



Quality Management Report

January 2009-March 2009

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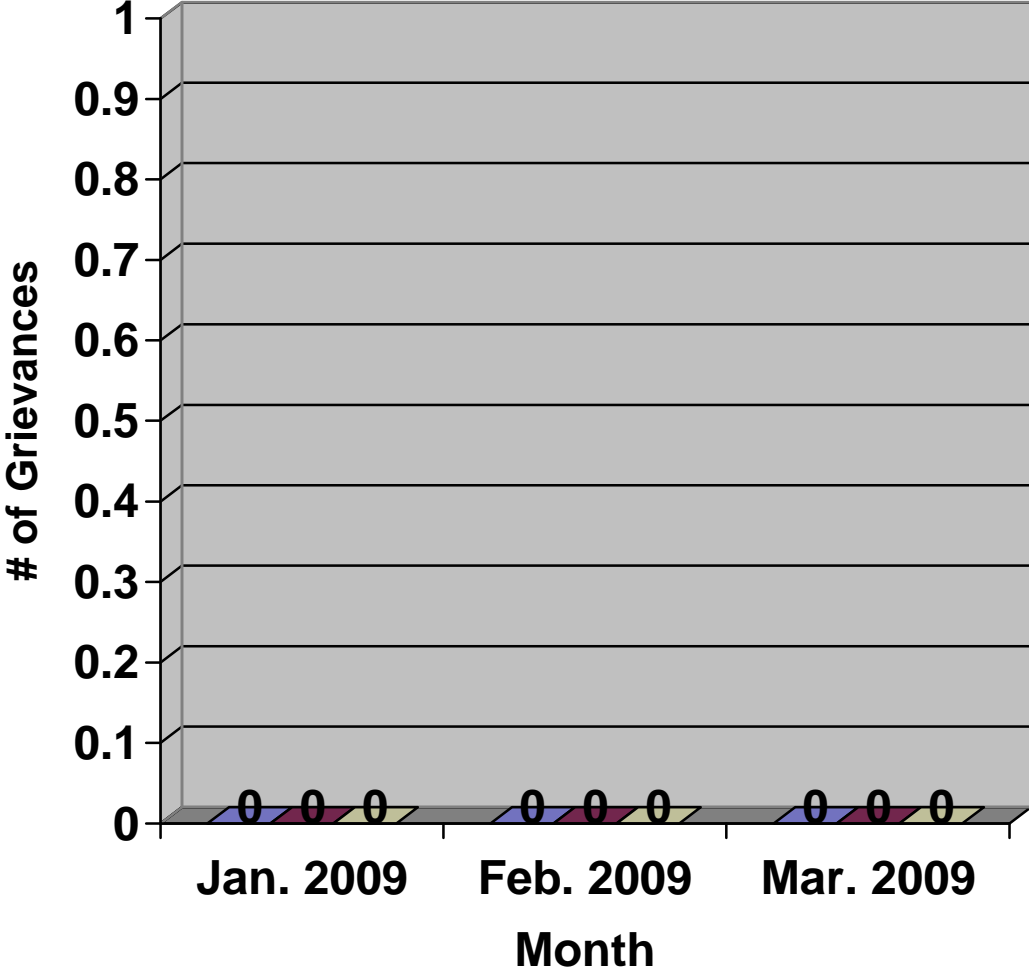
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Section I: Client Grievances

