

# CFC PQIC Summary Report

Date: 2/21/2018

**Client File Review:** (136) reviewed in Phoenix, (39) in So. Arizona, (21) in No. Arizona.

- **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% Standard**
  - **Phoenix and So AZ Visitation** File Review both reported in at **100%** up from **90%** and **93%**, respectively.
  - **Therapeutic Foster Home 96%** and **TFC Child** File Reviews reported at **100%**.
  - **HR** File Review reported in at **100%** up from **83%**
  - **Pregnancy Phoenix and So. AZ** reported in at **93%** and **94%** up from 89% and 85%.
  - **SFFC**, a new program to the file review process, reported in at **92%**. Great job!
  - **Phoenix and No. AZ Wrap** had excellent reviews coming in at **93%** and **100%** respectively.
- **Improvement Opportunities:**
  - **Phoenix Adoption** File review down to **87%** from **95%** last quarter.
  - **Phoenix Foster Care** File Reviews is in at **83%** down from **86%**, and **So AZ Foster Care** reported in at **85%** down from **92%**.
  - **No. AZ Foster Care** down slightly from **90%** to **86%**.
  - **SYP File Reviews** all regions in at **77%**.
  - **Counseling** reports in at **79%**.
  - **No. AZ Adoption** reports in at **77%**,

## Outcomes Data:

- **All Programs Outcomes:**
  - All clients indicated a positive response to the survey question “How satisfied were you with the services received?” (Goal - Not to drop below 90%) **NO DATA COLLECTED THIS QUARTER\***
  - All clients indicated services were provided in a culturally appropriate way. (Goal - Not to drop below 90%) **NO DATA COLLECTED THIS QUARTER\***
  - While receiving services from CFC, all staff, children/clients shall remain in a safe and stable living environment as reported through Incident Reports. Total Incidents – 8% (not to exceed 10%).  
Emergency Incidents – 4% (Not to exceed 3%)
- **Program Outcomes**
  - **Pregnancy clients** feel positive about their permanency plan for their child. (Goal - 90%) **NO DATA COLLECTED THIS QUARTER\***
  - **Pregnancy clients** indicated improvement in at least one personal relationship. (Goal-75%) **NO DATA COLLECTED THIS QUARTER\***
  - 100% of **children remained in their Adoptive placement** to finalization. (Goal – 98%)
  - **DCS Adoptive Families** shall report gaining understanding of the trauma and loss of a child in the DCS system has experienced (Goal – 85%) **NO DATA COLLECTED THIS QUARTER\***
  - **Wrap clients** report feeling supported. (Goal – 90%) **NO DATA COLLECTED THIS QUARTER\***
  - 100% of **SYP children** were united with their birthparents. (Goal – 90%)
  - **SYP children** move up at least one level on the 357 Curriculum. (Goal-80% of clients)
  - 64% of **SYP children** remained in their adoptive placement to finalization. (Goal-85%)
  - 89% of **Foster Parents** were available for placement of a foster child. (Goal-90%)
  - 21% decrease in use of respite by **Foster Families** was reported statewide. (Goal-10% increase)
  - **TFC caregivers** shall recommend CFC to prospective TFC caregivers (Goal-75%) **NO DATA COLLECTED THIS QUARTER\***
  - **TFC caregivers** surveyed feel supported/equipped to work with their placements. (Goal-75%) **NO DATA COLLECTED THIS QUARTER\***
  - 83% of **Therapeutic Foster Children** showed progress toward their individually stated goals. (Goal-75%)

- **Mentoring** matches shall last a minimum of 6 months (Goal-90%) *NEW PROGRAM, NO DATA YET AVAILABLE FOR TIMEFRAME.*
- **Mentee** core relationship assessments shall increase in the first 6 months. (Goal-15%) *NEW PROGRAM, NO DATA YET AVAILABLE FOR TIMEFRAME.*
- 97% of **Parent University** attendees surveyed would recommend CFC's workshops (Goal-75%)
- 86% of **Parent University** attendees surveyed indicate they feel they have learned techniques to their skills in working with their child/client. (Goal-75%)
- 50% of **Counseling Clients** Strengths/Difficulties Questionnaire (SDQ's) shows improvement from intake to follow-up assessment. (Goal-75%)
- 98% of **Counseling clients** made progress on their Treatment Plan objectives. (Goal-85%)
- 100% of **SFFC child clients** were reunited with their birth parents. (Goal-95%)
- 89% of **SFFC families** stayed connected to church supports. (Goal-75%)
- **Visitation clients** report being treated with respect. (Goal-90%) *NO DATA COLLECTED THIS QUARTER\**
- 85% of **Visitation clients** received their first visit within five business days of referral to CFC. (Goal-85%)
- **HR outcome** – staff stabilization. Turnover rate increase from 29.1% as reported in 2017 to 34% in the first quarter of 2017-18 FY.
- **HR outcome** – 100% of all new hire Employee Checklists were fully completed and signed within 90 days of hire date.
- **Finance outcome** – 79% of invoices are paid in full within 60 days. (Goal -85%)
- **Finance outcome** – CFC's cash on hand is at 166 days. (Goal-90+ days)
- **IT outcome** – Ticket to billing ration is at .49 for first quarter. (Goal- .67 for fiscal year)

**All file reviews and outcomes not meeting their goals have created Improvement Plans that will be tracked until goals are met.**

**\*No client satisfaction survey was distributed in the first quarter due to the COA Stakeholder survey sent to clients for CFC's reaccreditation. CFC Survey will be sent in 2<sup>nd</sup> and 4<sup>th</sup> quarters only for FY 2017-18.**

➤ **Praise Report:**

- **New processes** put in place to better review critical incidents – Critical Incident Workgroup and Risk Management Committee.
- **Praise for 8 new PQIC members** who have joined the committee.
- **Praise** for the hard work being done by teams through the Improve ment Plan process to correct and strengthen processes and procedures to better serve our clients and staff.
- **No significant risk issues** identified by committee after document review.

**For more information, please talk with your CFC representative or Program Director**