



## Performance & Quality Improvement Committee (PQIC) 4<sup>th</sup> Qtr 2017 - Quarterly Report Summary of PQI meeting

Date of meeting: 11/15/2017

**Client File Review:** (170) reviewed in Phoenix, (58) in So. Arizona, (25) in No. Arizona.

- **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% Standard**
  - **Phoenix and So AZ Visitation** File Review reported in at **90% and 93%** respectively. Kudos to Phoenix Visitation they have consistently met their goal all year!
  - **Phoenix Adoption** File Review reports at **95% and So AZ at 97%**. Congratulations to Adoption as they have met their goal all 4 quarters this past year!
  - **Therapeutic Foster Home 100% and Foster Child** File Reviews reported at **100%**. This group has also been consistently meeting the goals each month of the past year!
  - **No. AZ Foster Care**, File Reviews are holding steady at **90%**.
  - **So. AZ Foster Care** File Reviews up to **92% from 73%**, great job!
- **Improvement Opportunities:**
  - **HR** File Review reported in at **83%** down from **100%**
  - **Phoenix Foster Care** File Reviews is in at **86%** down from **92%**.
  - **Phoenix and So. AZ Wrap** File Reviews in at **82% from 73%** and **50% from 6%**, respectively. They are showing great progress, especially So. AZ; however, improvement is still needed.
  - **SYP File Reviews** in Phoenix – down from **88% to 83%**, So. AZ – is up to **80% from 73%** and No. AZ is at **86%** from **89%** last quarter.
  - **Pregnancy** File Reviews showed an improvement in So. AZ from **73%** up to **85%**, making good progress, but slight improvement is still needed. Phoenix just missed goal with **89%**.

### Outcomes Data:

- **All Programs Outcomes:**
  - 94% of all clients indicated a positive response to the survey question “How satisfied were you with the services received?” (Goal - Not to drop below 90%)
  - 98% of all clients indicated services were provided in a culturally appropriate way. (Goal - Not to drop below 90%)
  - 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 – 7% (not to exceed 10%). Emergency Incidents – 4% (Not to exceed 3%)
- **Program Outcomes**
  - 100% of **Pregnancy clients** feel positive about their permanency plan for their child. (Goal - 90%)
  - 71% of **Pregnancy clients** indicated improvement in at least one personal relationship. (Goal-75%)
  - 95% of **children remained in their Adoptive placement** to finalization. (Goal – 98%)
  - 100% of **Wrap clients** report feeling supported. (Goal – 90%)
  - 100% of **children** were united with their birthparents in the **SFFC program**. (Goal – 90%)
  - 78% of **SYP children** remained in their adoptive placement to finalization. (Goal-85%)
  - 75% of **Foster Parents** connected with a mentor or support group. (Goal-80%)
  - 18 **Foster Children disrupted** from their foster home this quarter. (Goal – 5)
  - 85% of **Therapeutic Foster Children** maintained or showed progress toward their individually stated goals. (Goal-80%)
  - 95% of **Counseling clients** reported satisfaction with their counseling sessions. (Goal-85%)
  - 87% of **Counseling clients** made progress on their Treatment Plan objectives. (Goal-85%)
  - 100% of **Visitation clients** report being treated with respect. (Goal-90%)
  - **HR outcome** – staff stabilization. Turnover rate dropped from 47.8% in 2016 to 29.1% in 2017.



## Christian Family Care

- **HR outcome** – personnel file maintenance - all new hire Employee Checklists shall be fully completed and signed within 90 days of hire date. 75% of checklists were completed in 90 days in 2017, a drop from 96% in 2016.
- **Fundraising/Marketing stewardship outcome** - At the end of each fiscal year, we shall show effective stewardship of resources in fundraising. Fundraising % of Revenues decreased to 13% in 2017, from 18% in 2016.

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

➤ **2017 Praise Report:**

- **A total of 888 files** were reviewed in 2017.
- **Praise for John and Troy** as they have been working hard to help with our reports.
- **Praise** for our termed out members - Julie Bartolini, Stephanie Potts, Shelly Utzke and Chris Senn for your contributions and your service on this committee for the past two years.

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