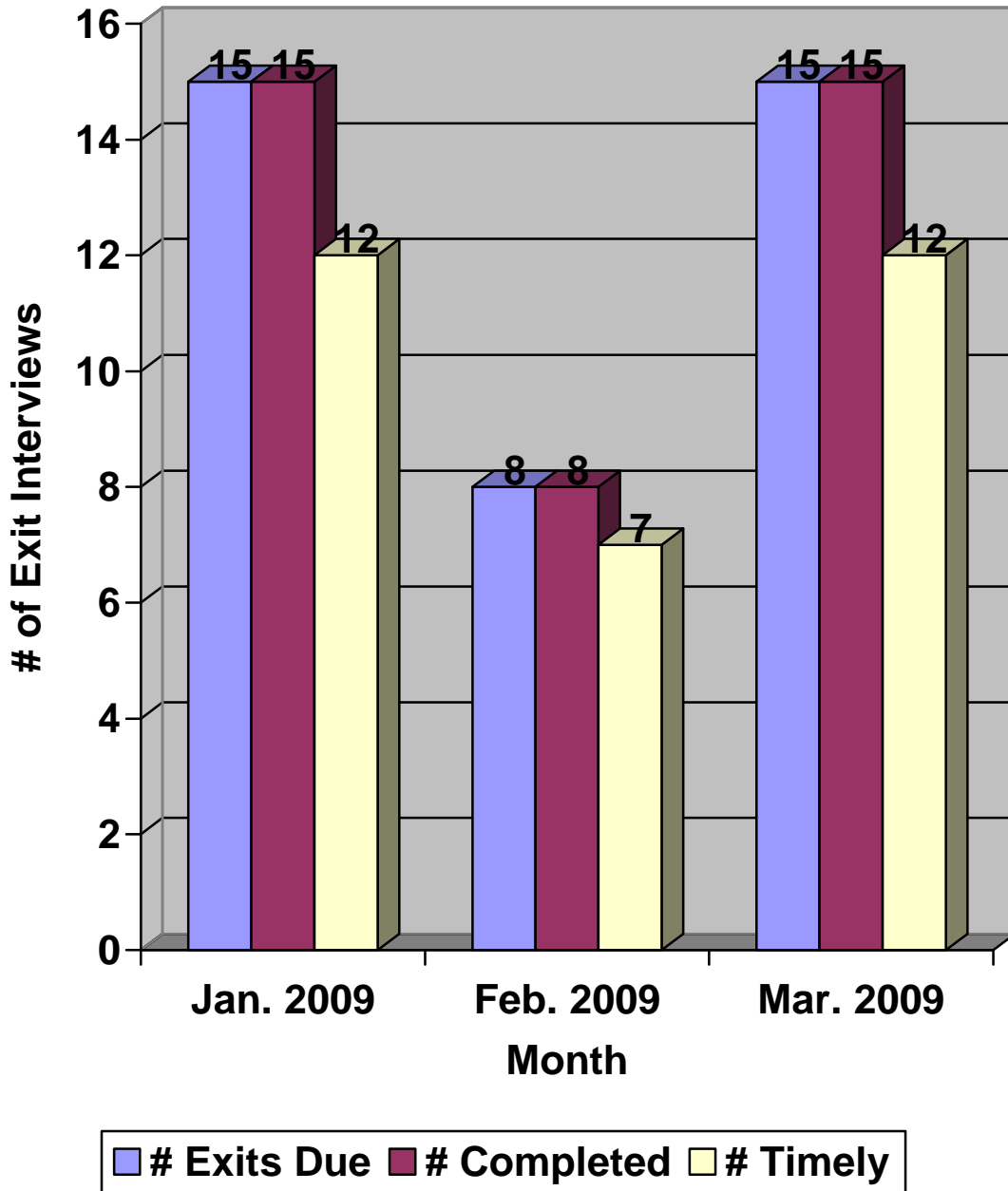
Client Grievances Submitted



Submitted **# Timely** **# Resolved**

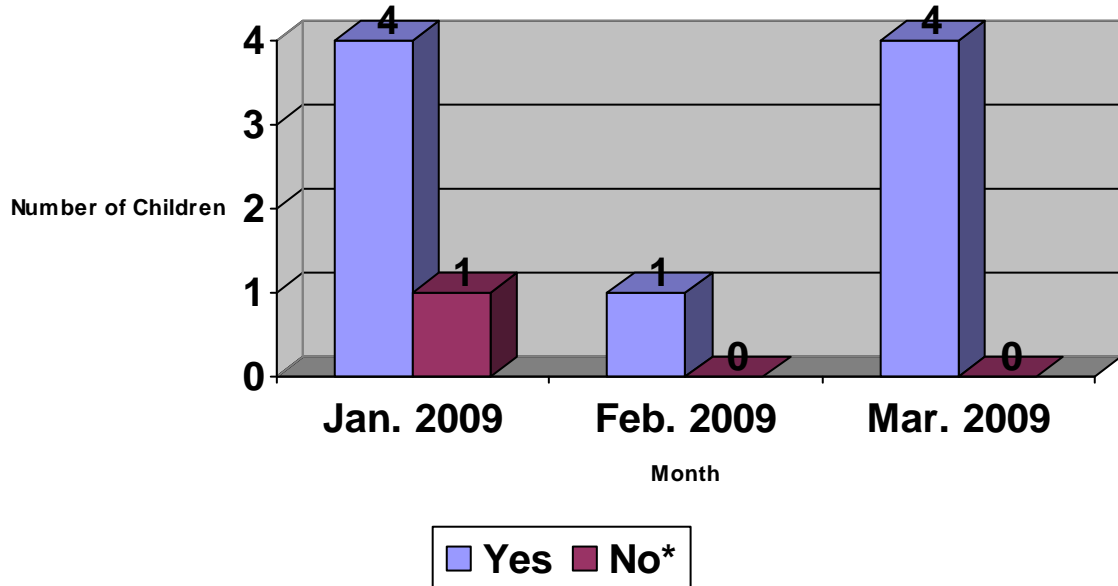
Section II: Exit Interviews

Exit Interviews Completed



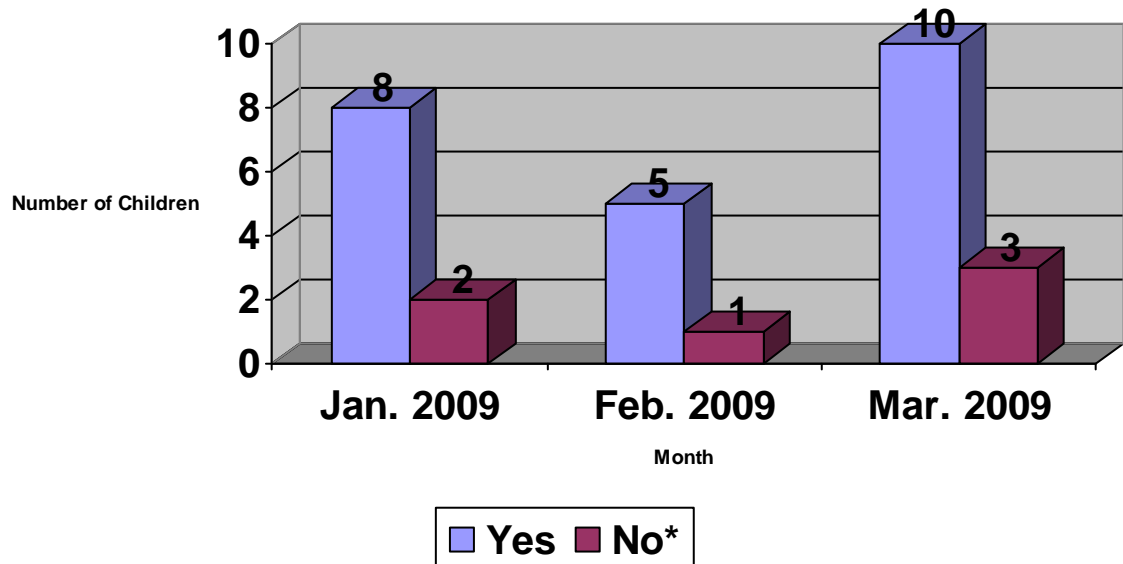
Children Feeling Safe in the Placement

KFF Foster Homes



*1 survey stated that child did not feel safe because the child heard things at night and was afraid someone was in the house.

