



CFC PQIC Q1 2024 Summary Report

Date: 2/14/2024

Dear Stakeholder,

Welcome to the review of CFC's 2024 1st 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 Q1:

- *Increased permanency rates for our Youth Permanency (YP) and DCS Adoption programs.*
- *High level of satisfaction with services reported through our client satisfaction surveys.*
- *Staff turnover-rate has improved considerably.*

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 178 files were reviewed for Q1.

Areas of Strength (*compliance with effective practice indicators*): Files need to meet a 90% compliance standard. Eleven of the 14 file reviews achieved 90% or above. Below are the programs that achieved this compliance benchmark for Quarter 1 of FY2024:

- **Counseling** achieved 97%, up from 93% in Q4 2023.
- **Infant Adoption** achieved 98% up from 90% in Q4.
- **Foster Care** achieved 99% file compliance in Q1 2024.
- **DCS Adoption** increased from 71% in Q4 to 93% in Q1. *Existing IP*
- **TFC home files** continue to remain strong at 92% compliance.
- **Volunteer** file compliance reached 97%.
- **Family Care KIDS** achieved 92% compliance. *Completed IP*
- **Family Coaching** achieved 98%.
- **STRONG Families** Improved to 98% for **Host Families and Family Friends**. *Completed IP*
- **STRONG Families** improved to 94% from 88% for **Placing Parent** files. *Existing IP*
- **YP** remains strong as they finished the year at 93% compliance.

Areas of Opportunity

- **Mentor** files achieved 80% in Q1 down from 90% in Q4 2023. *Existing IP*
- **Staff Care** achieved 73%, dropping from 83% in Q4. *Existing IP.*
- **Pregnancy Counseling** increased significantly from 62% in Q4 to 84% in Q1. *Existing IP.*

➤ **All-Agency Programs Outcomes for Q1 2024**

- **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:** *99% of clients were satisfied when asked, "Do you feel the agency staff is respectful of persons from all cultural backgrounds?" 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 Q1: 8% (not to exceed 10%) and Emergency Incidents Statewide Q1: 4%, (not to exceed 5%)*

➤ **Program Outcomes achieved in Q1 2024**

- 99% of **Counseling client's** Treatment plan objectives showed improvement.
- 83% of **Counseling** clients show improvement from intake to discharge assessment as evidenced PROPS, PCL-5, PHQ9 assessment, or GAD-7 assessment. (Goal: 60%)
- 100% of **Infant Adoption** clients state they were satisfied with the services received and are aware of additional support programming available to them.

- 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.
- 83% of **Pregnancy Counseling** clients report they were offered additional service plan goals in the areas of health, wellbeing, education, employment, relationships, and faith.
- The retention rate of **Foster Families** was 3.0 years in Q1 2024 (Goal: 3 or more years)
- 100% of matched **Mentees** report being well supported. (Goal: 90%)
- 100% of **Family Coaching** clients report improvements through Service Plan goals.
- 100% of **Complex Care and Intervention** clients report feeling heard/understood/respected by their CCI coach.
- 100% of **STRONG Families Placing Families** report they have experienced positive change in at least one critical area of life and are satisfied with the help received through the program to achieve their goals during the hosting.
- 100% of **Family Care KIDS** parents report being satisfied with parent/teacher communication (Goal: 80%)
- **Youth Permanency** placed 8 youth in Christian homes. (Goal: 8)
- 83% of **DCS Adoption** children remained in their adoptive placement until finalization (Goal: 75%) *Existing IP*
- 79% of **Foster Care** parents made 3 or more connections with birth families (Goal: 65%) *Existing IP*
- 94% of **YP youth** will remain in their adoptive placement (Goal: 70%) *Existing IP*

➤ **Program Outcomes Improvement Opportunities**

- 67% of **Family Coaching** clients reported that Family Coaching helped them more successfully handle their current life circumstances. *New IP*
- 33% of **Mentors** engaged their mentee in Kingdom Touches (Goal: 80%) *New IP*
- No increase in **Therapeutic Foster homes** (Annual goal: 2) *Existing IP*
- 74% of **Family Care KIDS** students assessed increased in 3 of 7 developmental areas. (Goal:75%) *Existing IP*
- Zero **YP** youth were placed in Christian homes. (Annual goal: 10) *New IP?*
- 72% of **YP** youth, age 14+ were discharged by reason of permanent connection. (Annual goal: 80%) *New IP*

➤ **Administrative Outcomes**

- **Staff Care Outcome 1:** Statewide turnover rate: 31% (not to exceed 30% annually). *Existing IP*
- **Staff Care Outcome 2:** 82% of employees completed their annual review within 45 days of hire anniversary date (Goal: 85%) *Existing IP*
- **Finance Outcome 3:** 77% of invoices were paid in full within 60 days (Goal – 85%) *Existing IP*
- **Finance Outcome 4:** CFC's cash on hand is at 166 days (Goal: 150+ days) and is exceeding goal.
- **Information Technology Outcome 5:** There was a patch rate of 61% on employee devices (Goal: 85%) *Existing IP*
- **Volunteer Outcome 6:** 100% of CFC Thrift Store volunteers feel satisfaction and fulfillment while volunteering (Goal: 90%)

PQI Committee Comments/Recommendations

- Create a workgroup to consider a quality-of-care peer review of files as a part of the quarterly PQI process.
- Committee members are pleased to see a focus on measuring the quality of service.
- CFC does good work, and we work hard on what we measure.

A new year brings new opportunities. We look forward to expanding our programs and improving the quality of service provided. 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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