

# CFC PQIC Q4 2023 Summary Report



Date: 11/13/2023

Dear Stakeholder,

Welcome to the review of CFC's FY2023 4<sup>th</sup> quarter Performance and Quality Improvement (PQI) results. PQI is an important process at CFC utilized to ensure we serve our clients, students, community partners and other stakeholders well.

## Highlights for Q4:

- We saw an improvement in file audits for most of our programs.
- Family Care KIDS parents report being very satisfied with the services received through the preschool.
- Mentors are engaged in meaningful ways with their mentees.
- Our Family Care Learning program continues to add trauma-informed courses available to our families as well as the community at large.
- Counseling clients are showing improvement as well as reporting that they are being helped to manage life stressors.

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 189 files were reviewed for Q4 and 788 files in the fiscal year.

**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 4 of FY2023:

- **Counseling** achieved 93%, up from 92% in Q3.
- **Foster Care** achieved 97% file compliance in Q4.
- **Infant Adoption** achieved 90%.
- **Volunteer** file compliance reached 90%, improving from 70% in Q1. *IP Complete*
- **Family Care KIDS** increased from 88% in Q3 to 99% in Q4. *Existing IP.*
- **Mentor** file compliance increased significantly from 67% in Q2 to 90% in Q4. *Existing IP*
- **Family Coaching** achieved 96% in Q4. *Existing IP.*
- **STRONG Families** Improved to 91% for **Host Families and Family Friends.** *Existing IP*
- **SYP** remains strong as they finished the year at 92% compliance.

## Areas of Opportunity

- **Staff Care** achieved 83%, dropping from 94% in Q3. *New IP.*
- **Pregnancy Counseling** dropped to 62% from 100%. *New IP.*
- **Pathfinder** dropped to 74%. This program closed at the end of FY23.
- **DCS Adoption** dropped to 71% in Q4 from 82% in Q3. *Existing IP*
- **STRONG Families** decreased to 88% from 94% 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** FYE: 11% (not to exceed 10%) and **Emergency Incidents Statewide** FYE: 5%, (not to exceed 5%)

## ➤ Program Outcomes achieved in FY2023

- 98% 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 3.6 years in FY23 (Goal: 3 or more years)
- 92% of **Mentors** engaged their mentee in Kingdom Touches (Goal: 80%)
- 96% of matched **Mentees** report being well supported. (Goal: 90%)
- 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%)
- 12 new **Family Care Learning** trauma-informed courses were launched YTD (*Annual Goal:12*)
- 97% of training attendees will report "I have learned at least one technique/strategy that I intend to use or try." (Goal: 95%)
- **Specialized Youth Permanency** placed 8 youth in Christian homes. (Goal: 8)

## ➤ Program Outcomes Improvement Opportunities

- 74% of **SYP youth** will remain in their adoptive placement (Goal: 85%) *New IP*
- 67% of **DCS Adoption** children remained in their adoptive placement (Goal: 75%) *Existing IP*
- 58% 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%) *Existing IP*

## ➤ Administrative Outcomes

- **Staff Care Outcome 1:** Statewide turnover rate: 37% (not to exceed 33% annually). Without the preschool included the turnover rate was 29%. *Existing IP*
- **Staff Care Outcome 2:** 77% of employees completed their annual review within 45 days of hire anniversary date (Goal: 85%) *Existing IP*
- **Finance Outcome 3:** 81% of invoices were paid in full within 60 days (Goal – 85%) *Existing IP*
- **Finance Outcome 4:** CFC's cash on hand is at 179 days (Goal: 150+ days) and is exceeding goal.
- **Information Technology Outcome 5:** There was a patch rate of 51% on employee devices (Goal: 85%) *New IP*
- **Volunteer Outcome 6:** 100% of CFC Thrift Store volunteers feel satisfaction and fulfillment while volunteering (Goal: 90%)

## PQI Committee Comments/Recommendations

- We are providing high quality services and strengthening our security.
- Recommendation for additional collaboration between departments to meet needs identified for clients and employees.
- Better operationalizing of some of the terms that are subjective for the questions we generally receive a higher rating, all to better understand, increase validity of response, and drill down on the data.
- Our Thrift Stores are AWESOME!

FY2023 has brought many challenges but we are proud of the good work our staff, foster parents, and others who partner with us to serve children have done this year. 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