

Quality Care Residential Homes

**Quarterly Performance Quality
Improvement Report**

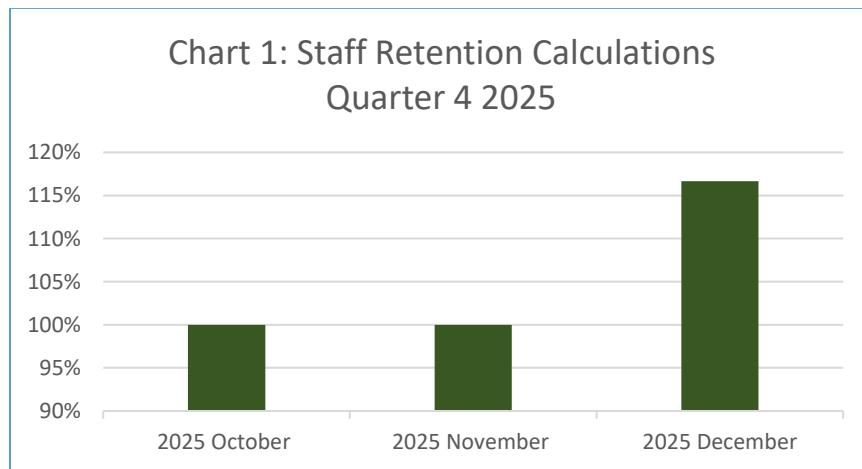
Winter Q4 2025

INTRODUCTION

This is the 20th edition of the Quality Care Residential Homes, Inc. Quarterly Performance and Quality Improvement (PQI) report. This report is intended for all stakeholders, including clients, agency staff, board members, contracted agencies & any individual who is interested in the work of the organization. This report will focus on Fiscal 2025 fourth quarter results of group home programming. During this period, the organization was directly impacted by major employment challenges and the current economy as reflected in the report. In addition, Quality Care Residential Homes is a small agency. We look forward to your feedback, and we fully appreciate your support. Also, additional information on the agency PQI program can be found on our organization website including an updated PQI plan.

OUTPUTS

Our agency measures output on a quarterly basis as the organization is primarily funded on a fee-for-service formula. As identified on the graphs Quality Care has met targets.

