



CFC PQIC Summary Report

Date: 5/16/2018

Client File Review: (145) reviewed in Phoenix, (37) in So. Arizona, (16) in No. Arizona.

- **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% Standard**
- **65% of regional programs improved; 25% decreased in file review percentage; 10 remained the same, at 100%.**
 - **So AZ and No AZ SYP** File Reviews up to **95%** and **100% respectively** from 77%.
 - **HR** File Review continues to report in at **100%** .
 - **Pregnancy Phoenix** reported in at **100%** up from 93% .
 - **Phoenix Adoption** File review up to **94%** from **87%** last quarter and **No. AZ Adoption** up to **94%** from **77%**.
 - **Phoenix and So. AZ Wrap** had excellent reviews both coming in at **100%**.
 - **No. AZ Foster Care** up from **86%** to **92%**.
 - **So AZ Wrap** made a huge jump from **20% to 100%** and **Phx Wrap** increased from **93% to 100%** complete.
- **Improvement Opportunities:**
 - **Phoenix SYP** File Reviews is in at **81%** up from **77%**, still working toward 90%.
 - **Phx and So. AZ Foster Care** increased, reporting in at **89% and 87%** up from **83% and 85%**, still striving to reach 90%.
 - **Counseling** reports in at **83%** up from **79%**.
 - **So AZ Pregnancy** down from **94% to 86%**.
 - **SFFC** file review down from **92% to 83%**.

Outcomes Data:

- **All Programs Outcomes:**
 - **92%** 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%)
 - **100%** 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 – **6%** (not to exceed 10%). Emergency Incidents – **4%** (Not to exceed 3%)
- **Program Outcomes**
 - **92% of Pregnancy clients** surveyed feel positive about their permanency plan for their child. (Goal – 90%)
 - **83% of Pregnancy clients** surveyed indicated improvement in at least one personal relationship. (Goal-75%)
 - **100% of children remained in their Adoptive placement** to finalization. (Goal – 98%)
 - **100% of DCS Adoptive Families** reported gaining understanding of the trauma and loss of a child in the DCS system has experienced (Goal – 85%)
 - **97% of Wrap clients** reported feeling supported. (Goal – 90%)
 - **100% of Wrap clients** made progress toward their service plan goals. (Goal- 85%)
 - **55% of SYP children** moved up at least one level on the 357 Curriculum. (Goal-80%)
 - **100% of SYP children** remained in their adoptive placement to finalization this quarter. (Goal-85%)
 - **92% of Foster Parents** were available for placement of a foster child. (Goal-90%)
 - **67% decrease** in use of respite by **Foster Families** was reported statewide. (Goal-10% increase)

- **100%** of **TFC** caregivers state they would recommend CFC to prospective TFC caregivers (Goal-75%)
- **100%** TFC caregivers surveyed feel supported/equipped to work with their placements. (Goal-75%)
- **94%** of **Therapeutic Foster Children** showed progress toward their individually stated goals. (Goal-75%)
- **57%** of **Mentoring** matches lasted a minimum of 6 months (Goal-90%) *NEW PROGRAM*
- **21%** of **Mentee** core relationship assessments increased in the first 6 months. (Goal-15%) *NEW PROGRAM*
- **95%** of **Parent University** attendees surveyed would recommend CFC's workshops (Goal-75%)
- **88%** of **Parent University** attendees surveyed indicate they feel they have learned techniques to their skills in working with their child/client. (Goal-75%)
- **47%** of **Counseling Clients** Strengths/Difficulties Questionnaire (SDQ's) shows improvement from intake to follow-up assessment. (Goal-75%)
- **92%** 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%)
- **100%** of **SFFC families** stayed connected to church supports. (Goal-75%)
- **100%** of **Visitation clients surveyed** report being treated with respect. (Goal-90%)
- **93%** 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 **38%** in the second 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** – **81%** of invoices are paid in full within 60 days. (Goal -85%)
- **Finance outcome** – CFC's cash on hand is at **163** days. (Goal-90+ days)
- **IT outcome** – Ticket to billing ration is at **.68** for second quarter. (Goal- .67 for fiscal year)

All programs and departments not meeting file review and outcome goals have created or will create Improvement Plans that will be tracked through the PQI process until goals are met.

➤ **Praise Report:**

- Steady improvement of FC files review results for statewide.
- Praise for positive client comments through the survey process:
 - "God has placed some extremely talented, giving and humble people to staff this agency, and we are truly blessed to have had the opportunity to complete our family through their services." CFC Adoptive parent
 - "She goes above and beyond to make visitation times work for everyone. She is friendly, outgoing and our foster kiddos love her!" Visitation Foster parent
 - "As foster parents, my husband and I are grateful for how competent and thorough CFC has served us. Our case worker is amazing in how efficient and extremely responsible she is in dealing with all issues our foster children or we have." CFC Foster parent
- Praise for the new programs making progress.
- Praise that no critical incidents reported in the quarter.