

PQI = Performance & Quality Improvement

The MAPS Worldwide PQI plan provides a comprehensive system designed to maintain compliance with all applicable standards, policies, and licensing regulations that govern each of our services and programs. It ensures that clients are provided with resources that are consistent with MAPS' goals, mission, and values. MAPS has developed an organization-wide Performance & Quality Improvement Program that promotes quality services and supports continued improvement. The program 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 quarterly PQI newsletter provides an update on our progress toward goals in five service areas:

- Adoption Programs (Domestic and Inter-country)
- Adoption Services (Home Study and Post Placement Reporting)
- Pregnancy Support Services (Birth Parent Counseling)
- Residential Services (Stepping Stones and StepUP! Shelter Services)
- Fundraising & Financial Services (Department of Humanitarian Aid & Advocacy)

GOALS & OUTCOME OF LOGIC MODELS, JULY 1– SEPTEMBER 30, 2009

For each service area, logic models have been created to monitor achievement and identify key areas for improvement:

Adoption Programs and Adoption Services:

- We completed six domestic adoption placements within the first quarter. Our annual goal is 18.
- On October 1, 2009, we will open our Post Adoption Services program.
- Staff members have completed six hours of training on adoption-related issues toward the 15 hours required for the year.
- We completed 10 adoption placements within this first quarter, with an annual goal of 64.
- In order to increase placements, program coordinators are developing new outreach efforts such as webinars, open house events, recruitment of a marketing intern to help reach prospective adoptive families, and educational events on such topics such as adopting older or special needs children.

Pregnancy Support Services

- As a result of outreach by the Pregnancy Support Services department, there has been an increase of birth mothers reaching out to MAPS requesting information about the services that the MyChoice program provides.
- We have increased outreach hours per week from the goal of eight hours per site (South Portland and Bangor equaling sixteen hours) to twenty-six hours.
- An additional staff member has been trained to provide information to the community about My Choice services.
- There were 24 out of state referrals of women with unplanned pregnancies. There were no out of state placements (adoptions) during the first quarter of this year.
- We have trained 94 professionals through our Spaulding Grant trainings, which teach health care

and social services professionals to help women and girls facing unplanned or crisis pregnancies. Our goal is to train 350 professionals this year and to increase visibility and awareness of our adoption and pregnancy support services.

StepUP! Shelter Services

- Average occupancy rate for the Bangor and Portland StepUP! Residences was 69%. (The Bangor Shelter was not open in the months of July and August.)
- Of the women who left the shelter in the first quarter, 84% transitioned to safe, appropriate, affordable and permanent housing.
- Weekly life skills groups are ongoing, with an attendance rate of 90%.
- We provided community resources to 100% of women leaving the shelter.

Stepping Stones Centers

- We opened a new residential program in Hinckley, Maine on August 19, 2009. This site is located on the campus of Goodwill Hinckley. In the second quarter another residential program will be opening in Harrington, Maine. This will be the fifth and final site for Stepping Stones.
- Our occupancy goal for the first quarter was to maintain 90%. We have achieved a combined 97% occupancy for all four programs!
- 100% of the parents Stepping Stones identified a need for substance abuse and/or mental health treatment upon intake received proper treatment while they resided at Stepping Stones this first quarter. Our goal was 90%!
- 100% of the children entering the program with a parent(s) engaged in services to address issues relating to unhealthy family patterns and behaviors. These children demonstrated a greater overall health, well being, development and attachment as compared to when these children transitioned into the Stepping Stones program.

Fundraising and Financial Services:

- We raised:
 - \$24,076 in Annual Fund contributions, or 23.2% of our Annual Fund goal.
 - \$10,000 from foundations, or 12.5% of our target foundation / corporation goal.
 - \$19,250 in workplace campaigns, or 41.7% of our target workplace campaign goal.
- In total, we have raised \$53,326 or 21.3% of our annual fund raising goal of \$250,000.

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