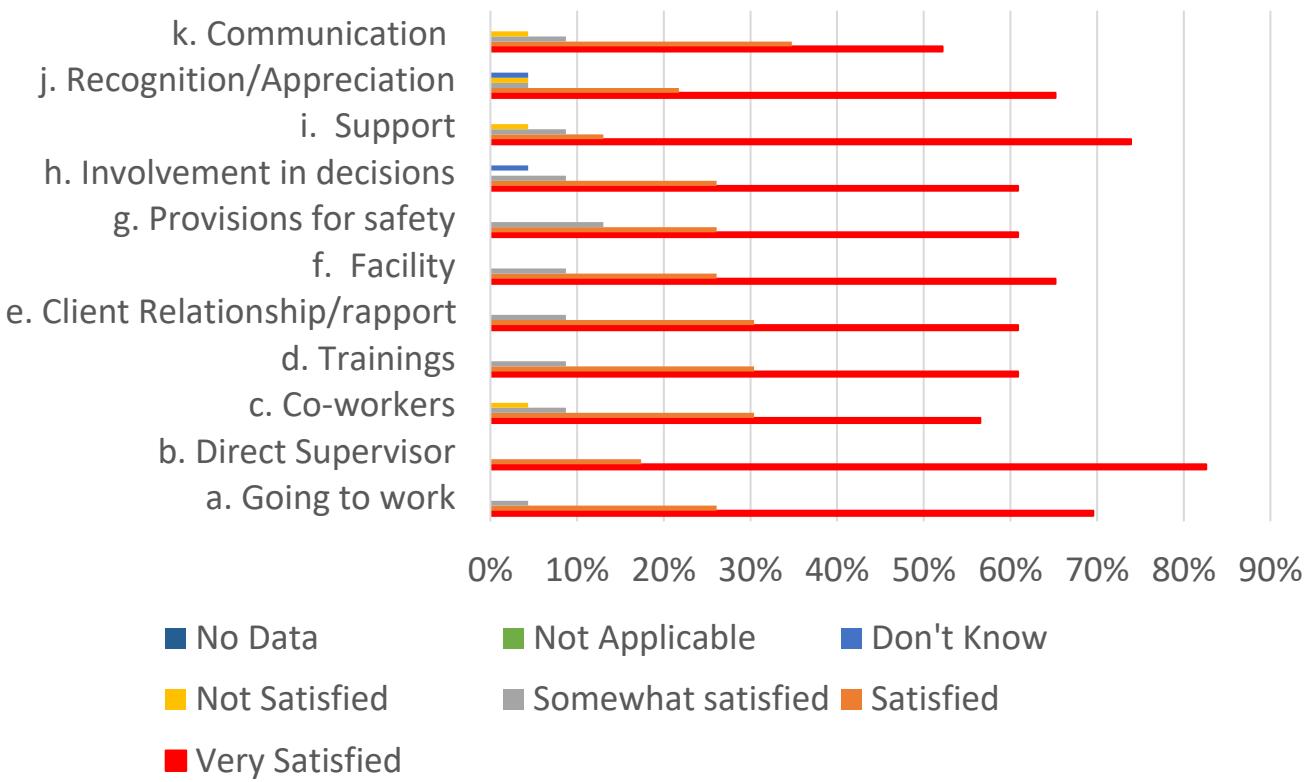


The retention of staff calculations (Chart 1) demonstrates that between the periods of October-December 2025 quarter to date there has been an increase in retention of staff compared to the prior quarters 2 and 3 of 2025. Although we have had improvement in retaining employees, the current unemployment rates and lack of candidates meeting qualifications continue to be a challenge in the current climate. Recruiting continues weekly.

A staff satisfaction survey was distributed in this period and is typically done annually during the third or fourth quarter of the year, this year Quality Care Residential Homes will assess satisfaction in the fourth quarter. Staff satisfaction surveys are done 1 time per year. Quality Care is looking to gauge 65-75% satisfaction. The chart reflects staff satisfaction during this period (Chart 2). Satisfaction benchmarks were exceeded for the period in all areas and when combining satisfied and very satisfied areas. Most staff

