

CFC PQIC Q2 Summary Report

Date: 5/19/2021

Dear Stakeholder,

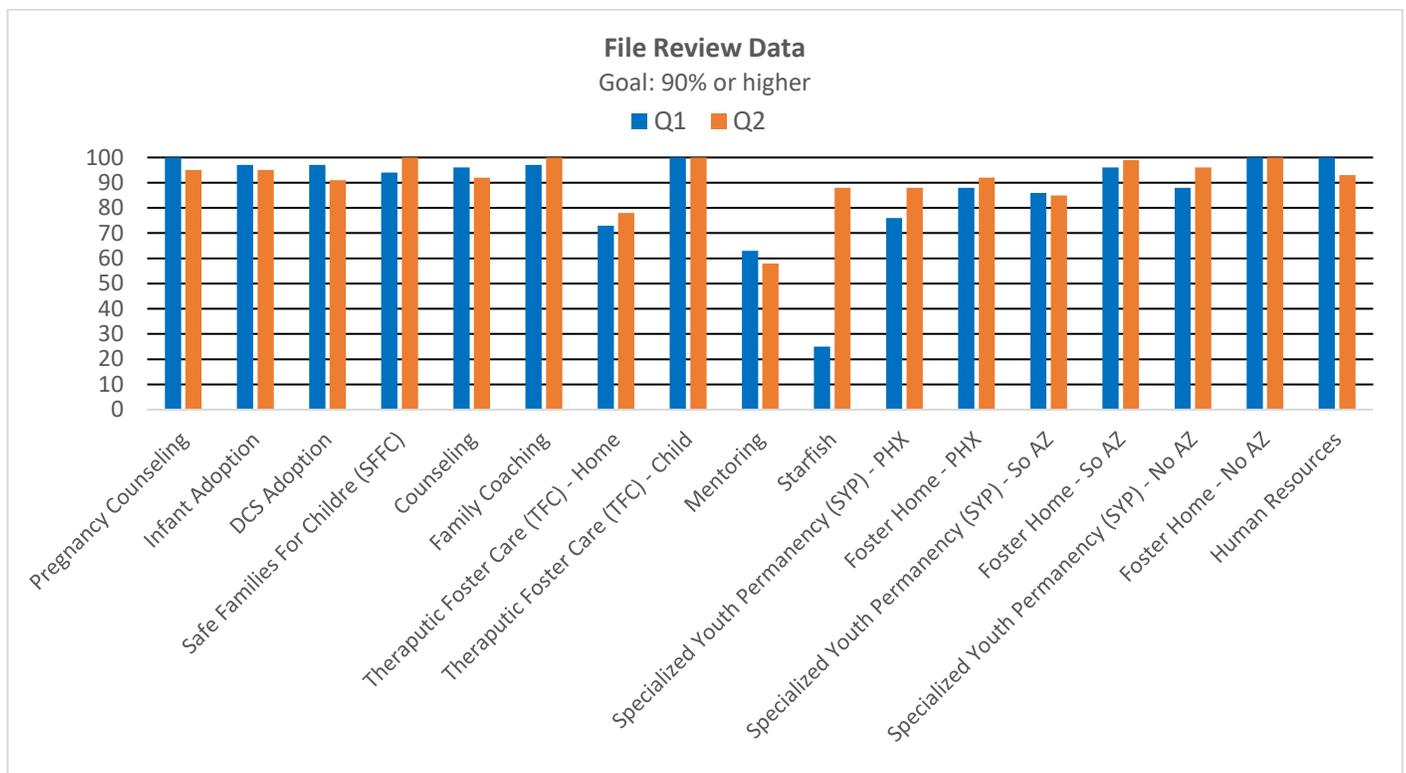
Welcome to the review of CFC's 2021 2nd quarter PQI results. We are halfway through the year, that is incredible. We are seeing steady improvement in most goals.

Highlights:

- Seventy percent of our programs met their file review goal of 90% or more compliance.
- Management teams maintain strong outcome achievement.
- One new Improvement Plan (IP) was completed this quarter, and one was created.
- Staff reviewers are learning how to maintain better files and what is important in providing excellent service.

To better 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. 70% of programs achieved 90% or more on file reviews, 70% of outcomes were achieved this quarter (these are non-survey related). File review questions may have changed with the new year, so not achieving 90% is not surprising, but improvement is what we strive for over the year.

File Review Data: A total of (150) files were reviewed this quarter.



➤ **Areas of strength (compliance with effective practice indicators): Files Need to meet 90% compliance standard.**

- **All Foster Care regions as well as TFC child files exceeded 92%** for the quarter with So AZ achieving 99% and No AZ achieving 100%.
- **SFFC files, Pregnancy Counseling and Infant and DCS Adoption files achieved 100%, 95%, 95% and 91% respectively.** None of these programs have Improvement Plans in place.
- **Family Coaching (formerly known as WRAP) reported in at 100%** improving from 97% in Q1.

- **Staff Care achieved 93% compliance** this quarter down from 100%.
- **Counseling remains strong achieving 92% file compliance.**

➤ **Improvement Opportunities:**

- **All SYP regions saw improvement this quarter 88% in Phoenix up from 76%, 85% in So AZ down from 86% and 96% in No AZ up from 88%. IPs in place for all regions.**
- **Mentoring reported in at 58% down from last quarter's 63%. IP in place.**
- **Starfish improved to 88%, a significant increase from 25% file compliance in Q1. IP in place.**
- **TFC Home files improved to 78% from 73% in the previous quarter. IP in place.**

Outcomes Data:

➤ **All-Agency Programs Outcomes for Q2 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 – % statewide** (Not to exceed 5%).

➤ **Program Outcomes achieved in Q2 2021:**

- **97% of Counseling clients** showed **improvement on their Treatment Plan objectives** up from 96%. (Goal - 85%)
- **86% of Foster parents** demonstrated an **active shared parenting activity** between foster parents and birth parents. (Goal – 80%)
- **88% of licensed Foster families were retained** to increase the number of children serviced YTD. **NEW** (Goal – 70%)
- **99% 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 completed.**
- **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%)
- **97% of Family Coaching (aka WRAP) clients** receive their first contact within 48 hours of approval YTD. (Goal - 90%)
- **100% of Family Coaching clients made progress toward** at least **one service plan goal**, up from 97% in Q1. **NEW** (Goal - 85%)
- **8 Youth in the SYP program, 2 plus years, were discharged by reason of permanent connection YTD** (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.**
- **13% of SFFC Clients** engaged in agency service beyond a hosting. **NEW** (Goal – 50%) **IP in place.**
- **74% of SYP children** remained in their adoptive placement to finalization YTD. (Goal – 80%) **IP in place.**
- **60% 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.**
- **62% of matched Mentors** engaged their mentee in **Kingdom Touches** YTD, up from 24% in Q1. (Goal – 80%) **IP in place.**

➤ **Administrative Outcomes for FY 2020:**

- **Staff Care outcome – staff stabilization. Statewide turnover rate YTD through Q2 2021 was 32%. FY2020 was 25%. (Goal is not to exceed 30%) **New IP in place.****
- **Staff Care outcome – 70% of employees completed their annual review within 45 days of the employees hire anniversary date. **NEW** (Goal-80%). **IP in place.****
- **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 243 days at the end of Q2 2021, 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%. 1135 inquiries received in Q2. **NEW** (Goal – 2605 by year end)**

Thank you for taking the time to read this summary report. We are proud of our work, but 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