



Creating Excellence at MAPS Worldwide: A Quarterly Report for Stakeholders

PQI = Performance & Quality Improvement

Our PQI plan maintains compliance with the standards, policies, and licensing regulations that govern our services and programs. It ensures that clients are provided with resources that are consistent with our goals, mission, and values. MAPS has developed an organization-wide Performance & Quality Improvement Program that promotes quality services and supports continued improvement. It is spearheaded by the Performance & Quality Improvement Committee, which works with the Board of Directors, CEO, management team, staff, and stakeholders to monitor, evaluate, and improve client services.

Service Areas

This PQI newsletter provides an update on our progress toward goals in six service areas:

- Adoption Programs (domestic and inter-country)
- Adoption Services (home study and post-placement reporting)
- Pregnancy Support Services (pregnancy and birth parent counseling)
- Residential Services: Stepping Stones Centers
- Shelter Services: StepUP! Shelter and Transitional Services
- Fundraising and Financial Services (Department of Humanitarian Aid and Advocacy)

Unless otherwise stated, all data is for the quarter ending March 31, 2010

Adoption Programs and Adoption Services

- The first child was placed through our new China Waiting Child Program.
- After adding additional staffing dedicated to marketing and outreach to adoptive families and birthmothers, adoption applications increased by 38%.
- Our post-adoption services staff provided eight phone consultations.
- We made 72 contacts through community outreach.
- 19 domestic placements have occurred year to date, exceeding the goal of 18 for the fiscal year.
- Staff members completed 14.5 of the 15 hours of training required for the year under Hague regulations.
- We completed 25 inter-country placements in the first three quarters toward the annual goal of 64.
- Spaulding trainings increased, with a total of 364 participants this year during 14 trainings.

Pregnancy Support Services

- Outreach efforts resulted in an increase in pregnant women contacting counselors at MAPS and requesting information about My Choice.
- We increased community outreach efforts to 26 hours per week (compared to goal of 16 hours.)
- We obtained a mental health clinic license that enables reimbursement for post adoption support and counseling, a new revenue source.
- An additional staff member was trained to provide information about our services through the Spaulding grant, expanding visibility of our birthparent services throughout Maine.
- Due to the poor ratio of birthparent referrals to placements completed, we are evaluating the cost vs. benefit of accepting high risk out-of-state placements.

StepUP! Shelter and Transitional Services

- Occupancy rate at the Portland Shelter was 123%.
- Occupancy rate at the Bangor Shelter was 91%.
- 100% of women who left our shelters transitioned into safe, appropriate, affordable and permanent housing.
- 100% of exiting women received information and assistance with mainstream resources.
- Life skills groups are ongoing at both shelters with an average attendance rate of 95%.

Residential Services: Stepping Stones Centers

- We achieved a combined 102% occupancy in the five programs; goal was 90%.
- 100% of parents identified with substance abuse and/or mental health issues at intake received treatment.
- 100% of children in the program attended groups to help with attachment, trust and developmental issues.
- 100% of children entering with a parent engaged in services to address unhealthy family patterns exhibited healthier attachment compared to when they entered the program.
- We now have five sites open and operating: Houlton, Bangor, Hinckley, Harington and Saco, Maine.

Fundraising and Financial Services

As of the end of this quarter, we have raised a YTD total of:

- \$91,881 through annual appeals, or 88.4% of our target goal.
- \$34,000 from foundations and corporations, or 42.5% of our target goal.
- \$52,142 through workplace campaigns, or 113 % of our target goal.
- \$178,023 through all campaigns, or 71.2% of our target goal.

If you have questions about our Performance & Quality Improvement Program, please contact Shana Pike: shanap@maps-worldwide.org or (207)775-4101.