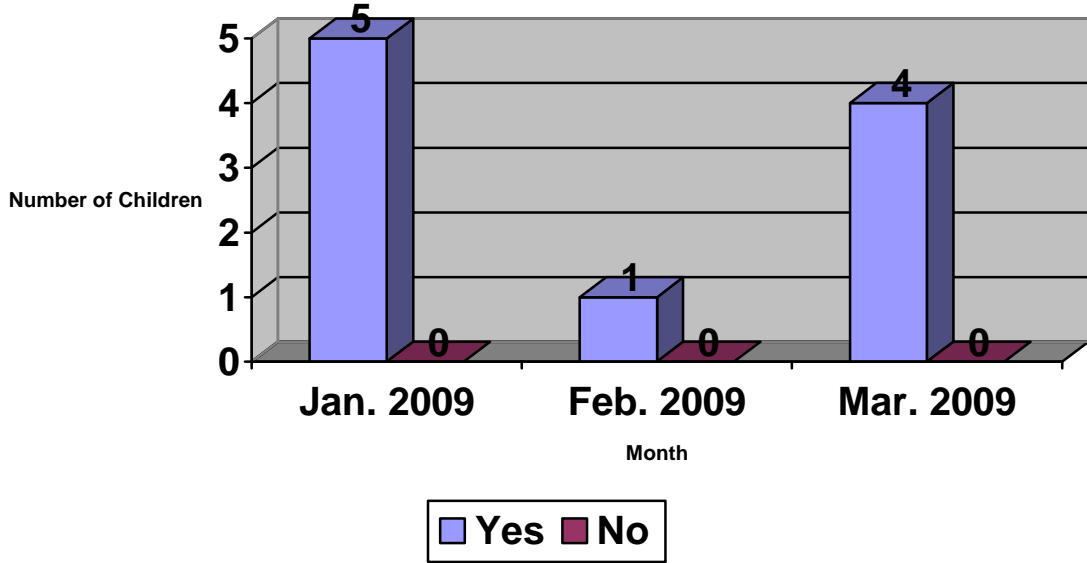
Other Foster/Group Homes



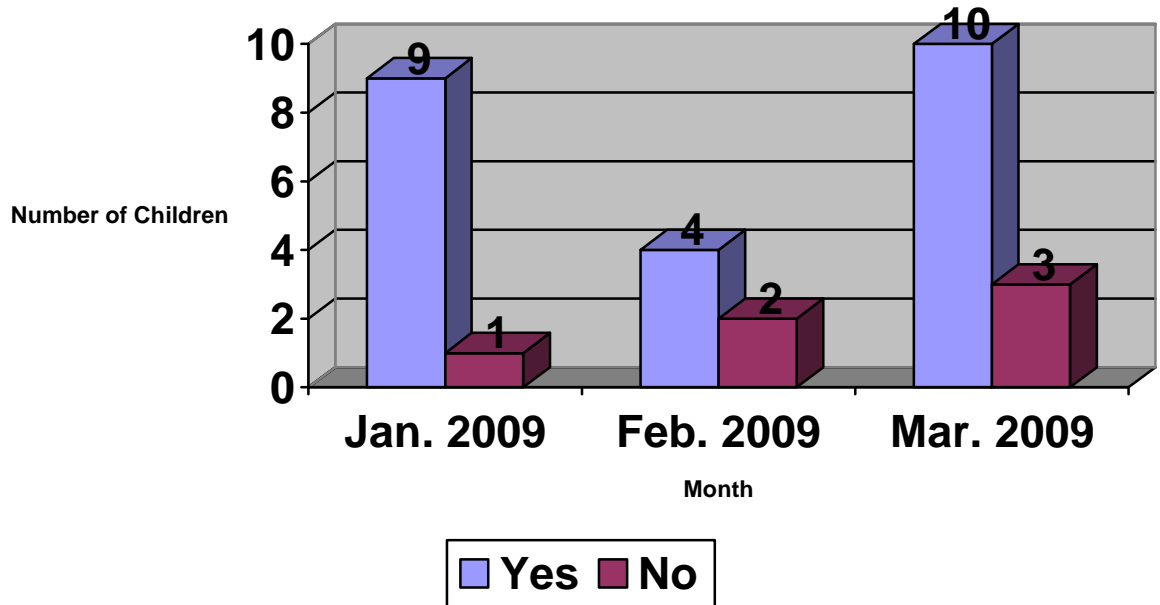
*1 Jan. survey did not state reason why child didn't feel safe and 1 Jan. survey stated that the child did not feel safe due to nightmares. 1 Feb. survey stated that did not feel safe because child felt threatened by foster parents' grandson. 2 March surveys did not state reason why child didn't feel safe and 1 survey stated "they wouldn't do anything to protect us."

