



CFC PQIC Q4 Summary Report

Date: 11/14/2018

Client File Review: (133) reviewed in Phoenix, (30) in So. Arizona, (21) in No. Arizona.

- **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% Standard**
- **Seven of the 10 program areas/regions who were below 70% in the 1st quarter of the year met or exceeded 90% by the 4th quarter. This is evidence of the improvement plans at work.**
 - **ALL Foster Care regions met or exceeded 90% - Phx – 90%, So. AZ – 97%, No. AZ – 99%.**
 - **Phx Pregnancy remaining steady at 100%.**
 - **ALL Adoption regions met or exceeded 90% - Phx – 94%, So. AZ – 99%, No. AZ – 90%.**
 - **SFFC file review back up to 97% from 90%.**
 - **Phx Wrap improved from 86% to 95%.**
 - **So AZ Wrap improved from 20% in Q1 to 100% in Q4.**
 - **TFC Foster Home file improved from 84% to 94% and TFC Child files improved from 92% to 100%.**
 - **HR files improved from 88% in Q3 when there was a drop from the 2 previous quarters, back up to 100% in Q4.**
- **Improvement Opportunities:**
 - **Counseling increased from 87% to 81%.**
 - **No. AZ SYP dropped to 71% (but it must be considered that only 1 file was reviewed for this region) and Phx SYP decreased from 95% to 86%.**

Q4 Updated Outcomes Data:

- **All Programs Outcomes:**
 - **95% of clients were satisfied with services received** when asked, “How satisfied were you with the services received?” on the client satisfaction survey.
 - **100% of clients responded positively to the survey questions “Do you feel the agency staff is respectful of persons from all cultural backgrounds, beliefs, and family traditions?”**
 - 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%). **An improvement plan has been put in place regarding Emergency incidents.**
- **4th Quarter Program Outcomes**
 - **96% of children remained in their Adoptive placement** to finalization. (Goal – 98%)
 - **100% of DCS Adoptive families reported gaining** understanding of the trauma and loss a child in the DCS system has experienced.
 - **100% of Pregnancy Counseling clients** reported feeling positive about their permanency plan for their child.
 - **92% of Pregnancy Clients** reported improvement in at least one personal relationship. (Goal – 75%)
 - **97% of Wrap clients** reported feeling supported. (Goal – 90%)
 - **100% of Wrap clients** made progress toward their service plan goals. (Goal- 85%).
 - **79% of SYP children** moved up at least one level on the 357 Curriculum. (Goal-80%). An increase from 73% in Q3.
 - **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%).
 - **25% decrease** in use of respite by **Foster Families** was reported statewide as compared to Q4 2017. (Goal-10% increase)

- **100% of TFC Caregivers** would recommend CFC to prospective TFC caregivers.
- **71% of Therapeutic Foster Children** showed progress toward their individually stated goals. (Goal-75%)
- **44% of Mentoring** matches lasted a minimum of 6 months (Goal-90%) *NEW PROGRAM*
- **11% of Mentee** core relationship assessments increased in the first 6 months. (Goal-15%) *NEW PROGRAM*
- **100% of Parent University** attendees surveyed would recommend CFC's workshops (Goal-75%)
- **100% of Parent University** attendees surveyed indicate they feel they have learned techniques to their skills in working with their child/client. (Goal-75%)
- **76% of Counseling Clients** Strengths/Difficulties Questionnaire (SDQ's) shows improvement from intake to follow-up assessment. (Goal-75%). Down from 81% reported in Q3.
- **92% of Counseling clients** made progress on their Treatment Plan objectives. (Goal-85%). Down from 94%.
- **100% of SFFC child clients** were reunited with their birth parents. (Goal-95%)
- **82% of SFFC families** stayed connected to church supports. (Goal-75%)

➤ **4th Quarter Administrative Outcomes**

- **HR outcome** – staff stabilization. Turnover rate **increase from 45% in Q3 to 51% in Q4**. (This percentage includes the termination of the Visitation program which occurred over the 3rd and 4th quarters.
- **HR outcome** – **100%** of all new hire Employee Checklists were fully completed and signed within 90 days of hire date.
- **Finance outcome** – **75%** of invoices are paid in full within 60 days. (Goal-85%)
- **Finance outcome** – CFC's cash on hand is at **191** days. (Goal-90+ days)
- **IT outcome** – Ticket to billing ration is at **.58** for Q4. (Goal-1.67 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 for 2 quarters.

➤ **Praise Report:**

- Significant improvement over the year for 7 programs.
- Praise for the increased permanency rate for children placed for adoption through the SYP program.
- Praise for an average file review of **93%** for all programs combined, an increase from an average of **86%** in Q1 of this FY.
- Those who served faithfully on the Performance and Quality Improvement Committee and for the 6 members who have completed their 2 year term on the committee.
- Client comments – “As a foster parent for over 40 years, I worked with other agencies. None of them compare to Christian Family Care. The prayer, concern, and love can be felt by the entire family whether the child is in foster care or adopted. I am currently writing my dissertation on foster care. I wish the youth I interviewed had been able to be in CFC.” Another...“We are so thankful for our therapist's kindness, professionalism, and training. Our daughter has made tremendous gains. We are so fortunate to have the therapist's support.”

Susan Dudley LMSW
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