



# CFC PQIC Q4 2024 Summary Report

Date: 11/13/2024

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 Q4

- The majority of programs continue to achieve the File Review benchmark of 90%.
- There was about a 20 percent decrease in incident reports from Q3.
- The quarterly foster care report shows that CFC's Foster Care program is the top earner across 27 agencies.
- CFC's Extended Foster Care program is doing 30 percent better than other agencies.

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 177 files were reviewed for Q4.

**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 4 of FY2024:

- **Counseling** achieved 97%, up from 96% in Q3.
- **Infant Adoption** achieved 99%, up from 93% in Q3.
- **Mentor** achieved 97%, down from 100% in Q3.
- **Complex Care Intervention (CCI)** achieved 90%, up from 88% in Q3. **Existing IP**
- **STRONG Families** Host Families and Family Friends achieved 93%, down from 100% in Q3; No data for Placing Parent Files due to Host Families who hosted being reviewed in Q2 & Q3.
- **DCS Adoption** achieved 93%, up from 79% in Q3. **Existing IP**
- **Foster Care** achieved 97%, same as Q3.
- **YP** achieved 95%, up from 88% in Q3. **Existing IP**
- **TFC** was not able to be reviewed due to all families in the program being reviewed in prior quarters.
- **Family Care KIDS** achieved 91%, same as Q3.
- **Volunteers** achieved 99%, up from 96% in Q3.

### Areas of Opportunity

- **Pregnancy Counseling** dropped to 81%, down from 84% in Q3. **Existing IP**
- **Family Coaching** improved to 81%, up from 69% in Q3. **Existing IP**
- **Staff Care** dropped to 82%, down from 92% in Q3. **New IP**

### ➤ All-Agency Programs Outcomes for Q4

- **Agency Outcome 1:** 98% (FYE2024 Total) 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% (FYE2024 Total) 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 Q4:** 5% (*not to exceed 10%*) and **Emergency Incidents Statewide Q4:** 6%, (*not to exceed 5%*).

## ➤ Program Outcomes achieved in Q4 2024

- 100% of **Counseling client's** Treatment plan objectives showed improvement (Goal: 95%).
- 91% of **Counseling** clients show improvement from intake to discharge assessment as evidenced by PROPS, PCL-5, PHQ9 assessment, or GAD-7 assessment (Goal: 60%).
- 100% of **DCS Adoption** children remained in their adoptive placement (Goal: 475%).
- 90% of **DCS Adoption** placements occur within 9 months of initial certification beginning from July 1, 2023 (Goal 80%).
- The retention rate of **Foster Families** was 3.5 years (Goal: 3 or more years).
- **YP** placed 6 youth in Christian homes in Q4; 10 placed for FYE2024 (Goal: 10). **IP Complete**
- 76% of **YP youth** remained in their adoptive placement (Goal: 70%).
- 81% of **YP** youth, age 14+ were discharged by reason of permanent connection (Annual goal: 80%).
- **TFC** increased the number of homes by 0 families in Q4; increase homes by 2 in FYE2024 (Annual goal: 2).
- Two programs have IPs from previous quarters (**Family Coaching** and **Infant Adoption**) but there is no data due to outcomes being linked to surveys conducted in Q1 & Q3.

## ➤ Program Outcomes Improvement Opportunities

- 35% of **Mentors** engaged their Mentee in Kingdom Touches (Goal: 80%). **Existing IP**
- No data available for **Family Coaching** outcome 3; no respondents to survey.
- 49% of **Foster Care** parents made 3 or more connections with birth families (Goal: 65%). **New IP**
- 30% of **TFC** beds were utilized in Q4, bringing the total to 45% (Annual goal: 71%). **Existing IP**
- No data available for **Family Care KIDS** outcome 1; BI Team analyzing ways to measure accurately.
- **Family Care Learning** Outcome 2 was discontinued due to Statewide Training Manager resigning (Annual goal: 5). **IP Discontinued**

## ➤ Administrative Outcomes

- **Staff Care Outcome 1:** Statewide turnover rate: 32.7% (not to exceed 30% annually). **New IP**
- **Staff Care Outcome 2:** 80% of employees completed their annual review within 45 days of hire anniversary date (Goal: 85%). **New IP**
- **Finance Outcome 3:** 91% of invoices were paid in full within 60 days (Goal – 85%).
- **Finance Outcome 4:** CFC's cash on hand is 122 days. (Goal: 150+ days). **New IP**
- **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 87% on employee devices (Goal: 85%). **IP Complete**
- **Volunteer Outcome 7:** No data; surveys conducted in Q1 & Q3 (Goal: 95%).

## PQI Committee Comments/Recommendations

- Ensure eR is calculating dates correctly when notes are submitted.
- Ensure program leaders review PQI data for accuracy.
- Ensure PQI File Review section is being completed.

For questions regarding this report, feel free to contact me at: [smata@cfcare.org](mailto:smata@cfcare.org). I would be happy to discuss our results.

Blessings,

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