

PQI = Performance & Quality Improvement

The MAPS Worldwide PQI plan is designed to maintain 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 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 (pregnancy and birth parent counseling)
- Residential Services: Stepping Stones Centers
- Shelter Services: StepUP! Shelter and Transitional Services
- Fundraising & Financial Services (Department of Humanitarian Aid & Advocacy)

GOALS & OUTCOME OF LOGIC MODELS

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 16 domestic placements year to date toward a goal of 18 domestic placements for the fiscal year.
- Staff members completed 11 of the 15 hours of training required for the year.
- We completed 18 inter-country placements in the first two quarters toward an annual goal of 64.
- We developed new outreach efforts and increased webinars and open house events.
- We recruited a volunteer with marketing experience to help with publicizing our adoption programs.
- Our post-adoption services program conducted 33 phone consultations this quarter.

Pregnancy Support Services

- Outreach work in the community has resulted in an increase in pregnant women requesting information about MY Choice. This quarter community outreach hours increased from the goal of eight hours per week (in both South Portland and Bangor) to twenty-six hours.
- An additional staff member was trained to provide information about our services to the community. The resulting increase in Spaulding trainings throughout the state raised visibility and awareness of our services.
- Out-of-state referrals decreased in the second quarter, primarily as a result of lack of waiting families open to African American infants; only one out-of-state placement was completed. We are evaluating the costs versus benefits of high risk out of state placements due to the ratio of referrals to placements completed.
- The domestic team is optimistic that the addition of a ½ time staff person dedicated to outreach to adoptive families and birthmothers outside of Maine will result in additional home study and place-

ment numbers.

Shelter Services: StepUP! Shelter and Transitional Services

- Bangor and Portland shelters had a 99% occupancy rate for October, November, and December, 2009.
- 100% of the women who left the program transitioned into safe housing.
- 100% of exiting women received information and assistance with mainstream resources.

Residential Services: Stepping Stones Centers

- Our occupancy goal for the second quarter was to maintain 90%. We have achieved a combined 100% occupancy in all four programs.
- 100% of parents who identified substance abuse and/or mental health issues at intake have received treatment.
- 100% of children entering Stepping Stones with a parent engaged in services to address unhealthy family patterns have exhibited healthier attachment compared to when they entered the program.
- 100% of children in the Stepping Stones program attended groups that assisted with attachment, trust and developmental issues.
- We began the process of opening our fifth site in Harrington, Maine. Anticipated opening is January 2010.

Fundraising and Financial Services

- YTD overall fundraising total is \$129,071, 51.6% of our annual goal.
- YTD we have raised \$61,650 with annual appeals, 59.3% of our yearly goal.
- YTD we have raised \$31,500 from foundations and corporations, 39.4% of our yearly goal.
- YTD we have raised \$35,921 in workplace campaigns, 77.9 % 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.