

CFC PQIC Q3 Summary Report

Date: 8/14/2019

Client File Review: (144) reviewed in Phoenix, (37) in So. Arizona, (14) 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 Foster Care regions** exceeded for the first time – **Phx – 90%, So. AZ – 96%, No. AZ – 98%**
 - **Phx Pregnancy** continues to exceed the 90% goal by achieving **100%**, up from 93%.
 - **No. AZ Adoption** improved from 63% to **87%**. Significant increase. **IP in place.**
 - **SFFC** file review hit **96%**
 - **So. AZ Wrap** reported in at **100%** for the second quarter in a row.
 - **Counseling** improved from 93% to **98%**
 - **HR files** improved from 94% to **100%**.
- **Improvement Opportunities:**
 - **So. AZ Pregnancy** hovers at **76%**. **IP in place.**
 - **Phoenix Adoption** remains at **89%**, the same as last quarter. **IP in place.**
 - **So. AZ Adoption** reports in at **88%**, 1% higher than last quarter. **IP in place.**
 - **All SYP regions** came in below 90% - **Phx – 69%, So. AZ – 72%. No. AZ – 65%**. Improvement but still has work to do. **IP in place.**
 - **Phx Wrap** improved from 69% to **89%**. **IP in place.**
 - **Mentoring's** file review dropped from 33% in the 2nd quarter to **20%** in Q3. **IP in place.**
 - **Starfish's** file review improved from 80% to **88%**. Exceeded goal of 85%. **IP in place**

Q2 Outcomes Data:

- **All Programs Outcomes:**
 - **96%** 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% statewide** (Not to exceed 3%). We have determined that 5% may be a more realistic number.
- **Program Outcomes**
 - **79% of children remained in their Adoptive placement** to finalization YTD. Improved from 45% in Q2 (Goal – 98%) **IP in place.**
 - **100% of Pregnancy Counseling clients** reported feeling positive about their permanency plan for their child.
 - **100% of Pregnancy Clients** reported improvement in at least one personal relationship. (Goal – 75%)
 - **95% 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%).
 - **93% 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.
 - **86% of SYP children** remained in their adoptive placement to finalization this quarter. (Goal-90%) **IP in place.**
 - **96% of foster care placements remained stable in the quarter.** (no disruptions). (Goal-95% or more).

- **The Foster Care program** will demonstrate an **active shared parenting activity** between foster parents and birth parents – **87%** for Q3, up from 69%. (Goal – 50%)
- **100% of Therapeutic Foster Children** in care have a **Trauma Informed Parenting Plan** in place. Up from 79%. (Goal is 100%). **IP in place.**
- **94% of TFC Children** showed progress toward their individually stated goals or remained the same. Down from 100% in Q2 (Goal-75%)
- **12 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 Q4.**
- **100% 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%)
- **36%** (56% YTD) of **Counseling Clients** Strengths/Difficulties Questionnaire (SDQ's) shows improvement from intake to follow-up assessment. (Goal-75%). Down from 82% reported in Q2. **IP in place.**
- **96% of Counseling clients** showed **improvement on their Treatment Plan objectives.** Same as Q2.(Goal-85%).
- **100% of SFFC child clients** were reunited with their birth parents. Up from 77%. (Goal-95%)
- **83% of SFFC families** met their goal at the end of the hosting. Up from 78% last quarter. (Goal-70%)
- **100% of Starfish enrollees** remain in the program after the 6-month mark. (Goal-90%) **NEW PROGRAM**
- **Two youth** have remained matched with their Life Coach at the 90 Day Review. Goal for year is 10 youth. **NEW PROGRAM**

➤ **Administrative Outcomes**

- **HR outcome** – staff stabilization. Turnover rate **decreased from 23% in Q2 to 21% in Q3.** Goal is not to exceed 30%.
- **HR outcome** – **100%** of all **new hire Employee Checklists** were fully completed and signed within 90 days of hire date. (Goal-100%).
- **HR outcome** – **100%** of all **Volunteers and Interns** completed orientation checklists within 30 days of start date.
- **Finance outcome** – **82%** of invoices were paid in full within 60 days. (Goal-85%) **IP in place.**
- **Finance outcome** – CFC's cash on hand is at **212** days; down from 227 days in Q2. (Goal-90+ days)
- **IT outcome** – Decrease IT risk exposure by 20% by the end of FY 2019. It was determined that the report for this outcome was not meeting the need. A new tool has been developed and is being used by Nexustek. **IP in place.**
- **Fundraising outcome** – Goal is to increase donor retention rate by 10% by end of FY 2019. **Rate increased from 41% in Q2 to 47% in Q3.**

All programs and departments not meeting file review and outcome goals have created Improvement Plans that will be tracked through the PQI process until goals are met for 2 quarters.

➤ **Praise Report:**

- High client satisfaction ratings.
- Lower staff turnover.
- Progress in developing a better tool for assessing IT risk.

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