

CFC PQIC Q1 Summary Report

Date: 2/10/2021

Dear Stakeholder,

Welcome to the review of CFC's 2021 first quarter PQI results. As we start a new year, we also start with a few new outcomes in order to focus our efforts of improvement for our client and staff in strategic areas. I would like to highlight a few of those for you.

Praise Report:

- We are thankful for the 5 new PQI Committee members who have joined us from all areas of the agency. Some have been with the agency for over 10 years and others are relatively new to CFC. We look forward to fresh perspectives and insights as we review the data.
- Management teams maintain strong outcome achievement.
- Three more Improvement Plans (IP) were completed this quarter, and 6 new ones were created.
- 99% of client surveys returned reported that CFC provides services in a culturally appropriate way to help clients improve their lives.

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. 59% of programs achieved 90% or more on file reviews, 75% of outcomes were achieved this quarter. File review questions may have changed with the new year, so not achieving 90% is not surprising, but improvement is what we will be striving for over the year.

File Review Data: A total of (175) files were reviewed this quarter.

- **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% compliance standard.**
 - **No Arizona and So Arizona Foster Care regions as well as TFC child files exceeded 95%** for the quarter.
 - **SFFC files, Pregnancy Counseling and Infant and DCS Adoption files achieved 94%, 100%, 97% and 97% respectively.** None of these programs have Improvement Plans in place.
 - **Family Coaching (formerly known as WRAP) reported in at 97% improving from 93% in Q3. IP completed.**
 - **Staff Care achieved 100% compliance** this quarter.
- **Improvement Opportunities:**
 - **SYP saw improvement in FY2020. All regions are focused on improving to over 90% as this quarter they achieved 76% in Phoenix, 86% in So AZ and 88% in No AZ. IPs in place for all regions.**
 - **Mentoring reported in at 63% down from last quarter's 68%. IP in place.**
 - **Starfish is down to 25% file compliance from last quarter's 48%. IP in place.**

Outcomes Data:

- **All-Agency Programs Outcomes for Q1 2021:**
 - **88%** of clients were satisfied with services received when asked, "How satisfied were you with the services received?" on the client satisfaction survey. (Goal – 90%) All programs scored well except for Mentoring. **IP in place for just the Mentoring program.**
 - **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 – 5% statewide** (Not to exceed 5%).
- **Program Outcomes achieved in Q1 2021:**
 - **96% of Counseling clients showed improvement on their Treatment Plan objectives** up from 88%. (Goal - 85%)

- **83% of Foster parents** demonstrated an **active shared parenting activity** between foster parents and birth parents. (Goal – 80%)
- **84% of licensed Foster families were retrained** to increase the number of children serviced. **NEW** (Goal – 70%)
- **100% of TFC children** showed progress toward their individually stated goals or remained the same. (Goal –75%)
- **100% of TFC parents demonstrated the use of Trauma Informed Techniques.** (Goal – 85%). **UPDATED IP in place.**
- **100% of Family Care Learning** target tasks were completed on the efficiency tool before the start of each class. **NEW** (Goal – 95%)
- **100% of Family Care Learning** planned and necessary development team activities completed for each course. **NEW** (Goal – 100%)
- **100% of SFFC Placing Parents** reported that because their children were cared for by Safe Families, **they were able to do what they needed to do to have their children back with them.** **NEW** (Goal - 90%)
- **100% of Family Coaching (aka WRAP) clients** receive their first contact within 48 hours of approval, up from 96%. (Goal - 90%)
- **97% of Family Coaching clients made progress toward** at least **one service plan goal**, down from 97%. **NEW** (Goal - 85%)
- **4 Youth in the SYP program, 2 plus years, were discharged by reason of permanent connection** (Adoption Finalization ONLY) **NEW** (Goal – 16 in FY)

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

- **0% of SFFC Volunteers** reported receiving ongoing education about providing care for children from a trauma-informed perspective. **NEW** (Goal - 90%) **IP in place.**
- **17% of SFFC Clients** engaged in agency service beyond a hosting. **NEW** (Goal – 50%) **IP in place.**
- **69% of SYP children** will remained in their adoptive placement to finalization. (Goal – 80%) **IP in place.**
- **67% of adopted children** remained in their placement until finalization YTD. (no disruptions). (Goal-90% or more) **IP in place.**
- **44% of Mentors** spent a minimum of 4 hours per month **with their Mentee**, down significantly from FY2020 which was 73%. (Goal – 80%) **IP in place.**
- **24% of matched Mentors** engaged their mentee in **Kingdom Touches** in the fiscal year, down from 79%. (Goal – 80%) **IP in place.**

➤ **Administrative Outcomes for FY 2020:**

- **Staff Care outcome – staff stabilization.** Statewide turnover rate for Q1 2020 was 30%. FY2020 was 25%. (Goal is not to exceed 30%)
- **Staff Care outcome – 68% of employees will completed their annual review within 45 days of the employees hire anniversary date.** **NEW** (Goal-80%).
- **Finance outcome – 95% of invoices were paid in full within 60 days**, up from 86% in FY2020. (Goal – 85%)
- **Finance outcome – CFC’s cash on hand** is at 216 days up from 161 at the end of FY 2020. (Goal is 90+ days)
- **Information Technology outcome – 99% of tickets were responded to within the Service Level Agreements (SLA) and are in process to be marked complete.** **NEW** (Goal – 100%)
- **Marketing outcome – Increase the overall agency inquiries by 10%. 521 inquiries received in Q1.** **NEW** (Goal – 2605 by year end)

Thank you for taking the time to read this summary report. We are proud of our work and we are always looking for ways to improve. For questions regarding this report, feel free to contact me at: susan@cfcare.org. I would be happy to discuss our results with you.



Quality Assurance Manager