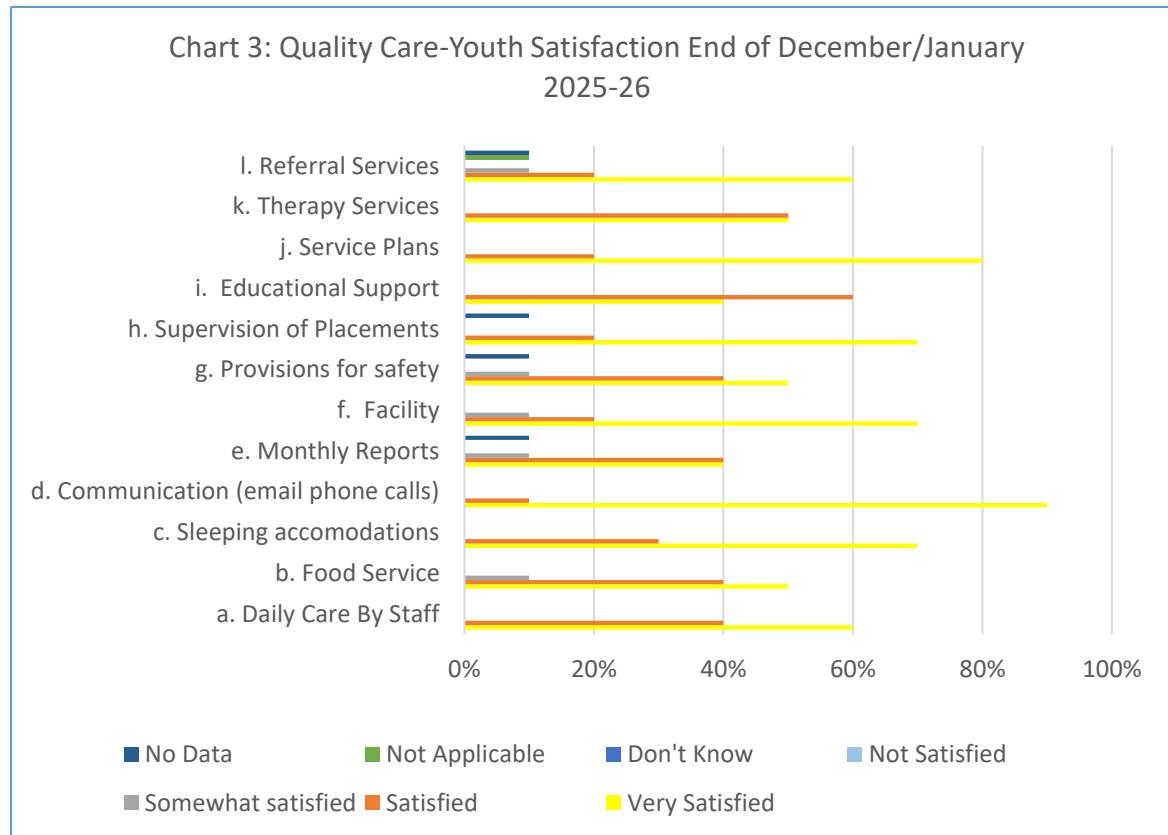
overall are very satisfied with working for the agency, with youth, supervisors and coworkers. Quality Care does plan to get more qualitative data through a staff forum on areas to help improve satisfaction even more. There was only three members of staff that provided qualitative information on satisfaction.

Chart 2: Quality Care-Staff Satisfaction December 2025

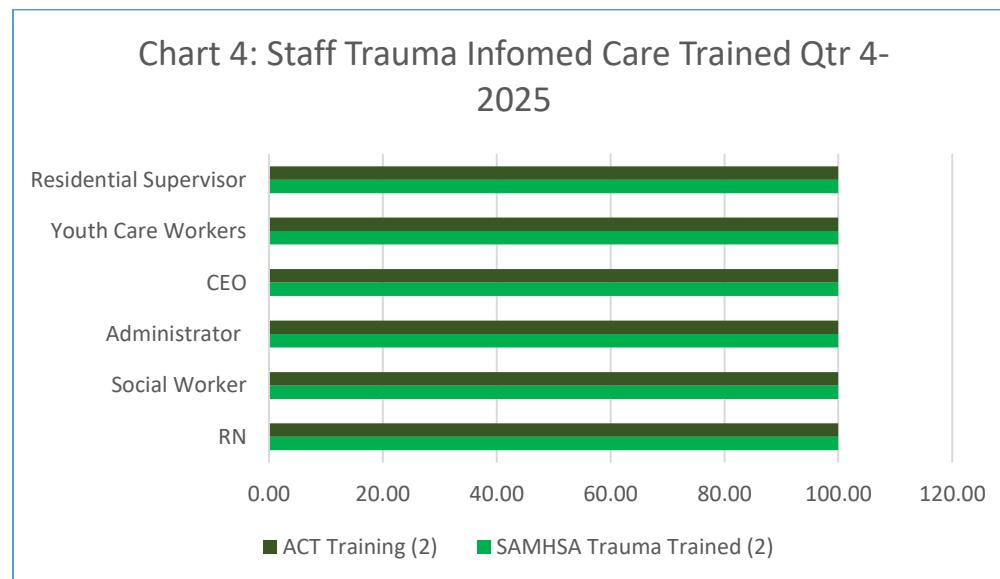


A client satisfaction survey was distributed to youth at the end of 2025 and early 2026 to engage dialogue on youth's level of satisfaction with programming overall (Chart 3). When analyzing the data in the last quarter the satisfaction survey was completed it was determined that the youth are satisfied to very satisfied overall in all areas assessed. The youth showed at least a (satisfied/very satisfied response) combined 80% to 100% satisfaction rate based on the data collected. Quality Care was looking to get at least a 60%-70% level of satisfaction from youth program participants. There was a slight change from the prior year's satisfaction survey in some areas. The areas that had the highest satisfaction were direct staff, therapy, service plans, sleeping accommodations, communication and educational services provided to youth. Youth overall had satisfaction with all other areas assessed. Quality Care tried to gauge qualitative data from youth and will continue through monthly dialogue with youth. Quality Care had an almost 80% response to the surveys this period. There are plans to determine how to

