

# CFC PQIC Q3 Summary Report

Date: 8/12/2021

Dear Stakeholder,

Welcome to the review of CFC's 2021 3<sup>rd</sup> quarter PQI results. This has been an exciting quarter for us as we have seen tremendous upward movement in our file review results and outcomes.

## Highlights:

- 100 percent of our programs met their file review goal of 90% or more compliance.
- Management teams maintain strong outcome achievement.
- Three Improvement Plans (IP) were completed this quarter, and one was created.
- Peer reviewers report learning how to maintain better files and how to improve services to their clients.

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.* 100% of programs achieved 90% or more on file reviews, 80% of program outcomes were achieved this quarter. All action items created in the Q2 PQIC meeting were completed.

**File Review Data:** A total of (152) 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 Therapeutic Foster Care (TFC) files achieving 90% or more** for the quarter with TFC child files and So AZ home files 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) and Counseling files** reported in at **98% and 93%** improving from 97% and 92%, respectively in Q2.
  - **Staff Care achieved 97%** compliance this quarter up from 93%.
  - **Mentoring** reported in at **98%** up from last quarter's **58%**. **IP in place.**
  - **Starfish** improved to **100%**, a significant increase from **88%** file compliance in Q2. **IP in place.**
  - **All SYP regions achieved 92% or better**, the first time for SYP to meet the goal in all regions. **IPs in place for all regions.**

## Outcomes Data:

- **All-Agency Programs Outcomes for Q3 2021:**
  - **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%) All programs scored well except for DCS Adoption which was rated at 86%. Mentoring improved from 33% to 100% in Q3. **IP in place for just the Mentoring and DCS Adoption programs.**
  - **100%** 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– 8%** (not to exceed 10%). **Emergency Incidents – 3% statewide** (Not to exceed 5%).
- **Program Outcomes achieved in Q3 2021:**
  - **100% of Infant adoptive family's** report gaining **understanding of the benefits of open adoption** (Goal – 85%)
  - **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%)
- **94% 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**
- **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 Pregnancy clients** report that they are **satisfied with the education** they received about the options for their pregnancy. (Goal – 90%)
- **100% of Pregnancy clients** report **feeling confident in the permanency plan** they made for their child. (Goal – 90%)
- **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)
- **100% of SFFC Volunteers** reported receiving ongoing education about providing care for children from a trauma-informed perspective. **NEW** (Goal - 90%) **IP in place.**
- **100% of SFFC Placing parents** report 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. (Goal – 90%)

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

- **8% of SFFC Clients** engaged in agency service beyond a hosting. **NEW** (Goal – 50%) **IP in place.**
- **70% of SYP children** remained in their adoptive placement to finalization YTD. (Goal – 80%) **IP in place.**
- **70% of adopted children** remained in their placement until finalization YTD. (no disruptions). (Goal – 90% or more) **IP in place.**
- **68% of Mentors** spent a minimum of 4 hours per month **with their Mentee**, up from 44% in Q1 and Q2 (Goal – 80%) **IP in place.**
- **75% of matched Mentors** engaged their mentee in **Kingdom Touches** YTD, up from 62% in Q2. (Goal – 80%) **IP in place.**

➤ **Administrative Outcomes for FY 2021:**

- **Staff Care outcome – staff stabilization. Statewide turnover rate YTD through Q3 2021 was 33%**, up from 32%. FY2020 was 25%. (Goal is not to exceed 30%) **IP in place.**
- **Staff Care outcome – 87% of employees completed their annual review within 45 days of the employees hire anniversary date**, up from 72% in Q2. **NEW** (Goal-80%). **IP in place.**
- **Finance outcome – 93% of invoices were paid in full within 60 days**, down from 95% in Q2. (Goal – 85%)
- **Finance outcome – CFC’s cash on hand** is at **214** days at the end of Q3 2021, down from 243 in Q2. (Goal is 90+ days). Cash on hand remains strong and far above goal.
- **Information Technology outcome – No data received from AIT regarding response time per Service Level Agreements (SLA) at time of meeting** **NEW** (Goal – 100%)
- **Marketing outcome – Increase the overall agency inquiries by 10%. 1759 inquiries received through the end of Q3.** **NEW** (Goal – 2605 by year end) **New IP in place.**

Thank you for taking the time to read this summary report. We are proud of our good work and always looking for ways to improve. 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.



Quality Assurance Manager