



CFC PQIC Summary Report

Date: 8/15/2018

Client File Review: (156) reviewed in Phoenix, (43) in So. Arizona, (25) in No. Arizona.

- **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% Standard**
- **This quarter was the first time that an entire region, So. AZ, achieved 90% in all programs reviewed.**

- **Phoenix SYP** file reviews **up to 95% from 81%**. A steady, quarterly increase this year.
- **Pregnancy Phoenix** remaining steady at **100%**.
- **No AZ Adoption** file reviews have increased steadily this year from 77% Q1, to 94% Q2 to **95% this quarter**.
- **Visitation file** reviews remained strong coming in at **100% and 98% for Phoenix and So. AZ, respectively**.
- **SFFC** file review back up to **90% from 83%**.
- **So AZ FC** file reviews increased each quarter from 85% to 87% to **93% for Q3**
- **So AZ Pregnancy** up from **86% to 94%**.

- **Improvement Opportunities:**

- **Phoenix and No. AZ Foster Care** reporting in at **87% and 89%** still working to reach 90%.
- **Counseling** increased from **83% to 87%**, still striving to exceed 90%.
- **HR File Review** **88% down from 100%**.

Q3 Updated Outcomes Data:

Any outcome data derived from the semi-annual Client Satisfaction Survey is not reported this quarter. The survey will be distributed in Sept 2018 and outcomes reported in the Q4 PQI data.

- **All Programs Outcomes:**

- 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 – **5%** (not to exceed 10%). Emergency Incidents – **3%** (Not to exceed 3%). **This is a 1% decrease from Q2.**

- **Program Outcomes**

- **100% of children remained in their Adoptive placement** to finalization. (Goal – 98%)
- **97% of Wrap clients** reported feeling supported. (Goal – 90%)
- **100% of Wrap clients** made progress toward their service plan goals. (Goal- 85%).
- **73% of SYP children** moved up at least one level on the 357 Curriculum. (Goal-80%). An increase from 49% in Q2.
- **86% of SYP children** remained in their adoptive placement to finalization this quarter. (Goal-85%)
- **95% of Foster Parents** were available for placement of a foster child. (Goal-90%). Up from 92%
- **5% decrease** in use of respite by **Foster Families** was reported statewide as compared to Q3 2017. (Goal-10% increase)
- **62% 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*
- **93% of Parent University** attendees surveyed would recommend CFC's workshops (Goal-75%)
- **96% of Parent University** attendees surveyed indicate they feel they have learned techniques to their skills in working with their child/client. (Goal-75%)
- **81% of Counseling Clients** Strengths/Difficulties Questionnaire (SDQ's) shows improvement from intake to follow-up assessment. (Goal-75%). Up from 47% reported in Q2.

- **94% of Counseling clients** made progress on their Treatment Plan objectives. (Goal-85%). Up from 92%.
- **100% of SFFC child clients** were reunited with their birth parents. (Goal-95%)
- **74% of SFFC families** stayed connected to church supports. (Goal-75%)
- **71% 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 38% in Q2 to 45% in Q3.**
- **HR outcome** – **88%** of all new hire Employee Checklists were fully completed and signed within 90 days of hire date.
- **Finance outcome** –**85%** of invoices are paid in full within 60 days. (Goal-85%)
- **Finance outcome** – CFC’s cash on hand is at **237** days. (Goal-90+ days)
- **IT outcome** – Ticket to billing ration is at **71%** for Q3. (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 statewide.
- Praise for the increased permanency rate for children placed for adoption through CFC programs.
- Praise for the satisfaction of Parent University attendees who learned skills and would recommend out classes.
- Praise for an average file review of **93%** for all programs combined, an increase from an average of **86%** in Q1 of this FY.

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