

CFC PQIC Q2 Summary Report

Date: 5/13/2020

Client and Personnel File Review: (67) reviewed from Foster Care module, (101) from General Case Management module, and (7) personnel files. Totaling (175) files.

- **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% Standard.**
 - **SFFC file** continued to improve going from 97% in Q1 to **100%** in Q2.
 - **Pregnancy** continued to improve going from 95% in Q1 to **98%** in Q2. **IP completed.**
 - **Adoption files, both Infant and DCS** increased to 90% or more, **91%** for Infant and **90%** for DCS.
 - **WRAP** continues to exceed the 90% goal by achieving **98%**.
 - **TFC Home files** continues to exceed the 90% goal by achieving **94%**.
 - **TFC Child files** continues to exceed the 90% goal by achieving **97%**.
 - **SYP in all regions increase in Q2. PHX** went from **71% to 92%**, **So. AZ** went from **58% to 77%**, and **No. AZ** increased significantly from **54% to 93%**. **IP in place**
 - **Foster Care So. AZ** continues to exceed 90% goal by achieving **95%**. **IP completed.**
 - **Counseling** reported in at **89%** only down one percentage point from last quarter's 90%. **IP in place.**

- **Improvement Opportunities:**
 - **Staff Care files** reported in at **84%** down from last quarter's 93%. **IP in place.**
 - **Mentoring** reported in at **71%** down from last quarter's 97%. **IP in place.**
 - **Starfish** reported in at **79%** down from last quarter's 89%. **IP in place.**
 - **Foster Care PHX** reported in at **86%** down from last quarter's 96%. **IP in place.**
 - **Foster Care No. AZ** reported in at **87%** down from last quarter's 99%. **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**
 - **100% of adopted children** remained in their placement until finalization. (no disruptions). (Goal-95% or more).
 - **62% of Counseling Clients** Strengths/Difficulties Questionnaire (SDQ's) shows improvement from intake to follow-up assessment. (Goal – 70%). **IP in place.**
 - **75% of Counseling clients** showed **improvement on their Treatment Plan objectives.** Down from 94% in Q1. (Goal - 85%).
 - **All Foster care regions** maintained a disruption rate of fewer than **5%** of all placements.

- **87% 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 – 100%). **IP in place.**
- **100% of TFC Children** showed progress toward their individually stated goals or remained the same. (Goal –75%)
- **Foster Care inquires convert to applicants in 2020.** (Goal – 15%) **New goal. Data reports not working correctly.**
- **95% of Mentors** spent a minimum of 4 hours per month **with their Mentee.** (Goal – 80%) **New goal.**
- **97% of matched Mentors** engaged their mentee in **Kingdom Touches.** (Goal – 80%) **New goal.**
- **97% of Family Care Learning (Parent University name change)** attendees surveyed would recommend CFC’s workshops (Goal – 90%)
- **98% of Foster Parent College – Spanish speaking** attendees surveyed would recommend CFC’s training. **New goal. IP in place.**
- **Pregnancy Counseling clients** reported feeling positive about their permanency plan for their child. (Goal – 90%) **No data received. Reported on a Bi-annual basis. 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. Reported on a Bi-annual basis. IP in place to insure data for next round of surveys.**
- **80% of SYP children** remained in their adoptive placement to finalization this quarter. (Goal – 80%) **IP in place.**
- **For active 357 SYP youth, 90% will complete at least one 357 activity monthly. 57%** of 357 monthly activities were completed in Q2. (Goal – 90%). **IP in place.**
- **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. (Goal - 75%)
- **100% of Starfish enrollees** remain in the program after 90-day mark. (Goal - 90%)
- **25% of Starfish youth achieved at least one service plan goal** in the quarter (Goal – 70%). Down from 44% in Q1. **New goal. IP in place.**
- **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 - 85%)

➤ **Administrative Outcomes for FY 2020**

- **Staff Care outcome – staff stabilization. Statewide turnover rate for Q2 was 25%.** (Goal is not to exceed 30%)
- **HR outcome – 100% of all new employees shall complete onboarding class within 90 days of hire date** (Goal- 100%).
- **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 148 days.** (Goal is 90+ days)
- **Finance outcome – 100% of internal disbursements** were properly authorized. (Goal – 100%) **New goal.**
- **Information Technology outcome – 100% of programs’ documentation and data storage is cloud based.** (Goal – 100%) **New goal.**
- **Fundraising outcome – 46% donor retention rate for Q2 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.

➤ **Praise Report:**

- Significant improvement made by SYP in file reviews.
- Pregnancy Services completed their File Review Improvement Plan.

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