Children Satisfied with the Placement

KFF Foster Homes

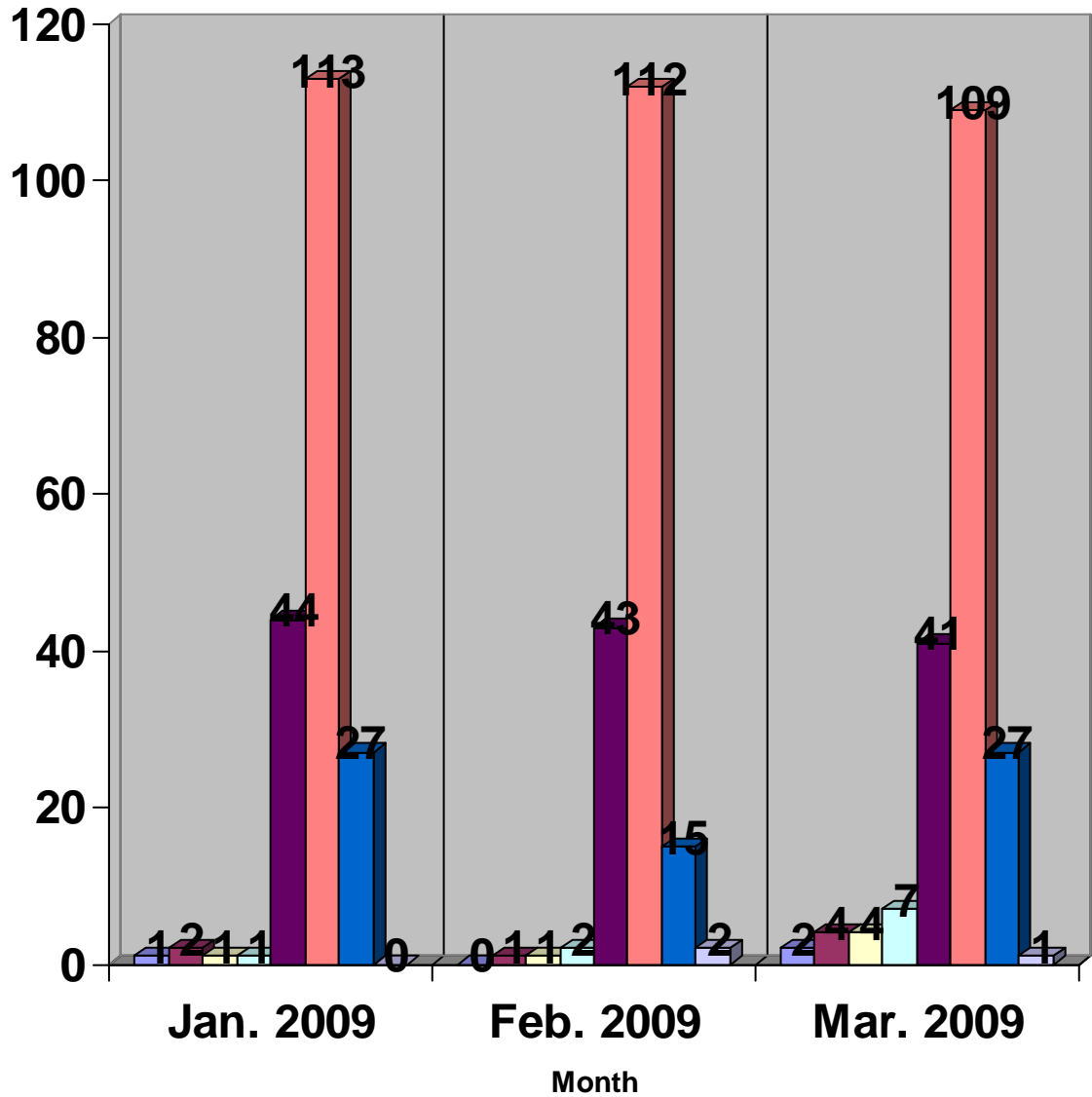


Other Foster/Group Homes



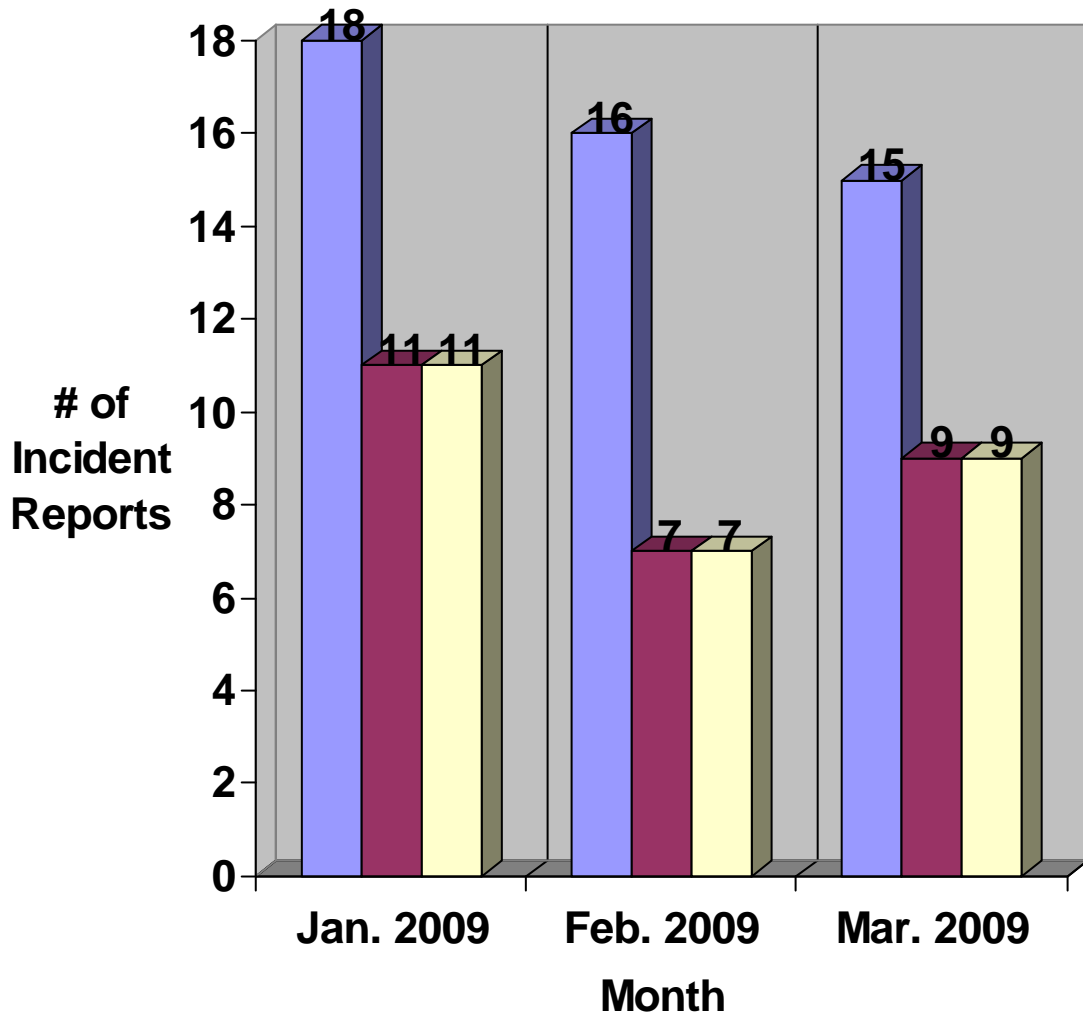
