



CFC PQIC Q1 Summary Report

Date: 2/13/2019

Client File Review: (125) reviewed in Phoenix, (29) in So. Arizona, (18) in No. Arizona.

- **Areas of strength (compliance with effective practice indicators):** Files Need to meet 90% Standard; new programs added to the PQI File Review process have a goal of 85% in the first year (Mentoring/Starfish).
- This is the first review of the new year. Many programs have new questions that put eyes on issues that have been identified as needing to be addressed. So, it is not a surprise for ratings to have dropped. Our goal is to use the PQI process to bring improvement by the end of the year to these areas that have been identified.
- All who have not met the 85 or 90% threshold have an improvement plan in place.
 - Southern and Northern Foster Care regions exceeded 90% - So. AZ – 92%, No. AZ – 93%.
 - Phx Pregnancy remaining steady at 91%.
 - Phoenix and So AZ Adoption regions met or exceeded 90% - Phx – 95%, So. AZ – 96%,
 - SFFC file review stayed steady at 96%.
 - So. AZ Wrap report in at 92%.
 - TFC Foster Home file exceeded the goal of 90% reporting in at 91% and TFC Child files exceeded coming in at 100%.
 - Counseling improved from 81% to 93%.
 - HR files also remains steady at 100%.
- **Improvement Opportunities:**
 - No. AZ Adoption dropped from 99% to 63%. IP in place.
 - All SYP regions came in below 90% - Phx – 76%, So. AZ – 67%. No. AZ – 52%. IP in place.
 - Phx Foster Care dropped from 95% to 84%. IP in place.
 - Phx Wrap dropped from 95% to 78%. IP in place.
 - Mentoring's first file review came in at 9%. IP in place.

Q1 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.
 - 99% 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 – 5% (Not to exceed 3%). IP development in process.
- **Program Outcomes**
 - 50% of children remained in their Adoptive placement to finalization. (Goal – 98%) IP in place.
 - 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%)
 - 100% of Wrap clients reported feeling supported. (Goal – 90%)

- **87% of Wrap clients** made progress toward their service plan goals. (Goal- 90%). **IP in place.**
- **NO DATA** for **SYP** outcome of 100% of the program activity goals will be completed with all new referrals within the first 6 months of entering the program. **Needs IP.**
- **75% of SYP children** remained in their adoptive placement to finalization this quarter. (Goal-85%) **IP in place.**
- **97% of foster care placement remained stable.** (Goal-95% or more).
- **The Foster Care program** will demonstrate an active shared parenting plan between foster parents and birth parents – **NO DATA this quarter.** Staff states that data will be ready for collection by the end of Q2.
- **25% decrease** in use of respite by **Foster Families** was reported statewide as compared to Q4 2017. (Goal-10% increase)
- **NO DATA** - 100% of **TFC Caregivers** will provide Trauma Informed care. **Needs IP.**
- **95% of Therapeutic Foster Children** showed progress toward their individually stated goals or remained the same. (Goal-75%)
- **5 Mentoring** matches remained matched at the 90-day review. (Goal – 24 by the end of the fiscal year)
- **NO DATA – Mentor** program outcome - There will be a 10% increase in positive responses on the Mentor Youth Assessment. **Needs IP.**
- **94% of Parent University** attendees surveyed would recommend CFC’s workshops (Goal-90%)
- **100% of Parent University** attendees surveyed indicate they feel they have learned techniques to their skills in working with their child/client. (Goal-90%)
- **50% of Counseling Clients** Strengths/Difficulties Questionnaire (SDQ’s) shows improvement from intake to follow-up assessment. (Goal-75%). Down from 76% reported in Q4. **IP in place.**
- **93% of Counseling clients** showed improvement on their Treatment Plan objectives. (Goal-85%).
- **100% of SFFC child clients** were reunited with their birth parents. (Goal-95%)
- **87% of SFFC families** met their goal at the end of the hosting. (Goal-70%)
- **NO DATA** yet for 90% of the **Starfish enrollees** will remain in the program after the 6-month mark. **We may not have data until Q3. NEW PROGRAM**
- **NO DATA** yet for **Starfish** outcome – Ten youth will remain matched with their Life Coach at the 90 Day Review. **IP in place. NEW PROGRAM**

➤ **Administrative Outcomes**

- **HR outcome** – staff stabilization. Turnover rate **decreased from 51% in Q4 2018 to 28% in Q1.** (The 2018 percentage includes the termination of the Visitation program which occurred over the 3rd and 4th quarters.) Goal is not to exceed 30%.
- **HR outcome** – **80%** of all **new hire Employee Checklists** were fully completed and signed within 90 days of hire date. Goal is 100%.
- **HR outcome** – **100%** of all **Volunteers and Interns** completed orientation checklists within 30 days of start date.
- **Finance outcome** – **77%** of invoices were paid in full within 60 days. (Goal-85%) **IP in place.**
- **Finance outcome** – CFC’s cash on hand is at **247** days. (Goal-90+ days)
- **IT outcome** – Decrease IT risk exposure by 20% by the end of FY 2019. IT exposure **increased from 72% in Q4 to 94%.**
- **Fundraising outcome** – Goal is to increase donor retention rate by 10% by end of FY 2019. **Rate decreased from 37% to 34% in Q1 2019.**

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:**

- Major improvement in staff retention rate
- Cash on hand far exceeds goal.
- Stability in our foster homes. Very low disruption rate of foster children in CFC foster care.

- Client comment – “We are so glad we switched agencies to CFC. Our licensing worker is usually always available, helpful and great to work with. We love how they provided us, the caretakers, with counseling when the child we have is difficult. Also, we really appreciate all the prayers of the CFC people. It is our biggest support. CFC has always answered our questions quickly and accurately and if they do not know something they will find out. We like how they have high standards and make sure we are up to date on things we need to get done. It helps with busy schedules and things easily get missed. The accessibility of Right Now Media has been a nice visual/spiritual tool for our children as well as for us. THANKS CFC!”

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