

QUALITY TIME WITH TSI

Newsletter of the TSI Quality Department

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What is CARF?

Each year the State inspects our ID and PD Departments for conformance to state regulations. You may have participated in one of these audits recently. But did you know that CARF International also surveys our organization for quality every three years?

This accreditation process applies an internationally recognized set of standards to our organization's service areas Continued page 2.

Triumphs, Successes, Innovations!

Every department at TSI has a SMART Goal. They are ventures that the person initiating the project feels will help our Persons Served, make work easier or improve a process. This space is reserved for highlighting SMART Goal successes big and small from all around our organization. This month, we examine the preparation needed for next year's SMART Goals.

Why SMART Goals?

The SMART Goal format provides a framework for developing ideas for improvement projects. This format states that goals should be:

Specific. A well defined goal provides direction for what you want to achieve and what you want the end will look like.

Measureable. A goal that can be measured in some way is much more effective than one that is not.

Attainable. A goal that is attainable but currently out of reach is a better choice than a lofty, idealistic one.

Relevant. A goal that aligns with the direction of you want to take creates focus.

Time Specific. Deadlines create urgency which promote achievement.

Tips for Writing SMART Goals

1. Choose a goal that has meaning for you.
2. Write your goal down. This makes it real.
3. Frame the goal statement positively. According to researchers, this has much more impact on the outcome.
4. Make an action plan. By outlining the steps along the way, you will feel empowered as you cross steps off the list.
5. If you use a TO DO List, put goal activities at the top of the list.

TSI Survey Timelines:

April:
Family Satisfaction Survey completed

May:
Landlord Satisfaction Survey completed

June & July:
Person Served Satisfaction Survey In progress

To Be Announced:
Employee Satisfaction Survey

To Be Announced:
Leadership Satisfaction Survey



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Spring garden at Royer. The Persons Served at Royer are already growing vegetables for summer meals! Thank you to Todd Daniels for sharing this photo.

CARF continued...

and business practices during an on-site survey.

Participating in this program demonstrates our organization’s commitment to enhancing performance, managing risk, and distinguishing ourselves in the area of service delivery. These things are important to our funders, landlords, persons served, their families and ultimately to you, too. You can feel proud that our organization strives for excellence.

While our survey has not yet been scheduled, we anticipate it will occur sometime in February or March of 2022. Watch for more information about survey preparations in the coming months!

SMART Goals continued...

6. Resist setting goals that are too easy. They can feel anti-climactic. You want something that raises the bar without perfectionism.

7. Celebrate Completion! Be proud of your accomplishment!

Our Voices

“Willing to talk with me if I have a problem.”

“The staff takes adequate measures to assist as often as I find necessary.”

“They will work me around my schedule.”

These are quotes from the 2020 Community Program satisfaction survey

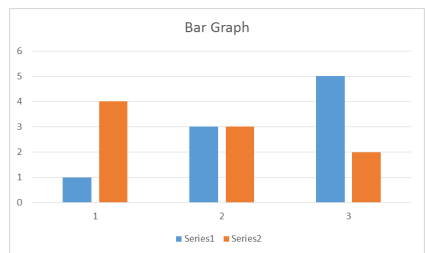
Quality Toolbox

Histograms

You may know histograms by the name “Bar Graphs”. They are an easy way to see:

1. Whether something has changed from one time period to another.
2. If there are differences between two processes.

Histograms are used a lot in our organization because they can convey complex information in an easy to understand format.



“Dance Party at Callowhill”. Thank you to Michele Charmello and Todd Daniels for submitting photos!