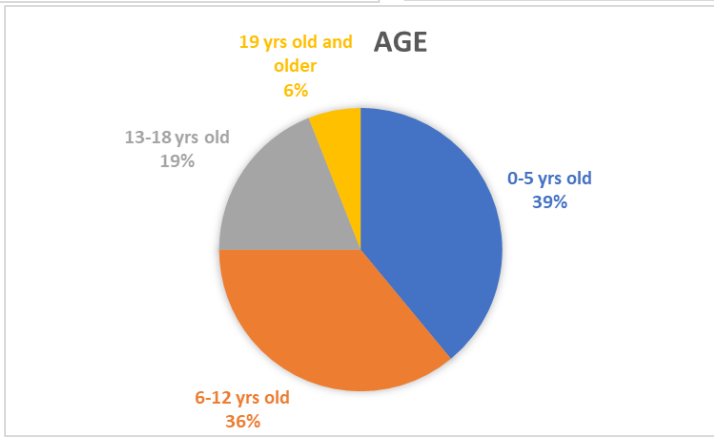
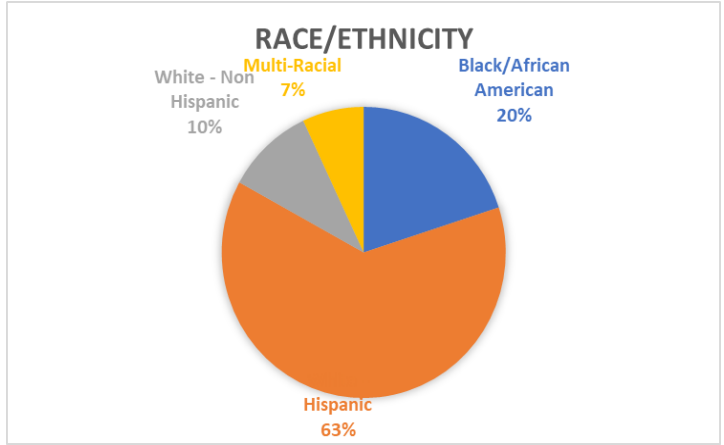
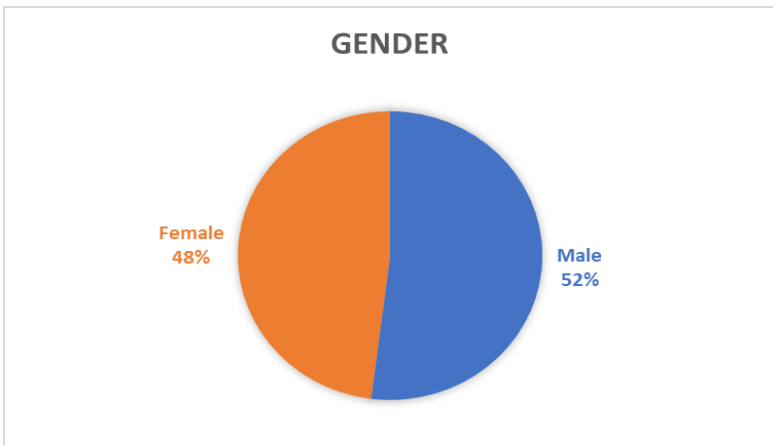
Risk Assessment - Administrative Review Committee Focus for 2025

- Complete preparations for COA Reaccreditation
- Transition from to Microsoft 365
- Track additional outcomes for monitoring
- Enhance services and user ability within ExtendedReach
- All staff will obtain a Boysville email to streamline electronic signatures for DFPS forms
- Transfer dead files to vacant building for additional storage in program offices
- Transition 100% Foster Home files into ExtendedReach

Risk Assessment - Practice Review Committee

The Risk Assessment – Practice Review is conducted to assess areas of practice that affect our clients and determine areas of improvement. The Risk Assessment/Practice Review Committee utilizes representatives from performance quality improvement, therapeutic services, parenting programs, support, direct care, and program staff. The committee members will review Program Outputs, Incident Reports, Manual Restraints, Behavior Management Practices, Medication Reports, Treatment Modalities, Child Grievances, Client Satisfaction, and Client Outcomes.

There were a total of **287** residents served within the Emergency Shelter, Foster Care, Residential Care, Mint, and Independent Living Programs (All Programs) with an average length of stay of 182 days.



During the 2024 year, the following improvements were made:

- Residents were provided an anonymous email/website allowing them to submit any feedback or grievances electronically
- Staff were provided an anonymous email/website allowing them to submit any feedback or grievances electronically
- More activities and events were scheduled through the recreation department
- More lifeguards were hired to allow the swimming pool to be open the entire summer and with longer hours
- Boysville has implanted a night monitor for all cottages on campus
- Residents received new clothing in the middle of the school year and as needed.

YOUTH SURVEY: 100% of residents within all programs are provided individual (in-person) surveys to ascertain satisfaction with care, service, and treatment. This data is compiled and submitted to the Risk Assessment – Practice Review Committee for review.

Patterns/Trends from the 2024 Youth Survey:

- Residents feel their culture is respected and feel safe
- Residents feel they have someone they can talk to
- Residents feel as though they are cared for by the staff that work at Boysville
- Residents feel as though they have more fun activities to participate in
- Residents enjoy having single rooms to themselves and not having to share
- Change requests: would like cars instead of vans for transporting individuals vs. groups.

**Risk Assessment - Practice
Review Committee
Focus for 2025**

- Update Client Satisfaction/Exit Survey
- Update Residential Council procedures and participate requirements
- Update/Improve client outcomes