

CFC PQIC Q1 2023 Summary Report



Date: 2/17/2023

Dear Stakeholder,

Welcome to the review of CFC's FY2023 1st quarter PQI results. As we begin a new fiscal year, some new outcomes have been selected by program and department leaders as well as new file review questions, to focus on areas that need improvement.

Highlights for Q1:

- *Ninety-four percent of SYP children remained in their adoptive placement to finalization*
- *One hundred percent of clients report that Family Coaching helped them more successfully handle life circumstances*
- *CFC is exceeding the new goal for cash on hand*
- *Volunteer files were reviewed for the first time*

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 210 files were reviewed for Q1

Areas of Strength (*compliance with effective practice indicators*): *Files need to meet 90% compliance standard.*

Below are the programs that achieved this compliance benchmark for Q1:

- Counseling achieved 91%
- Family Coaching achieved 97%
- Foster Care achieved 95%
- Therapeutic Foster Care achieved 90%
- Infant Adoption achieved 90%
- Human Resources achieved 96%

Areas of Opportunity

- DCS Adoption fell to 82% compliance in Q1 from 88% in Q4 **Existing IP**
- Family Care Kids rose to 85% compliance in Q1 from 83% in Q4 **Existing IP**
- Mentor rose to 88% in Q1 from 85% in Q4 **Existing IP**
- Pathfinder was at 71% in Q1 **New IP**
- Specialized Youth Permanency fell to 77% in Q1 from 81% in Q4 2022 **Existing IP**
- Pregnancy Counseling rose to 84% in Q1 from 79% in Q4 **Existing IP**
- STRONG Families achieved 86% in Q1 for Host Families and Family Friends **Existing IP**
- STRONG Families achieved 87% in Q1 for Placing Parents **Existing IP**

➤ **All-Agency Programs Outcomes for FY2023**

- **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%)*
All programs scored 100% in the quarter except for Foster Homes (98%) and Counseling (93%)
- **Agency Outcome 2:** *100% of clients were satisfied when asked, "Do you feel the agency staff is respectful of persons from all cultural backgrounds, beliefs, and family traditions?" 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: 14% (*not to exceed 10%*) and Emergency Incidents Statewide Q1: 7% (*not to exceed 5%*)

➤ Program Outcomes achieved in Q1

- 98% of **Counseling** clients show improvement from intake to discharge assessment on the PROPS (Parent Report of Post-Traumatic Symptoms) (Goal: 90%)
- 96% of **Family Care Learning** training attendees reported “I have learned at least one technique/strategy that I intend to use or try.” (Goal: 95%)
- 100% of clients report that **Family Coaching** helped them more successfully handle their current life circumstances (Goal: 90%)
- 3.8 years was the retention rate of **Foster Care** families (Goal: 3 or more years)
- 100% of **DCS Adoption** families report being aware of additional support programming available to them (Goal: 90%)
- 100% of **Infant Adoption** children remained in their adoptive placement (Goal: 80%)
- 100% of **Infant Adoption** families report being aware of additional support programming available to them (Goal: 100%)
- 97% of matched **Mentors** engaged their mentee in Kingdom Touches (Goal: 80%)
- 100% of matched **Mentees** indicate they are well supported (Goal: 80%)
- 100% of **Pregnancy** clients report being satisfied with the education they received about pregnancy options (Goal: 90%)
- 100% of **Pregnancy** clients report feeling confident in the permanency plan they made for their child (Goal: 90%)
- 100% of **STRONG Families Placing Parents** report their children were able to remain in their custody due to STRONG Families (Goal: 90%)
- 94% of **SYP** children remained in their adoptive placement to finalization (Goal: 85%) **Existing IP**
- **SYP** placed 3 youth in Christian homes by 9/30/23 (Annual Goal: 8)

➤ Program Outcomes Improvement Opportunities

- 0% of **DCS Adoption** children remained in their adoptive placement (Goal: 75%) **Existing IP**
- 85% of **Counseling** clients agree or strongly agree that their counselor has helped them increased their ability to manage their current life stressors (Goal: 90%) **New IP**
- 48% of **Foster Care** parents will make 3 or more connections with birth families (Goal: 65%) **New IP**
- 0 increase in number of **TFC homes** (Annual Goal: 2)
- 0 new **Family Care Learning** trauma-informed courses were launched (Annual Goal: 12) **New IP**

➤ Administrative Outcomes

- **Staff Care Outcome 1:** Statewide turnover rate: 39% (not to exceed 33% annually) **Existing IP**
- **Staff Care Outcome 2:** 59% of employees completed their annual review within 45 days of hire anniversary date (Goal: 85%) **New IP**
- **Finance Outcome 3:** 78% of invoices were paid in full within 60 days (Goal – 85%) **New IP**
- **Finance Outcome 4:** CFC’s cash on hand is at 200 days (Goal: 150+ days) and is exceeding goal
- **Information Technology Outcome 5:** There was a patch rate of 84% 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

- Ensure that staff is collecting client demographics, so they can fill out information in General Tab
- Ensure that supervisors are conducting employee annual reviews in a timely manner
- Ensure that programs and departments are creating, managing, and reviewing, improvement plans

Thank you for taking the time to read this summary report. We are proud of our good work and always looking for ways to improve. For questions regarding this report, feel free to contact me at: susan@cfcare.org. I would be happy to discuss our results with you.



Susan M Dudley LMSW
Director of Quality and Continuous Improvement