Section III: KFF Foster Homes

Status of KFF Foster Homes



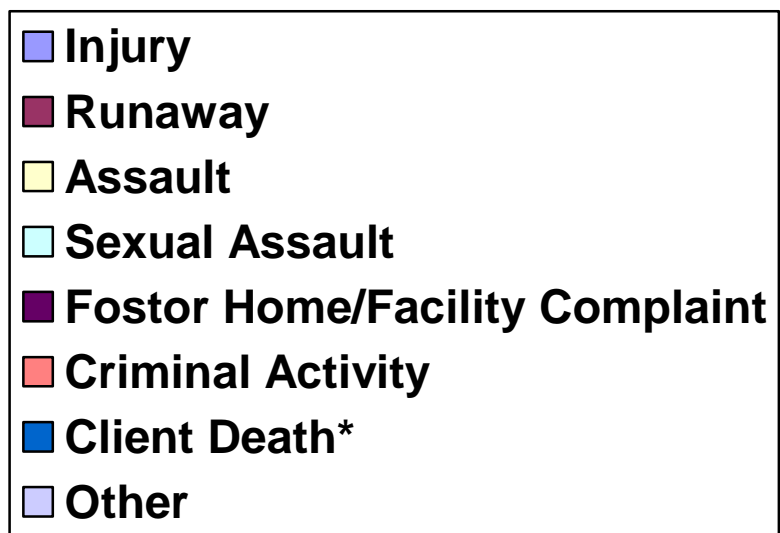
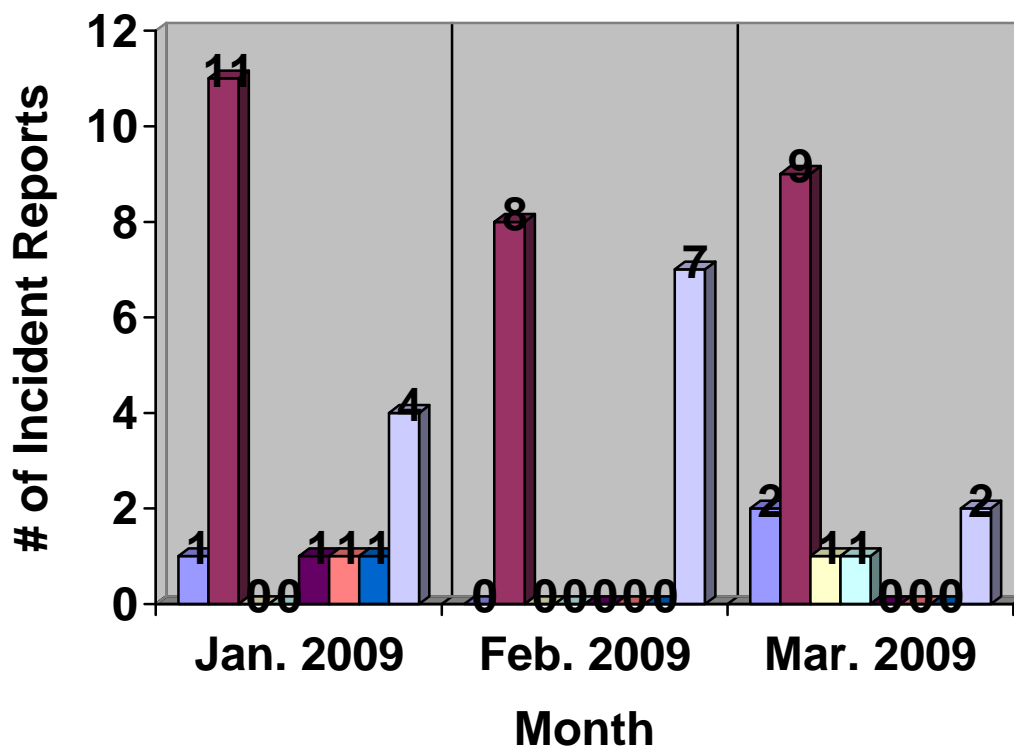
Section IV: Incident Reporting

