

# CFC PQIC Q3 2023 Summary Report



Christian  
Family Care

Date: 8/9/2023

Dear Stakeholder,

Welcome to the review of CFC's FY2023 3<sup>rd</sup> quarter PQI results. Performance and Quality Improvement is an important part of what we do at CFC to ensure we serve our stakeholders well, stakeholders being our clients and those we partner with to provide services to our community.

## Highlights for Q3:

- *The Specialized Youth Permanency (SYP) program completed their file review improvement plan with file compliance at 98%.*
- *CFC's cash on hand continues to remain strong.*
- *Staff leadership has improved in the completion of annual reviews on a timely basis.*
- *A new Therapeutic Foster Family joined the TFC team.*
- *Excellent reports from outside auditors.*

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 194 files were reviewed for Q3.

**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 3 of FY2023:*

- **Counseling** achieved 92%, down from 96% in Q2.
- **Foster Care** achieved 98% file compliance in Q3.
- **Therapeutic Foster Care** achieved 100% up from 94%. *Existing IP*
- **Infant Adoption** achieved 94%.
- **Pregnancy Counseling** hit 100%, up from 86%.
- **Staff Care** achieved 94%.
- **SYP** increased from 95% to 98% compliance in Q2. *IP Completed*
- **Volunteer** file compliance reached 99%, up from 84% in Q2. *Existing IP*

## Areas of Opportunity

- **Family Coaching** achieved 70%, down from 99%. *New IP.*
- **Family Care KIDS** dropped from 99% compliance in Q2 to 88% in Q3. *New IP.*
- **Pathfinder** dropped from 90% in Q2 to 86% in Q3. *Existing IP*
- **DCS Adoption** improved from 80% compliance in Q2 to 82% in Q3. *Existing IP*
- **Mentor** file compliance increased significantly from 67% to 82% in Q3. *Existing IP*
- **STRONG Families** dropped slightly to 78% in Q2 for **Host Families and Family Friends**. *Existing IP*
- **STRONG Families** improved to 94% from 71% for **Placing Parent** files. *Existing IP*

## ➤ All-Agency Programs Outcomes for FY2023

- **Agency Outcome 1:** *98% 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 Q3: 10% (not to exceed 10%) and Emergency Incidents Statewide Q3: 4%, (not to exceed 5%)**

### ➤ Program Outcomes achieved in Q3

- 97% of **Counseling** clients show improvement as evidenced by treatment plan, PHQ9 assessment, GAD-7 assessment, or PROPS/CROPS assessment. (Goal: 90%)
- 91% of **Counseling** clients agree that their counselor has helped them to increase their ability to manage their current life stressors.
- 100% of **Pregnancy Counseling** clients reported they are satisfied with the education they received about the options for their pregnancy; and 100% report feeling confident in the permanency plan they made for their child.
- The retention rate of **Foster Families** was 3.7 years in Q3 (Goal: 3 or more years)
- 84% of **Mentors** engaged their mentee in Kingdom Touches (Goal: 80%)
- 90% of matched **Mentees** report being well supported. (Goal: 90%)
- 93% of **SYP** children remained in their adoptive placement to finalization YTD (Goal: 85%)
- 100% of **Family Coaching** clients reported that Family Coaching helped them more successfully handle their current life circumstances and 100% felt heard/understood/respected by their coach.
- 100% of **Family Care KIDS** parents report being satisfied with parent/teacher communication (Goal: 80%)
- 10 new **Family Care Learning** trauma-informed courses were launched YTD (Annual Goal:12) *Existing IP*

### ➤ Program Outcomes Improvement Opportunities

- 50% of **DCS Adoption** children remained in their adoptive placement (Goal: 75%) *Existing IP*
- 65% of **Foster Care** parents made 3 or more connections with birth families (Goal: 65%) *Existing IP*
- Increase of 1 **Therapeutic Foster home** (Annual Goal: 2) *Existing IP*
- 11% of **Family Care KIDS** students accessed increased in 3 of 7 developmental areas. (Goal:75%) *New IP*

### ➤ Administrative Outcomes

- **Staff Care Outcome 1:** Statewide turnover rate: 37% (not to exceed 33% annually) *Existing IP*
- **Staff Care Outcome 2:** 85% of employees completed their annual review within 45 days of hire anniversary date (Goal: 85%) *Existing IP*
- **Finance Outcome 3:** 83% of invoices were paid in full within 60 days (Goal – 85%) *Existing IP*
- **Finance Outcome 4:** CFC's cash on hand is at 187 days (Goal: 150+ days) and is exceeding goal.
- **Information Technology Outcome 5:** There was a patch rate of 87% on employee devices (Goal: 85%)
- **Volunteer Outcome 6:** 100% of CFC Thrift Store volunteers feel satisfaction and fulfillment while volunteering (Goal: 90%)

### PQI Committee Comments/Recommendations

- a. We are doing great work and being recognized by outside auditors:
  - i. We are the only Foster Care agency that increased beds by +5, and no other agency increased as reported by DCS/OLR.
  - ii. Exemplary work noted by AZ Workforce Alliance.
- b. It is important to communicate to the public and our staff the great job we have done as an agency.

Thank you for taking the time to review 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.



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