

CFC PQIC Q2 Summary Report

Date: 5/8/2019

Client File Review: (152) reviewed in Phoenix, (38) in So. Arizona, (13) 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).**
- **All who have not met the 85 or 90% threshold have an improvement plan (IP) in place.**
 - **Southern and Northern Foster Care regions exceeded 90% - So. AZ – 90%, No. AZ – 91%**
 - **Phx Pregnancy** continues to the 90% goal by achieving **93%**
 - **SFFC** file review increased to **100%** from 96%
 - **So. AZ Wrap** report in at **100%** increasing from 92% last quarter
 - **TFC Foster Home file** continues to exceed 90%, reporting in at **91%** and **TFC Child files** at **98%**
 - **Counseling** improved from **93% to 98%**
 - **HR files** continues to exceed the goal by reporting in at 94%.
- **Improvement Opportunities:**
 - **So. AZ Pregnancy** improve slightly from 69% in Q1 to **73%** in Q2. **IP in place.**
 - **Phoenix Adoption** dropped from 95% to **89%**. **IP in place.**
 - **So. AZ Adoption** dropped from 96% to **87%**. **IP in place.**
 - **No. AZ Adoption** stayed the same at **63%**. **IP in place.**
 - **All SYP regions** came in below 90% - **Phx – 59%, So. AZ – 66%. No. AZ – 65%. IP in place.**
 - **Phx Foster Care** dropped from 84% to **82%**. **IP in place.**
 - **Phx Wrap** dropped from 78% to **69%**. **IP in place.**
 - **Mentoring’s** file review increased to **33%** from 6% in the 1st quarter. **IP in place.**
 - **Starfish’s** first file review came in at **80%**. **IP in place**

Q2 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. **No data collected in Q2**
 - **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?” **No data collected in Q2**
 - 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% statewide** (Not to exceed 3%). Dropped to 4% for Q2 specifically, from 5% in Q1.
- **Program Outcomes**
 - **45% of children remained in their Adoptive placement** to finalization YTD. (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. **No new data collected in Q2.**
 - **100% of Pregnancy Counseling clients** reported feeling positive about their permanency plan for their child. **No new data collected in Q2.**
 - **92% of Pregnancy Clients** reported improvement in at least one personal relationship. (Goal – 75%) **No new data collected in Q2.**
 - **92% of Wrap clients** receive their first contact within 48 hours of approval (Goal - 90%)

- **100% of Wrap clients** made progress toward at least one service plan goal. (Goal - 90%).
- **100% of 357 activities were completed for eligible SYP cases opened in FY 2019.** This is a new outcome for which we are just beginning to collect data. Data available was only for the month of March.
- **84% of SYP children** remained in their adoptive placement to finalization this quarter. (Goal-90%) **IP in place.**
- **97% of foster care placement remained stable** (no disruptions). (Goal-95% or more).
- **The Foster Care program** will demonstrate an **active shared parenting activity** between foster parents and birth parents – **69%** for Q2. (Goal – 50%)
- **79% of Therapeutic Foster Children** in care have a **Trauma Informed Parenting Plan** in place. Goal is 100%. **IP in place.**
- **100%** of **TFC Children** showed progress toward their individually stated goals or remained the same. (Goal-75%)
- **9 Mentoring matches** remained matched at the 90-day review. (Goal – 24 by the end of the fiscal year) **IP in place.**
- **NO DATA – Mentor** program outcome - There will be a 10% increase in positive responses on the Mentor Youth Assessment. **Baseline has been established at 65%. Data should be available by Q3.**
- **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 improve their skills** in working with their child/client. (Goal-90%)
- **82%** (66% YTD) of **Counseling Clients** Strengths/Difficulties Questionnaire (SDQ's) shows improvement from intake to follow-up assessment. (Goal-75%). Up from 50% reported in Q1. **IP in place.**
- **96%** of **Counseling clients** showed **improvement on their Treatment Plan objectives.** (Goal-85%).
- **77%** of **SFFC child clients** were reunited with their birth parents. (Goal-95%) Down from 100% last quarter.
- **75%** of **SFFC families** met their goal at the end of the hosting. (Goal-70%) Down from 87% last quarter.
- **NO DATA** yet for 90% of the **Starfish enrollees** will remain in the program after the 6-month mark. **We will 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. **NEW PROGRAM**

➤ **Administrative Outcomes**

- **HR outcome** – staff stabilization. Turnover rate **decreased from 28% in Q1 to 23% in Q2.** Goal is not to exceed 30%. **MEETS OR EXCEEDS GOAL**
- **HR outcome** – **100%** of all **new hire Employee Checklists** were fully completed and signed within 90 days of hire date. Goal is 100%. **IP in place.**
- **HR outcome** – **100%** of all **Volunteers and Interns** completed orientation checklists within 30 days of start date. **MEETS OR EXCEEDS GOAL**
- **Finance outcome** – **81%** of invoices were paid in full within 60 days. (Goal-85%) **IP in place.**
- **Finance outcome** – CFC's cash on hand is at **227** days. (Goal-90+ days) **MEETS OR EXCEEDS GOAL**
- **IT outcome** – Decrease IT risk exposure by 20% by the end of FY 2019. IT exposure **increased from 72% in Q4 to 94% in Q1.** No data for Q2 as no report received from Nexustek after numerous requests. **IP to be created. *Area of concern***
- **Fundraising outcome** – Goal is to increase donor retention rate by 10% by end of FY 2019. **Rate increased from 34% in Q1 to 46% in Q2. MEETS OR EXCEEDS GOAL**

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:**

- Staff turnover rate continues to drop.
- Cash on hand available for times of need.
- Low foster care disruption rate continues – children are provided with stability in the CFC foster care program.