Incident Reports Submitted



■ # Completed ■ # Sent to DCF ■ # Timely to DCF

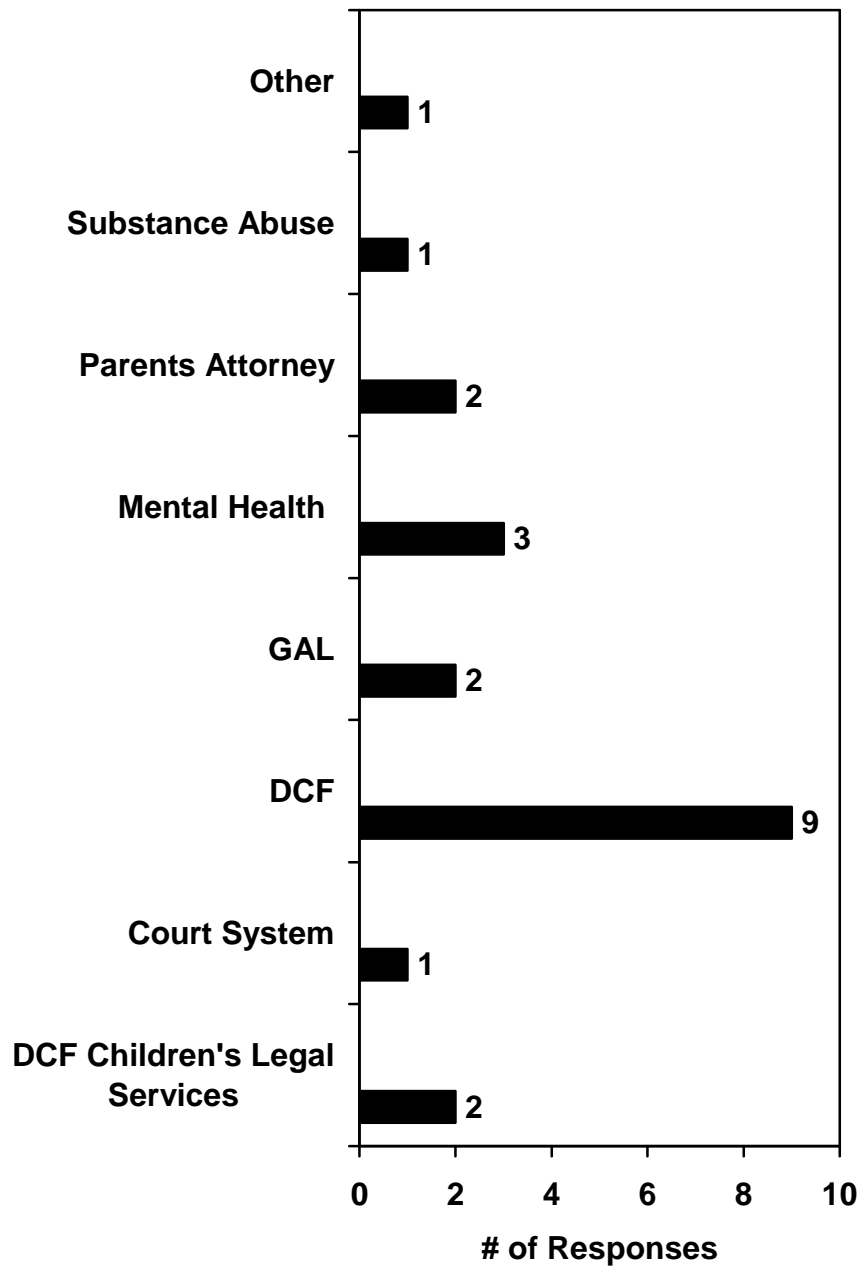
Incident Reports by Category



* The death of an infant resulted in verified findings of child death. The parents were identified as the perpetrators.

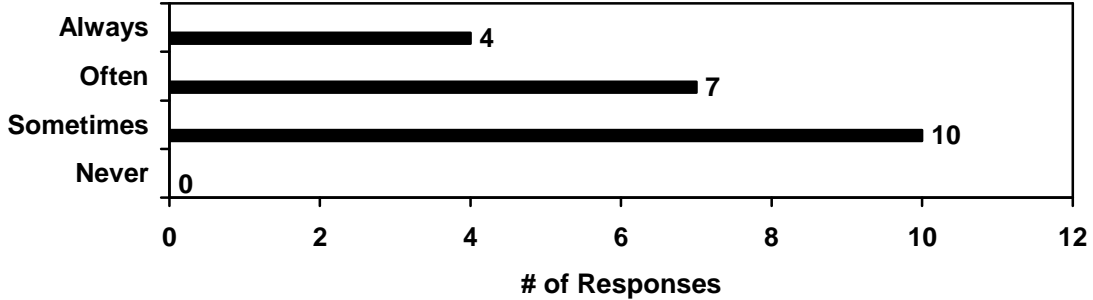
Section V: Stakeholder Satisfaction Surveys

Areas in Which Respondents Work

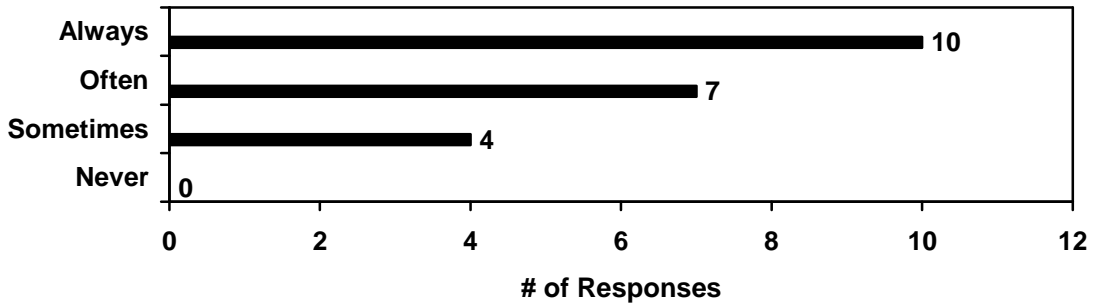


Summary of Responses

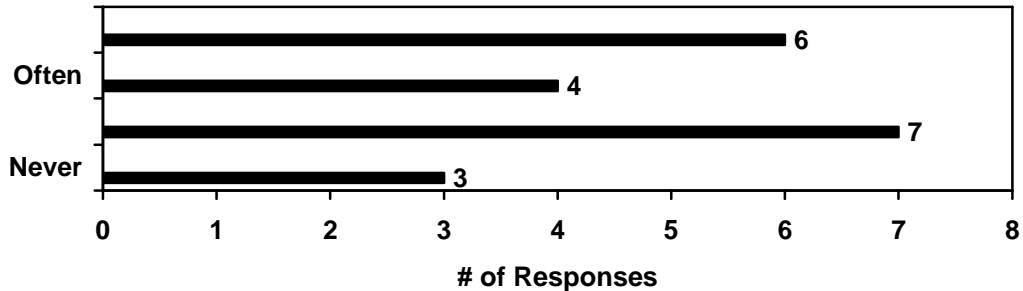
1. KFF staff is easily accessible and respond to my telephone calls or letters in a timely manner.



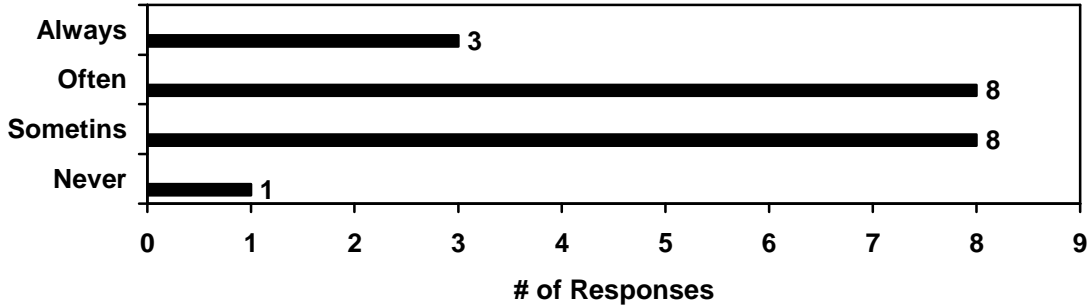
2. KFF staff is courteous and knowledgeable in their interactions with me and my agency.



