



CFC PQIC Summary Report – Q2 2025

Date: 5/23/2025

Dear Stakeholder,

Welcome to the review of Christian Family Care's (CFC) Performance and Quality Improvement (PQI) results for Q2 2025. PQI is an important process at CFC to ensure we serve our clients, students, community partners and other stakeholders well.

Highlights for Q2

- CFC received the highest score under the Extended Reach FC contract
- 6 management outcomes were achieved

In order to help you understand our reporting process, please be aware that all programs and departments that do not reach a minimum 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 191 files were reviewed for Q2.

Areas of Strength (*compliance with effective practice indicators*): Files need to meet a 90% compliance standard. Eleven of the 16 file reviews achieved 90% or above. Below are the programs that achieved this compliance benchmark for Quarter 2 of FY2025:

- **Counseling** remains strong at 98% compliance
- **Infant Adoption** remains strong at 95% compliance
- **Pregnancy** achieved 100% compliance **Existing IP**
- **Mentors** remains strong at 99% compliance
- **STRONG Families** remains strong at 97% compliance for Host Families and Family Friends
- **STRONG Families** remains strong at 100% compliance for Placing Parents
- **DCS Adoption** remains strong at 91% compliance
- **Foster Care** remains strong at 99% compliance
- **Family Care KIDS** remains strong at 97% compliance
- **Staff Care** achieved 100% compliance **Existing IP**
- **Volunteers** remains strong at 94% compliance

Areas of Opportunity

- **CCI** achieved 74%, down from 88% in Q1 **Existing IP**
- **Family Coaching** achieved 52%, up from 43% in Q1 **Existing IP**
- **YP** achieved 88%, up from 84% in Q1 **Existing IP**
- **TFC** achieved 88%, up from 82% in Q1 **Existing IP**
- **YAS** achieved 72%, down from 82% in Q1; YAS is a new program; collecting baseline data in FY2025

➤ **All-Agency Programs Outcomes for Q2 2025**

Agency Outcome 1: 94% 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 Q2:** 9% (*not to exceed 10%*) and **Emergency Incidents Statewide Q2:** 4%, (*not to exceed 5%*).

➤ **Program Outcomes achieved in Q2 2025**

- 100% of **Counseling client's** Treatment plan objectives showed improvement
- 81% 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 **DCS Adoption** children remained in their adoptive placement until finalization
- 83% of **DCS Adoption** placements occurred within 9 months of initial certification beginning 10/1/23 (Goal: 80%)
- New and reinstated **Foster Care** licenses covered 41% of licensed foster homes lost per quarter (Goal: 30%)
- The retention rate of **Foster Care** Families was 4.2 years (Goal: 3 or more years)
- **Youth Permanency** placed 1 youth in adoptive or guardianship homes within the fiscal year; YTD Total: 4 (Goal: 24)
- 95% of **YP youth** remained in their adoptive placement until closure (Goal: 75%)
- 100% of **YP** youth, age 14+, were discharged by reason of permanent connection. (Annual goal: 80%)
- **TFC** increased the number of TFC homes by 1 (Annual goal: 2)
- 82% of **Young Adults** are actively participating in school or employment at least part-time (Goal: 75%)
- 91% of **Family Care Learning** clients surveyed report they would recommend this course to others (Goal: 85%)
- 93% of **Family Care Learning** clients surveyed report learning at least one technique/strategy from the course that they intend to use or try. (Goal: 90%)

➤ **Program Outcomes Improvement Opportunities**

- 44% of **Mentors** engaged their mentee in Kingdom Touches (Goal: 80%) *Existing IP*
- Family Coaching Outcomes 1 & 2; No date due to survey being conducted in Q1&Q3 *Existing IP*
- Pregnancy Outcomes 1 & 2; No date due to survey being conducted in Q1&Q3 *Existing IP*
- No data was collected for **Family Coaching** for Outcomes 3 *Existing IP*
- **TFC** had an increase of 50% for total TFC beds utilized (Goal: 55%) *Existing IP*
- 50% of **Family Care KIDS** students assessed an increase in 3 of 9 developmental areas. (Goal:75%)

➤ **Administrative Outcomes**

- **Staff Care Outcome 1:** Statewide turnover rate: 29% (Goal: not to exceed 30% annually). *Existing IP*
- **Staff Care Outcome 2:** Completed exit interview with 100% of offboarding employees. (Goal: 70%) *Existing IP*
- **Finance Outcome 3:** 96% of invoices were paid in full within 60 days. (Goal – 85%)
- **Finance Outcome 4:** CFC's cash on hand is 162 days. (Goal: 150+ days) *Complete IP*
- **Information Technology Outcome 5:** There were zero user accounts compromised with a zero-trust Microsoft 365 environment as measured through SIEM. (Goal: 0)
- **Information Technology Outcome 6:** There was a patch rate of 84% on employee devices. (Goal: 85%) *New IP*
- **Information Technology Outcome 7:** 98% of the network functionality of employees issued laptops will function properly by today's standards. (Goal: 85%)

PQI Committee Comments/Recommendations

- Improve PQI File Review and Outcome report data
- Assigning consistent file reviewers from each program to conduct the File Reviews

We look forward to improving and expanding the quality of service provided. For questions regarding this report, feel free to contact me at: smata@cfcare.org. I would be happy to discuss the results with you.

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