

# CFC PQIC Q1 Summary Report

Date: 2/12/2020

**Client and Personnel File Review:** (77) reviewed from Foster Care module, (86) from General Case Management module, and (10) personnel files. Totaling (173) files.

- **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% Standard.**
  - **Statewide Foster Care** exceed 90% by achieving **96% in Phoenix, 99% in both Northern and Southern regions.**
  - **Mentoring files improved significantly** going from 41% to **97%**. **Improvement Plan (IP) 1 more quarter.**
  - **Pregnancy** continues to exceed the 90% goal by achieving **95%**.
  - **SFFC** file increased from 90% in Q4 2019 to **97%** in Q1 2020.
  - **Counseling** remained stable at **90%**
  - **Wrap** achieved **95%** for the second consecutive quarter. **IP completed.**
  - **TFC homes** continued to improve going from 96% to **98%**. **IP completed.**
  - **TFC child files** remain impressive at **100%** for a second consecutive quarter.
  - **HR files** reported in at **93%** down a few percentage points from last quarter's 97%.
- **Improvement Opportunities:**
  - **Adoption files, both Infant and DCS, reported in at 87% and 82% respectively. IP in place.**
  - **SYP region in all regions saw a drop from Q4 2019. Phx went from 85% to 71%, So. AZ from 86% to 58%, and No. AZ remained about the same going from 53% to 54%. IP in place.**
  - **Starfish** file review dropped from 97% to **89%**. **IP in place**

## Outcomes Data:

- **All Programs Outcomes for FY2020:**
  - **93%** of clients were satisfied with services received when asked, "How satisfied were you with the services received?" on the client satisfaction survey.  
**Adoption is working an Improvement Plan** to increase their client satisfaction scores which **averaged 75%. IP in place.**  
**Foster Care completed** their Improvement Plan as they improved their Client Satisfaction scores to **98%. IP completed.**
  - **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 – 6%** (not to exceed 10%). **Emergency Incidents – 3% statewide** (Not to exceed 5%).
- **Program Outcomes**
  - **98% of Foster children remained in their placement.** (no disruptions). (Goal-95% or more).
  - **99% of Foster parents** demonstrated an **active shared parenting activity** between foster parents and birth parents. (Goal – 85%)
  - **78% 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%)
  - **15% of Foster Care inquires convert to applicants in 2020.** **New goal. Data reports not working correctly as of the PQIC meeting. IP in place.**
  - **50% of children remained in their Adoptive placement** (2 placements/1 disruption in the quarter) to finalization YTD. (Goal – 98%) **IP in place.**

- **100% of infant adoptive families report gaining understand of the benefits of open adoption.** (Goal – 85%)
- **86% of DCS adoptive families reported** gaining understanding of the trauma and loss of a child in the DCS system experienced. Down from 100% in 2019. (Goal - 85%)
- **Pregnancy Counseling clients** reported feeling positive about their permanency plan for their child. (Goal – 90%) No data received. **IP in place to insure data for next round of surveys.**
- **Pregnancy Clients** reported improvement in at least one personal relationship. (Goal – 75%) No data received. **IP in place to insure data for next round of surveys.**
- **100% of SFFC child clients** were reunited with their birth parents. (Goal - 95%)
- **100% of SFFC families** met their goal at the end of the hosting. Up from 79% last quarter. (Goal - 75%)
- **For active 357 SYP youth, 90% will complete at least one 357 activity monthly.** 43% of 357 monthly activities were completed in Q1. (Goal – 90%) **IP in place.**
- **88% of SYP children** remained in their adoptive placement to finalization this quarter. (Goal-80%) **IP in place.**
- **93% of matched Mentors** engaged their mentee in **Kingdom Touches.** (Goal – 80%) **New goal.**
- **99% of Mentors** spent a minimum of 4 hours per month **with their Mentee.** (Goal – 80%) **New goal.**
- **100% of Starfish enrollees** remain in the program after the 6-month mark. (Goal - 90%)
- **44% of Starfish youth achieved at least one service plan goal** in the quarter (Goal – 70%) **New goal. IP in place.**
- **59% of Counseling Clients** Strengths/Difficulties Questionnaire (SDQ's) shows improvement from intake to follow-up assessment. (Goal-70%). **IP in place.**
- **96% of Counseling clients** showed **improvement on their Treatment Plan objectives.** (Goal - 85%).
- **97% of Wrap clients** receive their first contact within 48 hours of approval (Goal - 90%)
- **95% of Wrap clients** made progress toward at least one service plan goal. (Goal - 85%).
- **100% of Family Care Learning (Parent University name change)** attendees surveyed would recommend CFC's workshops (Goal-90%)
- **Foster Parent College – Spanish speaking** attendees surveyed would recommend CFC's training. No data as scheduled class was cancelled. **New goal. IP in place.**

➤ **Administrative Outcomes for FY 2020**

- **HR outcome – staff stabilization. Statewide turnover rate for Q1 was 24%.** (Goal is not to exceed 30%)
- **HR outcome – 93% of all new hire Employee Checklists** were fully completed and signed within 90 days of hire date. (Goal-100%).
- **Finance outcome – 89% of invoices were paid in full within 60 days.** FY 2019 was 81%. (Goal - 85%) **IP in place.**
- **Finance outcome – CFC's cash on hand** is at **190** days; FY 2019 ended at 219 days. (Goal - 90+ days)
- **Finance outcome – 100% of internal disbursements** were properly authorized. (Goal – 100%) **New goal.**
- **Information Technology outcome – 93% of programs' documentation and data storage is cloud based.** (Goal – 100%) **New goal.**
- **Fundraising outcome – 37% donor retention rate for Q1 2020.** Goal is to increase donor retention rate by 5% over FY 2019 percentage by end of 2020. Ended FY 2019 at 48%.

For all programs and departments that do not reach their file review goal of 90% or specific outcome goal, an Improvement Plan (IP) will be put in place. Goals must be achieved for two consecutive quarters for an Improvement Plan to be completed. The All Agency 1 Page Plan states that 95% of all programs and departments will reach their goals by the end of FY 2020, so we have work ahead of us as

➤ **Praise Report:**

- Four new PQIC members
- Great improvement by Foster Care in file reviews and Client Satisfaction.
- Major improvement by Mentoring program to put process in place to ensure that all Mentors are properly vetted prior to being matched with a mentee.