



CFC PQIC Summary Report – Q1 2026

Date: February 13, 2026

Christian Family Care (CFC) is committed to continuous improvement through our Performance and Quality Improvement (PQI) process. Below is a summary of Q1 2026 outcomes.

Key Highlights

100% Achieved for Agency Outcome 1 and 2.
25 out of 28 Program Outcomes were achieved.
7 out of 7 Management Outcomes were achieved.
174 files reviewed across programs and departments.

File Reviews

Areas of Strength (≤90% Compliance)		
Counseling – 98%	Infant Adoption – 99%	Mentors – 100%
STRONG Families HF/FF – 95%	STRONG Families- PP -100%	Foster Care – 99%
Youth Permanency – 96%	TFC – 92%	Family Care KIDS – 99%
Staff Care – 90%	Volunteers – 100%	

Areas of Opportunity (<90% Compliance)		
Pregnancy – 83%	CCI – 74%	Family Coaching – 64%
DCS Adoption – 76%	YAS – 54%	

Program Outcomes - Achievements

Counseling: 96% of treatment plans improved (Goal: 95%); 81% show improvement from intake to discharge (Goal: 60%).
Infant Adoption: 90% of families indicated that the education provided to them on the Homestudy/Certification Process was helpful (Goal 90%); 85% of families report being aware of additional support programming available to them (Goal 80%).
Pregnancy: 100% of clients were satisfied with the education on pregnancy options and felt confident in their child’s permanency plan (Goal: 90%); 90% of pregnancy clients report feeling confident in the permanency plan they made for their child (such as parenting or adoption) (Goal: 100%).
Mentor: 90% quarterly engagement in kingdom touches (Goal: 80%); 92% of Matched Mentees will indicate being well supported (Goal: 90%).
Family Coaching: 91% of clients surveyed report “Agree” or “Strongly agree” Family Coaching helped them more successfully handle current life circumstances (Goal 90%); 100% of clients surveyed report “Agree” or “Strongly agree” feeling heard/understood/respected by my Family Coach (Goal 90%).

<p>CCI: 100% of clients surveyed report “Agree” or “Strongly agree” feeling heard/understood/respected by my CCI Coach (Goal 90%).</p>
<p>DCSA Adoption: 100% of children remained in their adoptive certified families and will have their initial placement until finalization (Goal 75%); 80% of placements will occur within 9 months of initial certification beginning from October 1, 2024 (Goal: 80%).</p>
<p>Foster Care: New and reinstated foster licenses covered 114% of licensed foster homes lost this quarter (Goal: 30%); The retention of foster families per quarter was 4.3 years (Goal: 3+ years).</p>
<p>Youth Permanency: 6 youth placed in adoptive or guardianship homes within the fiscal year (Goal 24); 100% of youth remained in their permanent placement until case closure (Goal: 75%); 100% of youth 14+ were discharged by reason of permanent connection (Goal: 80%).</p>
<p>TFC: Increase the overall utilization rate of TFC beds by 10% by the end of the fiscal year, excluding respite and on-hold beds; Utilization reached 71% this quarter, exceeding the target benchmark (Goal: 61.6%).</p>
<p>YAS: 82% of Young Adults are successfully discharged from the program. (Service Plan Achieved or Reunification/Relationship Connection) (Goal 60%); 84% of young adults are actively participating in school or employment at least part-time (Goal: 75%).</p>
<p>Family Care Kids: 86% of parents indicated they are satisfied with parent/teacher communication (Goal:80%)</p>
<p>Family Care Learning: 89% of clients would recommend this course to others (Goal:85%); 91 clients learned at least one technique/strategy from the course they intent to use or try (Goal: 90%).</p>

Program Outcomes – Improvement Needs

<p>Family Coaching: No outcome data collected for outcome 3.</p>
<p>STRONG Families for Children: No outcome data collected for all outcomes.</p>

Administrative Outcomes

<p>Staff Care: 27% annual turnover rate (Goal ≤30%); 75% completed exit interviews (Goal: 70%).</p>
<p>Finance: 92% invoices paid in full within 60 days (Goal: 85%+); 181 days cash on hand, includes T-bills (Goal: 150+).</p>
<p>IT: Zero compromised accounts (Goal: 0); 81% employee laptop patch rate (Goal: 80%); 87% network functionality of employee laptops (Goal: 85%).</p>
<p>Volunteer: 100% of volunteers can confidently describe CFC’s Mission (Goal: 95%)</p>

Improvement Plans – all programs and departments that do not reach a minimum file review goal of 90% or achieve outcome goal will be issued an Improvement Plan (IP). Goals must be achieved for two consecutive quarters in order for IP to be completed.

Completed	File Reviews: TFC; Outcomes: Pregnancy
Continued	File Reviews: Pregnancy, Mentor, CCI, Family Coaching; Outcomes: Pregnancy, Mentors, CCI, Family Coaching, Foster Care, TFC, Staff Care
Discontinued	NA
New	File Review: DCSA & YAS

PQI Committee Recommendations

- QA should share File Review and Client Satisfaction Survey Comments with programs.

CFC remains committed to quality improvement and strong outcomes for children, families, and communities. For questions, please contact smata@cfcare.org.

Sincerely,

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