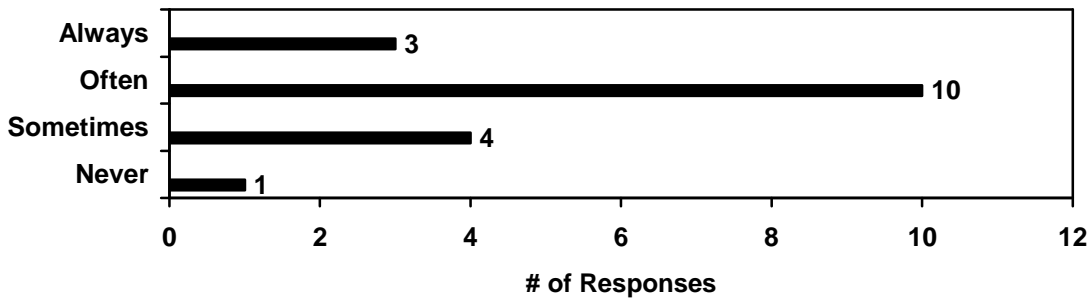
3. KFF staff notifies me in advance when they need reports, information, recommendations, or letters from me.



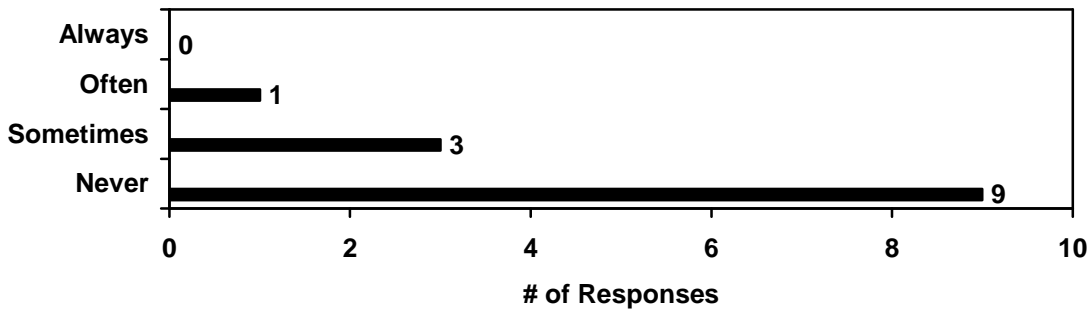
4. When requesting information from KFF, I receive it in a timely manner and the information is comprehensive and current.



5. KFF staff develops and involves community based resources/services to assist families in becoming safe, stable, and sufficient.



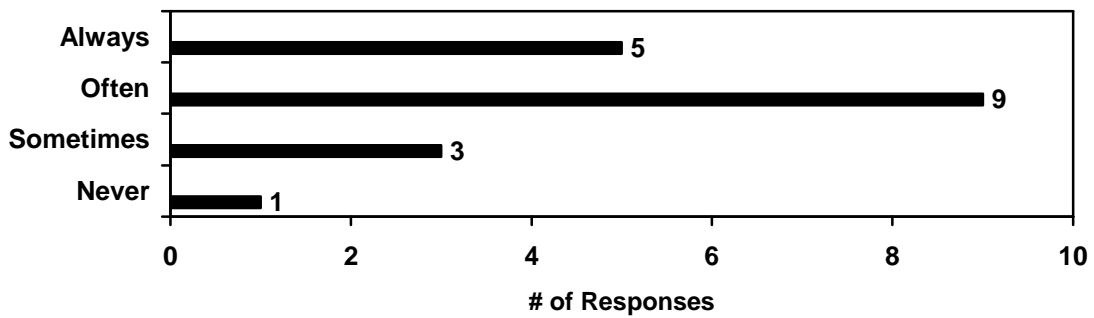
6. I have been informed of Family Team Conferencing and I have been invited to participate in Family Team Conferences.



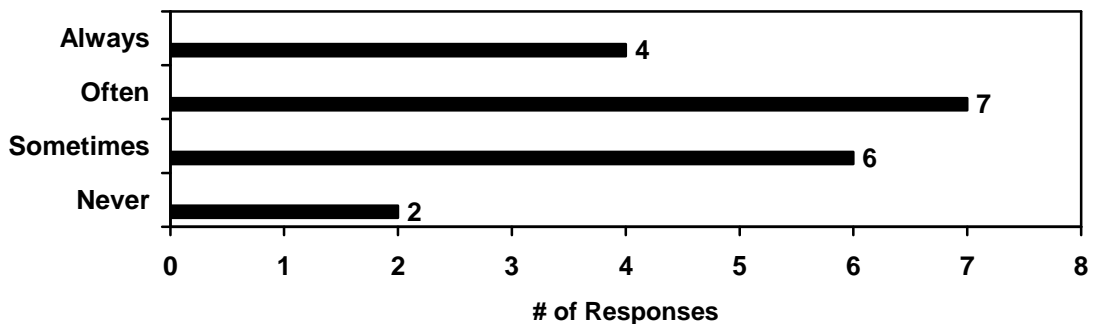
7. When I have been invited them, KFF staff attends meetings and they come prepared with helpful information.