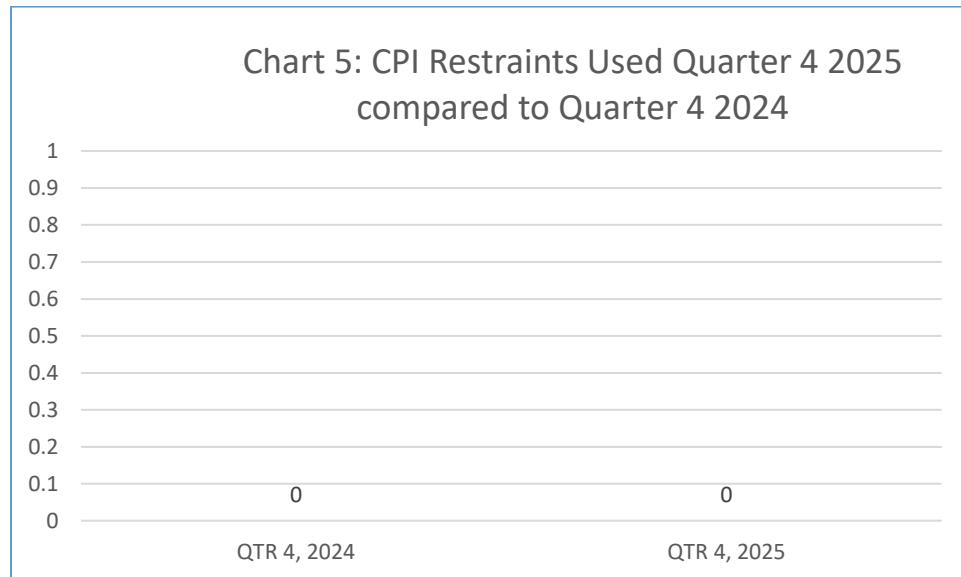
continue to improve youth satisfaction of services. Quality Care will continue to explore new ideas to continue success in programming with youth overall.



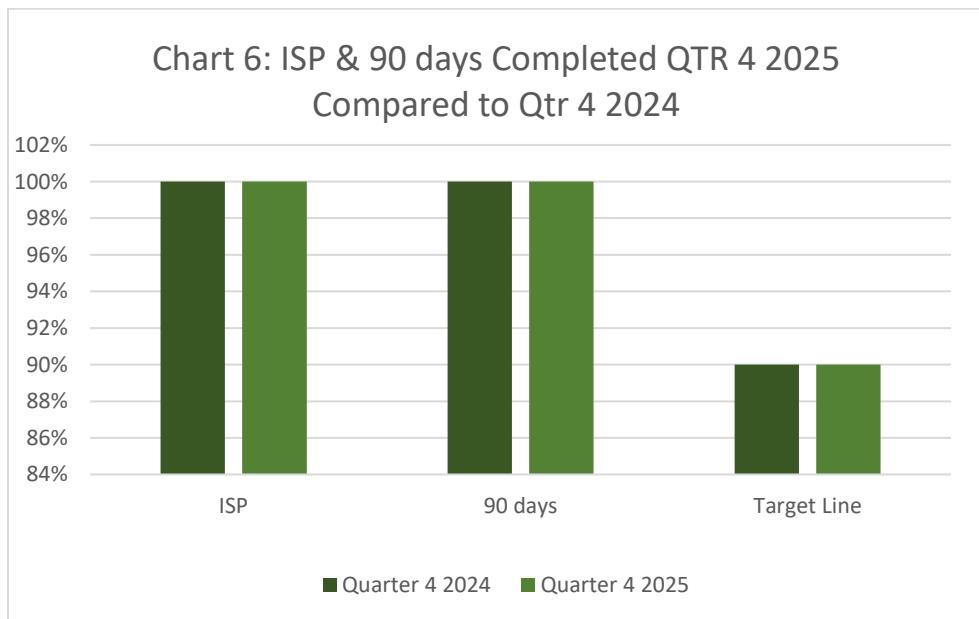
Staff are trained in the traumatic-informed care approach and the model utilized by Quality Care at a rate of 100% this fourth quarter, which also meets the benchmark (Chart 4).



