

# CFC PQIC Q4 Summary Report

Date: 11/13/2019

**Client and Personnel File Review:** (146) reviewed in Phoenix, (24) in So. Arizona, (15) in No. Arizona. Total of (185) files. For the year the total number of files reviewed were: (567) Phoenix files, (123) So. Arizona files, (68) No. Arizona files, for a total of (758) files.

- **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).**
  - **Phx and No AZ Foster care** continue to exceed 90% by achieving **92% and 100% respectively.**
  - **Phx Pregnancy** continues to exceed the 90% goal by achieving **97%.**
  - **No. AZ Adoption** improved from 87% to **95%.** An increase of 32 percentage points since Q1. **IP 1 more quarter.**
  - **SFFC** file dropped from 96% to **90%.**
  - **Counseling** improved from 93% to **95%**
  - **Phx Wrap** improved from 89% to **95%.** **IP 1 more quarter.**
  - **Phx Adoption** improved from 89% to **90%.** **IP 1 more quarter.**
  - **TFC homes** improved from 88% to **96%.** **IP 1 more quarter.**
  - **TFC child files** improved from 91% to **100%.**
  - **So AZ Wrap – received 100% every quarter** that files were reviewed (no files reviewed in Q4 due to low numbers)
  - **HR files** reported in at **96%.**
  
- **Improvement Opportunities:**
  - **So AZ Foster Care** dropped from **96% to 81%.** **IP in place.**
  - **So. AZ Pregnancy** improved from 76% to **83%.** **IP in place.**
  - **So. AZ Adoption** dropped from 88% to **84%.** **IP in place.**
  - **Phx and So AZ SYP regions saw improvement in Q4.** **Phx** went from **69% to 85%, So. AZ** from **72% to 86%.** **No. AZ** dropped from **65% to 53%.** **IP continues to be in place.**
  - **Mentoring** file review improved from 20% to **41%.** **IP in place.**
  - **Starfish** file review improved from 88% to **97%.** Exceeded goal of 85%. **IP 1 more quarter.**

13 of 21 (62%) program regions achieved the desired 90% goal for file reviews (Mentoring and Starfish goal was 80% due to being new reporting programs). 76% showed improvement or remained the same. For FY2020 we will be working to increase the percentage of programs that reached 90%. Our goal is that 95% of program regions will reach 90%.

## Q4 Outcomes Data:

- **All Programs Outcomes for FY2019:**
  - **97%** 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 – 4% statewide** (Not to exceed 3%). These results are the same as FY2018. We have determined that 5% is a more realistic number due to the number of emergency type incidents we track.

➤ **Program Outcomes**

- **86% of children remained in their Adoptive placement** to finalization YTD. Improved from 79% in Q3 (Goal – 98%) **IP in place.**
- **100% of DCS adoptive families reported gaining understanding of the trauma and loss** of a child in the DCS system experienced. (goal is 85%)
- **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%)
- **96% 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%).
- **94% 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.
- **80% of SYP children** remained in their adoptive placement to finalization this quarter. (Goal-90%) **IP in place.**
- **94% of foster care placements remained stable for the year.** (no disruptions). (Goal-95% or more).
- **The Foster Care program** will demonstrate an **active shared parenting activity** between foster parents and birth parents – **84%** (Goal – 50%)
- **84% of Therapeutic Foster Children** in care have a **Trauma Informed Parenting Plan** in place. (Goal is 100%). **IP in place.**
- **97% of TFC Children** showed progress toward their individually stated goals or remained the same. (Goal-75%)
- **14 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%. No data received through the year to determine this outcome.**
- **97% 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%)
- **59% of Counseling Clients** Strengths/Difficulties Questionnaire (SDQ's) shows improvement from intake to follow-up assessment. (Goal-75%). **IP in place.**
- **96% of Counseling clients** showed **improvement on their Treatment Plan objectives.** Goal-85%.
- **95% of SFFC child clients** were reunited with their birth parents. Up from 83%. (Goal-95%)
- **79% of SFFC families** met their goal at the end of the hosting. Up from 83% last quarter. (Goal-70%)
- **96% of Starfish enrollees** remain in the program after the 6-month mark. (Goal-90%) **NEW PROGRAM**
- **Three youth** have remained matched with their Life Coach at the 90 Day Review. Goal for year is 10 youth. **NEW PROGRAM**

➤ **Administrative Outcomes for FY 2019**

- **HR outcome – staff stabilization. Turnover rate for FY 2019 is 24% statewide.** Goal is not to exceed 30%.
- **HR outcome – 95% 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 – 81% of invoices** were paid in full within 60 days. (Goal-85%) **IP in place.**
- **Finance outcome – CFC's cash on hand** is at **219** days; up from FY 2019 which was 189 days. (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. IT has been outsourced to a new organization and they, PhxIT will develop a new report. **IP in place.**
- **Fundraising outcome – Goal is to increase donor retention rate** by 10% by end of FY 2019. **Rate increased from 34% in Q1 to 48% for the year.**

21 of 33 (64%) of program/admin outcomes were achieved in FY 2019. Six improvement plans (file review or outcomes IPs) were completed in FY 2019. All programs and departments not meeting file review and outcome goals have created Improvement Plans (IP) that will be tracked through the PQI process until goals are met for 2 quarters.

➤ **Praise Report:**

- For the 7 PQIC members who will be rolling off the committee. We appreciate their time and effort in the process of improvement.
- Lower staff turnover.
- A new IT provider has been put in place.

Susan Dudley LMSW  
Quality Assurance Manager