



CHRISTIAN FAMILY CARE
Serving Children and Families Since 1982

Performance & Quality Improvement Committee (PQIC) 2nd Qtr 2016 - Quarterly Report Summary of PQI meeting

Date of meeting: 5/11/2016

A. Areas of strength (compliance with effective practice indicators): Files need to meet 90% Standard. 147 files were reviewed in Phoenix, 40 in Tucson.

1. **Statewide PAS** File Review reports at **100%**
2. **Phoenix Adoption** File Review is reported at **90% and Tucson at 98%**
3. **Statewide SYP** File Review reported at **97%**.
4. **Tucson Visitation** File Review reported at **95%**.
5. **HR** File Review reported at **98%**.

Areas of strength: Outcome measures

1. **100% of children** remained in their adoptive placement after physical custody, for a minimum of 1 year.
2. **100% of all children hosted in the SFFC program** were reunited with their parents.
3. **100% of SYP children** remained in their adoptive placement.
4. **87% of foster parents** are connected with a mentor or support group.
5. **One child** disrupted from a foster home in the quarter.
6. **93% of counseling clients** reported satisfaction with their counseling session.
6. Counseling clients achieved **86%** of Treatment Plan objectives.
7. **Total Incidents reported– 4% for ALL Incidents and 1% for Emergency.** NOTE: Our current goal is - The total number of incidents, with relation to our overall client count, is not to exceed 10%.

B. Improvement Opportunities:

1. **Phoenix Counseling** File Review dropped to 71%.
2. **Phoenix and Tucson Foster Care** File Review reported at 82% and 79% respectively.
3. **TFC Homes and Children** File Review came in at 84% and 71%, respectively.
4. **69% of TFC Child Clients** maintained or showed improvement in reported progress.
5. **Phoenix Visitation** File Review came in at 76%. This is a relatively new program and there has been improvement over last quarter.
6. **54% of Counseling clients** report improvement on the ORS self-assessment.

C. Praise Report:

- **Significant improvement in File Reviews for our newest programs – Specialized Youth Permanency and Tucson Visitation.**
- **Low incident of Foster Care and Adoption disruptions.**
- **Clients are remaining safe while receiving services from Christian Family Care as evidenced by CFC's low Incident Report percentage.**
- **A large, active PQI committee with all positions filled.**
- **The many quality employees serving at CFC, 146 as of 5/11/16, as reported by CFC's HR Manager.**