

CFC PQIC Q3 Summary Report

Date: 8/12/2020

Dear Stakeholder, Welcome to the review of CFC's third quarter PQI results. Over the course of this quarter we seen some significant improvement I would like to highlight those with you.

Praise Report:

- Significant improvement made by Foster Care team.
- Consistently good scores by Safe Families and Pregnancy Counseling.
- Management teams maintain strong outcome achievement.
- Three Improvement Plans completed this quarter

For you to understand our reporting process please be aware that 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. CFC's 2020 All Agency 1 Page Plan states that "95% of all programs and departments will reach their goals by the end of FY 2020". 71% have achieved goals by the end of Q3.

File Review Data: A total of (160) files were reviewed this quarter.

- **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% compliance standard.**
 - **SFFC file** achieved **100%** compliance again for Q3.
 - **Pregnancy Counseling** dropped from 98% in Q2 to **90%** in Q3.
 - **Adoption files, both Infant and DCS** increased from 91% to **94%** for Infant and from 90% to **91%** for DCS. **IPs completed**
 - **TFC Home files** improved to **100%** in Q3, up from 94%.
 - **All Foster Care regions improved averaging 96%** for the quarter. **IP in place for No and PHX regions.**
 - **Counseling** reported in at **93%** improving from 89% in Q2. **IP in place.**
- **Improvement Opportunities:**
 - **SYP has seen improvement this year. PHX** did drop from **92% to 83%**, **So. AZ** went from **77% to 84%**, and **No. AZ** increased from **93% to 95%**. **IP in place for all regions though No. AZ has reached its goal for 2 quarters.**
 - **Mentoring** reported in at **63%** down from last quarter's 71%. **IP in place.**
 - **Starfish** reported in at **75%** down from last quarter's 79%. **IP in place.**

Outcomes Data:

- **All-Agency Programs Outcomes for FY2020 – all achieved:**
 - **93%** of clients were satisfied with services received when asked, "How satisfied were you with the services received?" on the client satisfaction survey. (Goal – 90%)
 - **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?" (Goal – 90%)
 - 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%). The same as Q2. **Emergency Incidents – 4% statewide** (Not to exceed 5%), up 1 percent from Q2.
- **Program Outcomes achieved:**
 - **85% of Counseling clients** showed **improvement on their Treatment Plan objectives**. Up from 74% in Q2. (Goal - 85%).
 - **All Foster care regions** maintained a disruption rate of fewer than **5%** of all placements, with No. AZ have no disruptions this FY.

- **94% of Foster parents** demonstrated an **active shared parenting activity** between foster parents and birth parents. (Goal – 85%)
- **89% of TFC Children** showed progress toward their individually stated goals or remained the same, down from 100 in Q2. (Goal –75%)
- **95% of Family Care Learning** attendees surveyed would recommend CFC’s workshops (Goal – 90%)
- **100% of Foster Parent College – Spanish speaking** attendees surveyed in Q3 would recommend CFC’s training. **IP completed**
- **100% of Pregnancy Clients** reported improvement in at least one personal relationship. (Goal – 75%) **IP in place to ensure data for next round of surveys.**
- **87% of SYP children** remained in their adoptive placement to finalization this quarter. (Goal – 80%)
- **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%)
- **97% 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%)

➤ **Program Outcomes in need of improvement:**

- **81% of adopted children** remained in their placement until finalization YTD. (no disruptions). (Goal-95% or more). **IP in place.**
- **57% of Counseling Clients** Strengths/Difficulties Questionnaire (SDQ’s) shows improvement from intake to follow-up assessment. (Goal – 70%). **IP in place.**
- **80% of Therapeutic Foster Children** in care have a **Trauma Informed Parenting Plan** in place. (Goal – 100%). **IP in place.**
- **32% of Mentors** spent a minimum of 4 hours per month **with their Mentee**, down significantly from Q2 which was 95%. (Goal – 80%) **IP in place.**
- **30% of matched Mentors** engaged their mentee in **Kingdom Touches** down from 97% in Q2. (Goal – 80%) **IP in place.**
- **80% of Pregnancy Counseling clients** reported feeling positive about their permanency plan for their child. (Goal – 90%) **IP in place.**
- **For active 357 SYP youth, 90% will complete at least one 357 activity monthly. 87%** of 357 monthly activities were completed in Q3 up from 57%. (Goal – 90%). **IP in place.**
- **10% of Starfish youth achieved at least one service plan goal** in the quarter (Goal – 70%). Down from 25% in Q2. **IP in place.**

➤ **Administrative Outcomes for FY 2020 – all but one achieved in Q3**

- **Staff Care outcome – staff stabilization. Statewide turnover rate for Q3 was 23%.** (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 – 89% of invoices were paid in full within 60 days** up from 77% in Q2. (Goal – 85%) **IP in place.**
- **Finance outcome – CFC’s cash on hand is at 154 days.** (Goal is 90+ days)
- **Finance outcome – 97% of internal disbursements** were properly authorized down from 100%. (Goal – 100%) **IP in place.**
- **Information Technology outcome – 100% of programs’ documentation and data storage is cloud based.** (Goal – 100%)
- **Fundraising outcome – 53% donor retention rate for Q3 2020** up from 46% in Q2. Goal is to increase donor retention rate by 5% over FY 2019 percentage by end of 2020. *Ended FY 2019 at 48%.*

For questions regarding this report, feel free to contact me at susan@cfcare.org. I would happy to discuss our results with you.
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