

CFC PQIC Q3 2024 Summary Report



Date: 8/19/2024

Dear Stakeholder,

Below you will find Christian Family Care's most recent Performance and Quality Improvement (PQI) results for programs and departments. PQI is an important process at CFC that ensures we serve our clients, students, community partners and other stakeholders with excellence.

Highlights for Q3:

- *Seven Improvement Plans were completed this quarter, the most in one quarter in CFC PQI history.*
- *Placement permanency and stability remains high in DCS Adoption, Youth Permanency and Foster Care.*
- *A Quality-of-Care review is being developed and added to the PQI process for FY25.*
- *Overall, programs achieved 91% file review compliance.*
- *Administrative departments are achieving all identified outcomes.*

Please note the following regarding our reporting process: If any programs or departments fail to meet their file review goal of 90% or a specific outcome goal, an Improvement Plan (IP) will be implemented. *Goals must be achieved for two consecutive quarters for the Improvement Plan to be considered complete.*

➤ **File Review Data:** A total of 181 files were reviewed for Q3.

Areas of Strength (*compliance with effective practice indicators*): Files need to meet a 90% compliance standard. Below are the programs that achieved this compliance benchmark for Quarter 3 of FY2024:

- **Counseling** achieved 96%, the same as Q2.
- **Infant Adoption** achieved 93% up from 99% in Q2.
- **Foster Care** achieved 97% file compliance in Q3 2024.
- **TFC files** increased to 100% from 98% compliance.
- **Volunteer** file compliance increased to 96% from 91%.
- **STRONG Families** remained at 100% for both **Host Families and Family Friends** and **Placing Parent** files.
- **Mentor** files remained at 100% for a second quarter. *IP Complete*
- **Staff Care** files improved to 92%, up from 91% in Q2. *IP Complete*

Areas of Opportunity

- **Family Coaching** dropped to 69% from 95% in Q2. *New IP*
- **Family Care KIDS** achieved 86%, down slightly from 90%. *New IP*
- **DCS Adoption** dropped to 79% from 80% in Q2. *Existing IP*
- **Pregnancy Counseling** decreased from 87% in Q2 to 84% in Q3. *Existing IP*
- **Complex Care Intervention (CCI)** improved from 83% in Q1 to 88% in Q3. *Existing IP*
- **Youth Permanency** dropped to 88% from 89% the previous quarter. *Existing IP*

➤ All-Agency Programs Outcomes for Q3 2024

- **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:** *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 Q3: 14% (not to exceed 10%) and Emergency Incidents Statewide Q3: 9%, (not to exceed 5%)*

➤ Program Outcomes achieved in Q3 2024

- 98% of **Counseling client's** Treatment plan objectives showed improvement. (Goal: 95%)
- 100% of **Counseling** clients show improvement from intake to discharge assessment as evidenced by PROPS, PCL-5, PHQ9 assessment, or GAD-7 assessment. A 29% increase from Q2 (Goal: 60%)

- 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 their child's permanency plan. (Goals: 90%)
- 65% of **Foster Care** parents made 3 or more connections with birth families (Goal: 65%)
- The retention rate of **Foster Families** was 3.1 years (Goal: 3 or more years)
- 100% of **DCS Adoption** children remained in their adoptive placement (Goal:75%)
- 96% of **YP youth** remained in their adoptive placement (Goal: 70%)
- 83% of **YP youth**, age 14+ were discharged by reason of permanent connection (Annual goal: 80%) *IP Complete*
- One new **Therapeutic Foster home** was added to the CFC roster of homes (Annual goal: 2) *IP Complete*
- 4 B-to-B partnerships were secured in **Family Care Learning**, bringing total to 8 (Annual goal: 8) *IP Complete*
- 100% of **Pregnancy** clients report that they were offered additional service plan goals (Goal: 90%)
- 100% of **Infant Adoption** families are aware of additional support programming available to them. (Goal:80%)
- 100% of matched **Mentees** report being well supported. (Goal: 90%)
- 100% of **Family Coaching** clients report improvements through Service Plan goals (Goal: 80%).
- 100% of **Family Coaching** clients report feeling heard/understood/respected by their Family Coach. (Goal: 90%)
- 100% of **Family Care KIDS** parents report being satisfied with parent/teacher communication (Goal: 80%)
- 100% of **Complex Care and Intervention** clients report feeling heard/understood/respected by their CCI coach.

➤ Program Outcomes Improvement Opportunities

- 39% of **Mentors** engaged their mentee in Kingdom Touches (Goal: 80%) *Existing IP*
- Q3 utilization of **TFC beds** was 43% (Goal: 68%) *Existing IP*
- 91% of clients surveyed reported **Family Coaching** helped them more successfully handle current life circumstances, up from 67%, with a total of 79% for the year. (Goal: 90%) *Existing IP*
- 89% of **Infant Adoption** clients state they were satisfied with the services received with a year-to-date satisfaction of 95%. (Goal: 98%) *New IP*
- **YP** placed 3 youth in Christian homes in Q3 (Goal: 10) *Existing IP*
- 43% of **TFC beds** were utilized in Q3, bringing total to 50% (Annual goal: 71%) *Existing IP*
- **Family Care KIDS** Outcome 1 was discontinued due issues with measuring metrics.
- **Family Care Learning** partnered with 0 new outside content creators (Annual goal: 5) *Existing IP*

➤ Administrative Outcomes

- **Staff Care Outcome 1:** Statewide turnover rate: 29% (not to exceed 30% annually).
- **Staff Care Outcome 2:** 93% of employees completed their annual review within 45 days of hire anniversary date (Goal: 85%) *IP Complete*
- **Finance Outcome 3:** 97% of invoices were paid in full within 60 days (Goal – 85%) *IP Complete*
- **Finance Outcome 4:** CFC's cash on hand is 154 days. (Goal: 150+ days)
- **IT Outcome 5:** Zero user accounts were compromised in the quarter with a zero-trust Microsoft 365 environment as measured through SIEM. (Goal: 0 accounts)
- **IT Outcome 6:** Laptop patch rate is 89% on employee devices up from 61% (Goal: 85%) *Existing IP*
- **Volunteer Outcome 7:** 100% of thrift store volunteers like volunteering at CFC thrift stores (Goal: 95%)

PQI Committee Comments/Recommendations

- There has been good participation from stakeholders through the client satisfaction survey.
- Teams have been working together as #OneTeam, collaborating to bring improvement.
- Revise the incident reporting outcome goal percentages due to DCS reporting requirement changes.

For questions regarding this report, feel free to contact me at: susan@cfcare.org. I would be happy to discuss our results.

Blessings,



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