

CFC PQIC Q1 2022 Summary Report

Date: 2/18/2022

Dear Stakeholder,

Welcome to the review of CFC's 2022 1st Quarter Performance and Quality Improvement (PQI) results. It was a good start to a new fiscal year. CFC has added a new program to the review process – our Trauma Informed Early Childhood Preschool and all programs and departments have selected a total of 35 Outcome goals for the year. Some outcomes are new, and some are continued from the previous fiscal year. Improvement and pursuit of excellence is the culture at CFC, a culture we plan to continue for years to come.

Highlights for Q1:

- 94 percent of our programs met their file review goal of 90% or more compliance.
- Four Improvement Plans are on track to be completed in Q2.
- 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.*

File Review Data: A total of (155) files were reviewed this quarter.

- **Areas of strength (compliance with effective practice indicators): Files need to meet 90% compliance standard.**
 - 94% of programs met the 90% compliance standard.
- **Area of Opportunity:**
 - CFC's new trauma informed preschool utilized the list of documents required by COA for their student file review for this first year to ensure compliance and identify anything. Through the review it was identified that we had not added the parent's hospital preference to the application paperwork. IP (Improvement Plan) – BI will add this question to the application. **NEW! New IP**

No client satisfaction survey data was collected this quarter per the 2021 CFC PQI Plan due to the COA Stakeholder Survey sent to clients for CFC's 2022 COA Re-accreditation. This impacted results for All Agency Outcomes 1 and 2 and for many CFC program outcomes below. Surveys will be collected in late March or early April 2022 and results will be reported in May.

Outcomes Data:

- **All-Agency Programs Outcomes for Q1 2022:**
 - 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%) up from 7% for 2021. **Emergency Incidents – 3% statewide** (Not to exceed 5%), same as FY 2021.
- **Program Outcomes achieved in Q1 2022:**
 - **100% of children** shall remain in their adoptive placement. (New goal is 80% - previous goal was 90%) **IP in place.**
 - **100% of SYP children** remained in their adoptive placement to finalization YTD. (Goal – 80%) **IP in place.**
 - **100% of Counseling clients** showed **improvement on their Treatment Plan objectives** (Goal - 85%)
 - **92% of licensed foster families were retained** to increase the number of children serviced YTD. (Goal – 80%) **NEW!**

- **93% of TFC children showed progress** toward their individually stated goals or remained the same. (Goal - increase from 70-90%)
 - **95% of Matched Mentees reported feeling well supported.** (Goal-80%) **NEW!**
 - **100% of Family Coaching clients** receive their **first contact within 48 hours** of approval YTD. FY2021 ended at 99% (Goal - 90%)
 - **100% of Family Coaching clients** report **feeling heard/understood/respected** by their family coach. (Goal – 90%) **NEW!**
- **Program Outcomes Improvement Opportunities:**
- **0 increase in number of TFC homes.** (FY Goal – 4) **NEW! New IP**
 - **49 new children served in foster care program.** (Goal 60/quarter; 238 for FY) **NEW! New IP**
 - **3 Youth in the SYP program, 2 plus years, were discharged by reason of permanent connection YTD** (FY Goal –16). **New IP**
 - **69% of matched Mentors engaged** their mentee in **Kingdom Touches.** FY 2021 ended at 69% (Goal – 80%) **IP in place.**
 - **2 new Family Care Learning trauma-informed courses** were launched (FY Goal – 12). **NEW! New IP**
 - **94% of Family Care Learning training attendees** reported “I have learned at least one technique/strategy that I intend to use or try.” (Goal – 95%) **NEW! New IP**
- **Administrative Outcomes:**
- **Staff Care outcome – staff stabilization.** Statewide turnover rate for **Q1 2022 was 27%**, down from 33% in FY2021. (Goal is not to exceed 30%) **IP in place.**
 - **Staff Care outcome – 86% of employee annual review were completed within 45 days** of the employees hire anniversary date, up from 76% in FY2021 (Goal-85%). **IP in place.**
 - **Staff Care outcome –Improve Best Christian Workplace Staff Survey 2021 results** of 4.23. **New IP**
 - **Finance outcome – 88% of invoices were paid in full within 60 days,** down from 93% in FY2021 (Goal – 85%)
 - **Finance outcome – CFC’s cash on hand is at 202 days** at the end of Q1 2022. FY2021 ended at 224 days. (Goal is 90+ days). Cash on hand remains strong and far above goal.
 - **Information Technology outcome – 81% of employee issued laptops will be fully updated/patched** (Regularly installing Microsoft Updates). (Goal – 85%) **NEW! New IP**
 - **Marketing outcome – Increase the overall agency inquiries by 5%. 1089 inquiries received in Q1 2022. 2855 received in FY2021** (Goal – 2998) A significant increase was seen in inquiries in Q1 2022 over Q1 2021’s 620 inquiries.
- **PQI Committee Recommendations:**
- Create Improvement Plan to identify and track changes to improve BCWI survey score to 4.25 or greater- a flourishing organization.
 - Annual reviews completion goal is 45 days, The committee agreed this need to be shortened to 30 days at the end of the current fiscal year.

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. I would be happy to discuss our results with you.



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