

CFC PQIC Q2 2023 Summary Report



Date: 5/12/2023

Dear Stakeholder,

Welcome to the review of CFC's FY2023 2nd quarter PQI results. As we complete the first half of our fiscal year we have seen improvement and progress toward goal attainment in some areas, but others still need focused attention.

Highlights for Q2:

- *Ninety-seven percent of SYP children remained in their adoptive placement to finalization.*
- *Ninety-seven percent of Mentors have engaged their mentees in Kingdom Touches.*
- *CFC's cash on hand continues to remain strong.*
- *We saw a significant increase in file compliance in the Specialized Youth Permanency Program (SYP)*
- *Significant improvement in BI patch management of CFC computers.*

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 195 files were reviewed for Q2.

Areas of Strength (*compliance with effective practice indicators*): *Files need to meet 90% compliance standard. Below are the programs that achieved this compliance benchmark for Quarter 2 of FY2023:*

- **Counseling** achieved 96% up from 91% in Q1.
- **Family Coaching** achieved 99%, up from 97%.
- **Foster Care** achieved 93%.
- **Therapeutic Foster Care** achieved 94%.
- **Infant Adoption** achieved 95%, up from 90% in Q1.
- **Staff Care** achieved 96%
- **Pathfinder** improved from 71% in Q1 to 90% in Q2. Existing IP
- **SYP** increased dramatically from 77% to 95% compliance in Q2. Existing IP
- **Family Care KIDS** has steadily increased from 83% to 99% compliance in Q2.

Areas of Opportunity

- **DCS Adoption** fell to 80% compliance in Q2 from 82% in Q1. Existing IP
- **Mentor** dropped from 88% in Q1 to 67% in Q2. Existing IP
- **Pregnancy Counseling** rose to 86% in Q2 from 84% in Q2. Existing IP
- **STRONG Families** dropped slightly to 85% in Q2 for **Host Families and Family Friends**. Existing IP
- **STRONG Families** fell to 71% from 87% for **Placing Parent** files. Existing IP

➤ **All-Agency Programs Outcomes for FY2023**

- **Agency Outcome 1:** 99% of clients were satisfied with services received when asked, "How satisfied were you with the services received?" on the Client Satisfaction Survey (Goal: 90%)
- **Agency Outcome 2:** 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
- **Agency Outcome 3:** 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 Statewide Q2: 9%, dropped from 14% (not to exceed 10%) and **Emergency Incidents Statewide Q2:** 4%, down from 7% (not to exceed 5%)

➤ **Program Outcomes achieved in Q2**

- 97% of **Counseling** clients show improvement as evidenced by treatment plan, PHQ9 assessment, GAD-7 assessment, or PROPS/CROPS assessment. (Goal: 90%)

- 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%)
- 3.8 years was the retention rate of **Foster Care** families (Goal: 3 or more years)
- 100% of **Infant Adoption** children remained in their adoptive placement (Goal: 80%)
- 97% of **Mentors** engaged their mentee in Kingdom Touches (Goal: 80%)
- 97% of **SYP** children remained in their adoptive placement to finalization (Goal: 85%) **IP Complete**

➤ **Program Outcomes Improvement Opportunities**

- 50% of DCS Adoption children remained in their adoptive placement (Goal: 75%) **Existing IP**
- 57% of **Foster Care** parents made 3 or more connections with birth families (Goal: 65%) **Existing IP**
- 0 increase in number of **TFC homes** (Annual Goal: 2)
- 3 new **Family Care Learning** trauma-informed courses were launched (Annual Goal: 12) **Existing IP**

➤ **Administrative Outcomes**

- **Staff Care Outcome 1:** Statewide turnover rate: 40% (not to exceed 33% annually) **Existing IP**
- **Staff Care Outcome 2:** 68% of employees completed their annual review within 45 days of hire anniversary date (Goal: 85%) **Existing IP**
- **Finance Outcome 3:** 78% of invoices were paid in full within 60 days (Goal – 85%) **Existing IP**
- **Finance Outcome 4:** CFC’s cash on hand is at 200 days (Goal: 150+ days) and is exceeding goal.
- **Information Technology Outcome 5:** There was a patch rate of 87% on employee devices (Goal: 85%) **IP Complete**
- **Volunteer Outcome 6:** 100% of CFC Thrift Store volunteers feel satisfaction and fulfillment while volunteering (Goal: 90%) **Existing IP**

PQI Committee Comments/Recommendations

- Reminder to leadership to complete employee annual reviews in timely manner.
- Programs continue to focus on file improvements to ensure compliance.
- Encourage staff to utilize Kingdom Touches in extendedReach.

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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