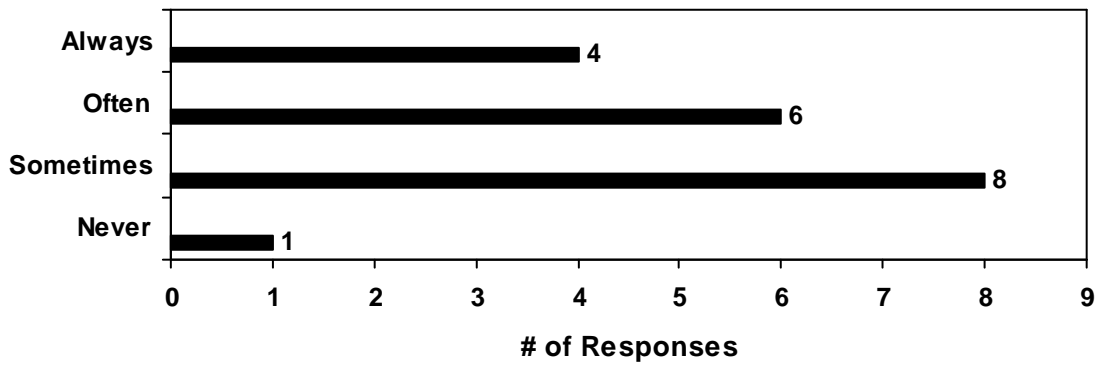
8. My opinions and recommendations are considered by KFF.



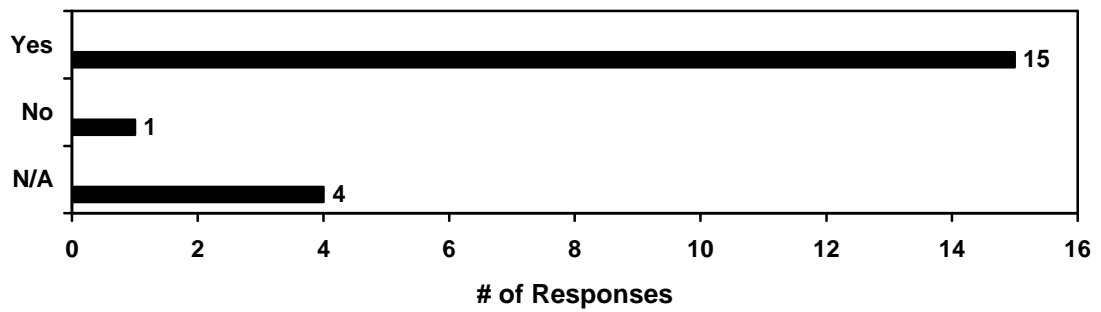
9. I believe the services that my client receives from KFF are helping them to address their identified needs.



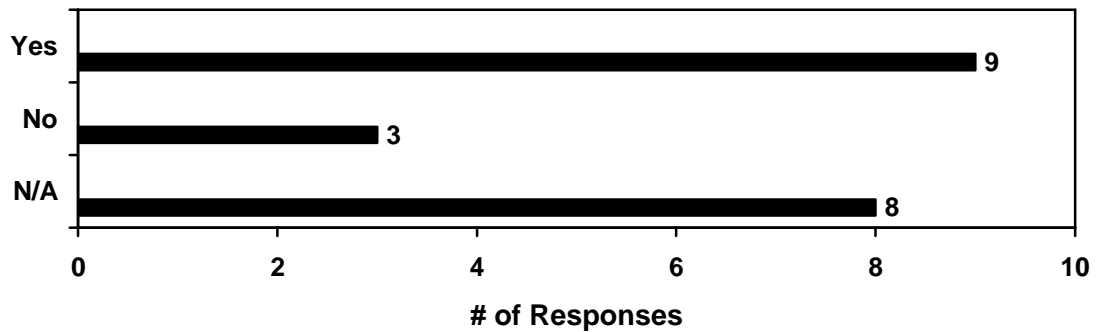
10. KFF ensures services and supports to the family are provided in a coordinated manner.



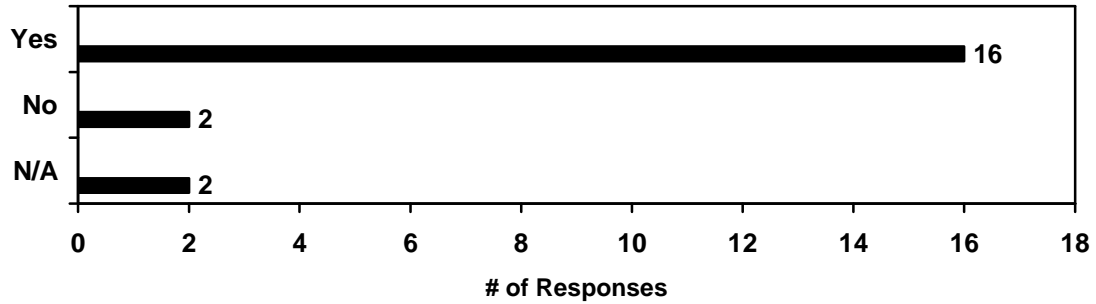
11. KFF ensures safety and well-being of children.



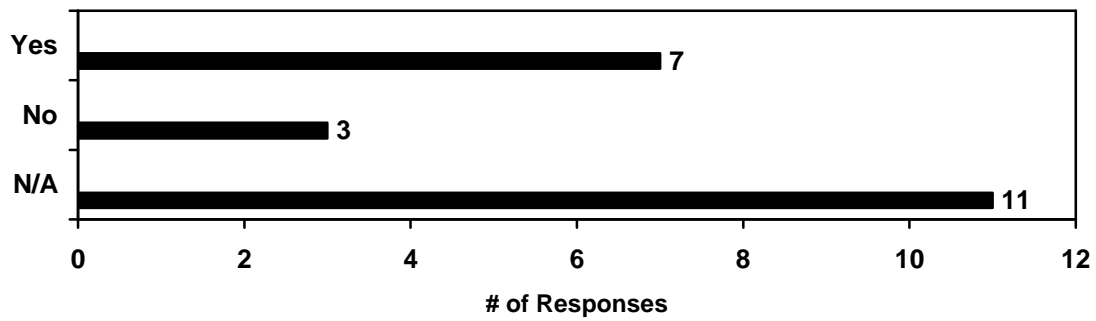
12. Placement changes for children occur only after careful planning and concern for preserving a sense of continuity.



13. I have a clear understanding of KFF family support system and my role in the process.



14. The KFF emergency/after hour's on-call system is effective and efficient.



15. Overall, I am satisfied with the services provided by KFF.

