

# CFC PQIC Q4 Summary Report

Date: 10/27/2021

Dear Stakeholder,

Welcome to the review of CFC's 2021 4<sup>th</sup> quarter and FY2021 PQI results. We are happy to report that consistent improvement was attained in Program File reviews through the year. This is evidence of the good work we are doing with our clients.

## Highlights:

- 100 percent of our programs met their file review goal of 90% or more compliance.
- Three Improvement Plans (IP) were completed this quarter, and one was created.
- Eight IPs were completed in the year and ten new plans were created.
- Peer reviewers continue to report learning how to better maintain 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.

**File Review Data:** A total of (160) files were reviewed this quarter. 637 files reviewed in the FY.

- **Areas of strength (compliance with effective practice indicators): Files need to meet 90% compliance standard.**
  - **All SYP (Specialized Youth Permanency) regions achieved 90% or better. After having improvement plans for several years this program has COMPLETED their improvement plan for ALL regions. Way to go SYP!**
  - **Therapeutic Foster Care achieved 100% file compliance for both Homes and Child files. IP complete for TFC Homes.**
  - **All Foster Care regions achieving 93% or better with So AZ reaching 100% compliance.**
  - **SFFC files, Pregnancy Counseling, and Infant and DCS Adoption files achieved 96%, 95%, 98% and 96%, respectively.** None of these programs have Improvement Plans in place.
  - **Family Coaching (formerly known as WRAP) and Counseling files both achieved 97% compliance.**
  - **Staff Care achieved 100% compliance this quarter.**
  - **Mentoring reported in at 100% after starting the year at 63%. IP complete.**

## Outcomes Data:

- **All-Agency Programs Outcomes for Q4 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%. **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– 7%** (not to exceed 10%), this percentage is the same as FY2020. **Emergency Incidents – 3% statewide** (Not to exceed 5%), down from 4% in FY2020.
- **Program Outcomes achieved in FY2021:**
  - **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** (Goal - 85%)
  - **87% of Foster parents** demonstrated an **active shared parenting activity** between foster parents and birth parents. (Goal – 80%)

- **87% of licensed foster families were retained** to increase the number of children serviced YTD. **NEW** (Goal – 70%)
- **95% of TFC children showed progress** toward their individually stated goals or remained the same. An improvement over FY2020 which was 94% (Goal –75%)
- **100% of TFC parents demonstrated the use of Trauma Informed Techniques.** An improvement over FY 2020 which was 84% (Goal – 85%).
- **98% of Family Care Learning** target tasks were completed on the efficiency tool before the start of each class. (Goal – 95%)
- **100% of Family Care Learning** planned and necessary development team activities completed for each course. (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. Improvement over FY2020 in which 80% of clients felt confident (Goal – 90%)
- **99% of Family Coaching (aka WRAP) clients** receive their first contact within 48 hours of approval YTD. (Goal - 90%)
- **97% of Family Coaching clients made progress toward at least one service plan goal.** (Goal - 85%)
- **18 Youth in the SYP program, 2 plus years, were discharged by reason of permanent connection YTD** (Goal – 16 in FY).
- **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:**

- **6% of SFFC Clients** engaged in agency service beyond a hosting. (Goal – 50%) **IP in place.**
- **50% of SFFC Volunteers** reported receiving ongoing education about providing care for children from a trauma-informed perspective. (Goal - 90%) **IP in place.**
- **71% of SYP children** remained in their adoptive placement to finalization YTD. (Goal – 80%) **IP in place.**
- **72% of adopted children** remained in their placement until finalization YTD. (no disruptions). (Goal – 90% or more) **IP in place.**
- **57% of Mentors** spent a minimum of 4 hours per month **with their Mentee,** down from 73% in FY2020 (Goal – 80%) **IP in place.**
- **69% of matched Mentors** engaged their mentee in **Kingdom Touches,** down from 79% in FY2020 (Goal – 80%) **IP in place.**

➤ **Administrative Outcomes for FY 2021:**

- **Staff Care outcome – staff stabilization. Statewide turnover rate for FY2021 was 33%,** up from 25% in FY2020. (Goal is not to exceed 30%) **IP in place.**
- **Staff Care outcome – 76% of employee annual review were completed within 45 days of the employees hire anniversary date in FY2021** (Goal-80%). **IP in place.**
- **Finance outcome – 93% 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 17~~69~~ days** at the end of FY2021. FY2020 ended at 161 days. (Goal is 90+ days). Cash on hand remains strong and far above goal.
- **Information Technology outcome – 99% of AIT (formerly ETS) tickets were responded to within the Service Level Agreement (SLA) time.** (Goal – 100%)
- **Marketing outcome – Increase the overall agency inquiries by 10%. 2855 inquiries received in FY2021. 2899 received in FY2020** (Goal – 3189) **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