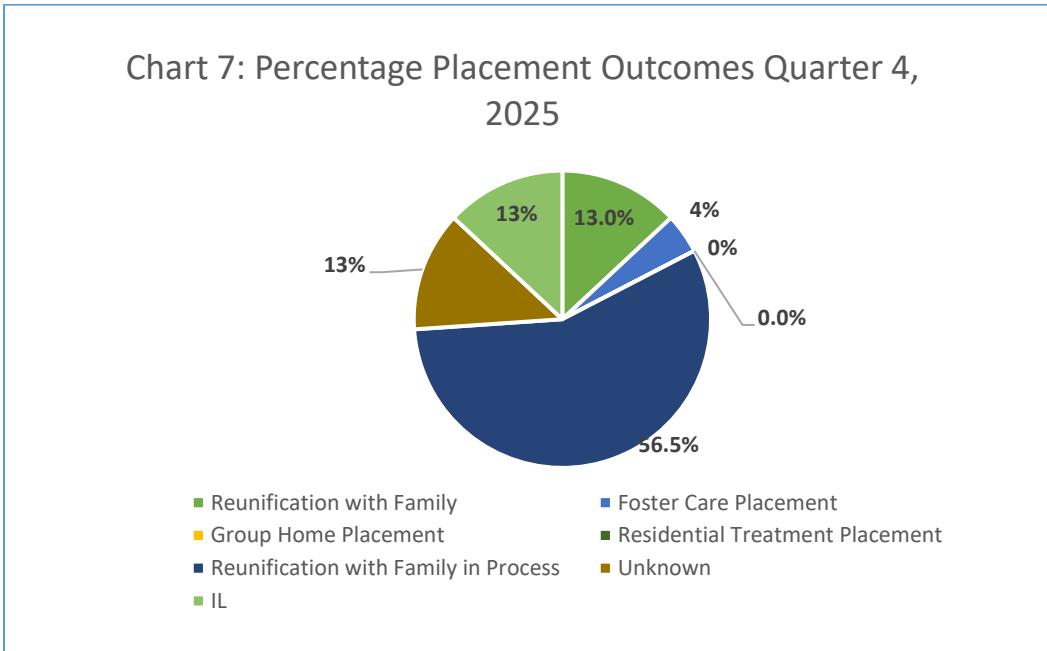
Staff restraints were down significantly from years past, typically there would be around 4-5 per year. This past report indicates that there were zero restraints utilized during the 2024 fourth quarter and fourth quarter to date in 2025 (Chart 5). There has been more trauma informed care training which staff attributes to the decrease, additionally use of more verbalization and talk down techniques along with redirecting behaviors.



Quality Care had a 100% rate of ISPs and 90 days completed during the 4th Quarter (Chart 6). Quality Care continues to be on track with timely completion of ISPs and 90-day reviews for youth in programming.



Quality Care had a 13% reunification home, 13% foster home placement, 13% IL or Bridges and 56.5% rate of reunification in process this means visitations or contact is occurring with plans to reunify with family or step down in the past fourth quarter of 2025 (Chart 7).



Overall, quality assurance of children records was at 100% compliance as displayed on Chart 8. Continued weekly and monthly quality assurance of records aids in maintaining the highest level of standard of care, tracking all service needs are met.

