

# CFC PQIC Q4 2022/FYE Summary Report

Date: 11/11/2022

Dear Stakeholder,

Welcome to the review of CFC's 2022 4<sup>th</sup> quarter and FYE2022 PQI results. We are happy to report that consistent improvement was attained in programs and departments through the year and is evidence of the good work we are doing at CFC.

## Highlights for Q4:

- Stability of our SYP placements has continued to improve significantly over the last few years.
- Ninety-nine percent of matched mentors have engaged with their mentees.
- Family Care Learning has exceeded our goal of trauma-informed training for the year.

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 a 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 (139) files were reviewed this quarter.

### Areas of strength (compliance with effective practice indicators): Files need to meet 90% compliance standard.

- Counseling reported 96% compliance in Q4, up from 94% in Q3.
- Family Coaching reported 97% compliance in Q4.
- Foster care achieved 95% compliance in Q4.
- Therapeutic Foster Care achieved 100% compliance in Q4, up from 98% in Q3.
- Infant Adoption achieved 94% compliance in Q4.
- The above five programs maintained file compliance above 90% for the entire fiscal year.

### Areas of Opportunity:

- DCS adoption programs fell to 88% compliance from 91% in Q3. **New IP**
- Family Care Kids achieved 83% compliance in Q4. **IP in place.**
- Mentoring fell to 85% in Q4 from 91% in Q3. **New IP**
- Specialized Youth Permanency rose to 79% in Q4 from 75% in Q3 2022. **IP in place**
- Pregnancy counseling fell to 79% in Q4 from 90% in Q3. **IP in place**
- Safe Families for Children achieved 86% in Q4, up from 67% in Q2. **IP in place**

### ➤ All-Agency Programs Outcomes for FY2022:

- **96% 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 100% in the quarter except for Foster Homes which was rated 94%.
- **100% of clients were satisfied** when asked, "Do you feel the agency staff is respectful of persons from all cultural backgrounds, beliefs, and family traditions?" on the client satisfaction survey.
- 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 – 9%** (not to exceed 10%). **Emergency Incidents – 4% statewide for the fiscal year** (Not to exceed 5%).

### ➤ Program Outcomes achieved in FY2022:

- **99% of Counseling clients showed improvement on their Treatment Plan objectives** (Goal - 85%).
- **87% of Counseling clients show improvement from intake to discharge assessment on the PROPS (Parent Report of Post-Traumatic Symptoms)** (Goal - 60%).

- **93% of TFC children showed progress** toward their individually stated goals or remained the same. (Goal - 90%).
- **14 new Family Care Learning trauma-informed courses** were **launched** in FY2022. (FY Goal – 12).
- **96% of Family Care Learning** training attendees reported “I have learned at least one technique/strategy that I intend to use or try.” (Goal – 95%)
- **99% of Family Coaching clients** receive their **first contact within 48 hours** of approval. (Goal - 90%)
- **100% of Family Coaching clients** report **feeling heard/understood/respected** by their family coach. (Goal – 90%)
- **100% of Adoption Families** report **being aware of additional support programming** available to them. (Goal – 100%).
- **82% of matched Mentors engaged** their mentee in **Kingdom Touches**. (Goal – 80%) **IP completed**
- **98% of Matched Mentees** indicate they are **well supported** (Goal – 80%)

➤ **Program Outcomes Improvement Opportunities:**

- **76% of children** shall remain in their adoptive placement. (Goal - 80%) **IP in place**.
- **0 increase in number of TFC homes**. (FY Goal – 4) **IP in place**.
- **41 new children served in foster care** program in Q4, **189 Total** in FY. (Goal 60/quarter; 238 for FY) **IP in place**.
- **80% of SYP youth** shall remain in their adoptive placements until Finalization. (Goal – 85%) **IP in place**.
- **13 Youth in the SYP program, 2 plus years**, were discharged by reason of permanent connection. (FY Goal –16). **New IP**
- **81% of SYP children** remained in their adoptive placement to finalization. (Goal – 85%). **IP in place**.

➤ **Administrative Outcomes:**

- **Staff Care outcome – staff stabilization. Statewide turnover rate for FY2022 was 29%**. (Goal - not to exceed 33% annually) **IP in place**
- **Staff Care outcome – 87% of employee annual review** were completed **within 45 days** of the employees hire anniversary date. (Goal-85%).
- **Staff Care outcome – Improve Best Christian Workplace results – 4.41, flourishing organization**.
- **Finance outcome – 88% of invoices were paid in full within 60 days**. (Goal – 85%)
- **Finance outcome – CFC’s cash on hand** is at **173 days** at the end of Q4 2022. (Goal is 90+ days). Cash on hand remains strong and far above goal.
- **Information Technology outcome – 81% of employee issued laptops were fully updated/patched by the end of FY2022**. (Regularly installing Microsoft Updates). (Goal – 85%) **IP in place**
- **Marketing outcome – Increase the overall agency inquiries by 5%. 887 inquiries** received in Q4 2022. **3934 inquiries** total in FY. (FY Goal – 2998)

**PQI Committee Comments/Recommendations:**

- Every program and support department are attuned to the mission and needs of the whole – our programs are complimentary of each other.
- CFC seeks to achieve the outcomes through improvement – we look at ourselves critically and see the reflection of that through how we are seen by others.
  - We don’t try to cheat the system, it’s encouraging.
  - We maintain and hold standards very high; we meet them with integrity.
- CFC sets high but realistic goals.
- Continue to work on increased communication with staff.
- We need to be working on the retention of our families.

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.



Susan M Dudley LMSW  
Director of Quality and Continuous Improvement