

# CFC PQIC Q4 Summary Report

Date: 11/16/2020

Dear Stakeholder,

Welcome to the review of CFC's fourth quarter PQI results. Over the course of the last quarter of our fiscal year we have seen some significant improvements. I would like to highlight a few of those for you.

## Praise Report:

- We are thankful for the 6 committee members who have faithfully served their terms and will be going off of the committee. We could not do this work without them. We are looking forward to new faces in the year to come.
- All foster care programs consistently achieved their file review goals.
- Management teams maintain strong outcome achievement.
- Five more Improvement Plans were completed this quarter, totaling 10 completed plans for the year.
- Many staff members report learning how to improve their own work through participating in the PQI File Review process.

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". 69% achieved goals by the end of Q4. 84% achieved or were within 5% of achieving their goal/outcome. We keep striving.

**File Review Data:** A total of (172) files were reviewed this quarter. (680 files were reviewed in FY 2020).

- **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% compliance standard.**
  - **All Foster Care regions TFC homes exceeded 90%** for the quarter. **No AZ and PHX Improvement plans were completed.**
  - **SFFC files, Pregnancy Counseling and Adoption files achieved 96%, 93%, 94% and 93% respectively.** None of these programs have Improvement Plans in place.
  - **WRAP reported in at 93% improving from 89% in Q3. IP in place.**
  - **Staff Care achieved 100% compliance this quarter, up from 90% in Q3. IP completed.**
- **Improvement Opportunities:**
  - **SYP has seen improvement this year. PHX is back up from 83% to 88%, So AZ went from 84% to 96%, and No AZ dropped from 95% to 78%. IPs in place for all regions.**
  - **Mentoring reported in at 68% up from last quarter's 63%. IP in place.**
  - **Starfish reported in at 47% down from last quarter's 75%. 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 for the year– 7%** (not to exceed 10%). **Emergency Incidents – 4% statewide** (Not to exceed 5%).
- **Program Outcomes achieved for FY2020:**
  - **88% of Counseling clients** showed **improvement on their Treatment Plan objectives.** (Goal - 85%)
  - **92% of Foster parents** demonstrated an **active shared parenting activity** between foster parents and birth parents. (Goal – 85%)

- **94% of TFC children** showed progress toward their individually stated goals or remained the same for FY2020. (Goal –75%)
- **98% of Family Care Learning attendees and Foster Parent College – Spanish speaking attendees** surveyed would recommend CFC’s workshops (Goal – 90%)
- **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.**
- **79% of SYP children** remained in their adoptive placement to finalization in FY2020. (Goal – 80%) **IP in place.**
- **100% of SFFC child clients** were **reunited** with their birth parents. (Goal - 95%)
- **88% of SFFC families met their goal** at the end of the hosting in FY2020. (Goal - 75%)
- **100% of Starfish enrollees remain in the program** after 90-day mark. (Goal - 90%)
- **96% of WRAP clients** receive their first contact within 48 hours of approval. (Goal - 90%)
- **99% of WRAP clients** made progress toward at least one service plan goal. (Goal - 85%)

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

- **The CFC Foster Care programs had a disruption rate of 7% for FY2020.** The goal is to maintain a rate of less than 5% of all placements statewide. **IP in place.**
- **88% 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.**
- **84% of Therapeutic Foster Children** in care have a **Trauma Informed Parenting Plan** in place. (Goal – 100%). **IP in place.**
- **73% of Mentors** spent a minimum of 4 hours per month **with their Mentee** in FY 2020, down significantly from Q2 which was 95%. (Goal – 80%) **IP in place.**
- **79% of matched Mentors** engaged their mentee in **Kingdom Touches** in the fiscal year. (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, 67% completed at least one 357 activity monthly.** (Goal – 90%). **IP in place.**
- **23% of Starfish youth achieved at least one service plan goal** each quarter (Goal – 70%).. **IP in place**

➤ **Administrative Outcomes for FY 2020:**

- **Staff Care outcome – staff stabilization. Statewide turnover rate for FY2020 was 25%.** FY2019 was 24%. (Goal is not to exceed 30%)
- **Staff Care outcome – 98% of all new employees complete the onboarding class within 90 days of hire date.** Up from 95% in 2019. (Goal-100%).
- **Finance outcome – 86% of invoices were paid in full within 60 days** up from 81% in 2019. (Goal – 85%) **IP complete.**
- **Finance outcome – CFC’s cash on hand** is at **161 days.** (Goal is 90+ days)
- **Finance outcome – 99% of all internal disbursements** were properly authorized in 2020. This is a significant increase from the starting baseline of 71% for disbursements <\$5000 and 36% of those >\$5000. (Goal – 100%)
- **Information Technology outcome – 100% of programs’ documentation and data storage is cloud based.** (Goal – 100%)
- **Fundraising outcome – Donor retention rate increased from 48% in 2019 to 54% in 2020.** Goal was to increase donor retention rate by 5% over FY 2019, which was achieved.

For questions regarding this report, feel free to contact me at: [susan@cfcare.org](mailto:susan@cfcare.org). I would be happy to discuss our results with you.

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