

CFC PQIC Q3 2022 Summary Report

Date: 8/9/2022

Dear Stakeholder,

Welcome to the review of CFC's 2022 3rd Quarter Performance and Quality Improvement (PQI) results. We have seen improvement in several our programs and departments, and we continue to focus on where improvements can be made.

Highlights for Q3:

- Majority of programs/departments met or exceeded file review goal of 90%.
- Stability of our SYP placements has improved significantly over the last few years.
- Ninety-nine percent of counseling clients are showing improvement in treatment objectives.

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 (140) files were reviewed this quarter.

- **Areas of strength (compliance with effective practice indicators): Files need to meet 90% compliance standard.**
 - Both Infant Adoption and DCS adoption programs achieved 95% and 91% compliance respectively.
 - Counseling reported 94% compliance in Q3.
 - Family Coaching reported 100% compliance in Q3 and Q2.
 - Foster care achieved 97% compliance in both Q3 and Q2.
 - Therapeutic Foster Care achieved 98% compliance in Q3, up from 93% in Q2.
 - Safe Families for Children achieved 81% in Q3, up from 67% in Q2. **IP in place**
 - Family Care Kids reported 100% compliance in Q3 compared to 74% in Q2.
 - Pregnancy counseling rose to 90% in Q3 from 83% in Q2. **IP in place**
 - Mentoring improved to 91% in Q3 from 90% in Q2.
- **Areas of Opportunity:**
 - Specialized Youth Permanency fell to 75% in Q2 from 89% in Q2 2022. **IP in place**

➤ **Client Satisfaction Survey Data:**

Client Satisfaction Surveys were not collected during this quarter. Bi-annual surveys will be distributed in September.

➤ **Outcomes Data:**

- **All-Agency Programs Outcomes for Q3 2022:**
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 for the quarter— 7%** (not to exceed 10%) down from 11% for Q2, bringing the total for the year to 9%. **Emergency Incidents – 3% statewide** (Not to exceed 5%), down from 4% in Q2.
- **Program Outcomes achieved in Q3 2022:**
 - **86% of SYP children** remained in their adoptive placement to finalization YTD, up from 84% in Q2. (Goal – 85%) **IP in place.**
 - **99% of Counseling clients** showed **improvement on their Treatment Plan objectives** (Goal - 85%)
 - **100% of Counseling clients** show **improvement from intake to discharge assessment on the PROPS (Parent Report of Post-Traumatic Symptoms)** (Goal - 60%)
 - **93% of TFC children** showed **progress** toward their individually stated goals or remained the same. (Goal - 90%)
 - **2 new Family Care Learning trauma-informed courses** were launched in Q3 for a total of 8 (FY Goal – 12).

- **95% of Family Care Learning** training attendees reported “I have learned at least one technique/strategy that I intend to use or try.” (Goal – 95%) **IP completed**
 - **2 Youth in the SYP program, 2 plus years**, were discharged by reason of permanent connection in Q3, bringing the statewide total to **12**. (FY Goal –16).
 - **100% of Family Coaching clients** receive their **first contact within 48 hours** of approval YTD. (Goal - 90%)
 - **100% of Family Coaching clients** report **feeling heard/understood/respected** by their family coach. (Goal – 90%)
- **Program Outcomes Improvement Opportunities:**
- **62% of children** shall remain in their adoptive placement. (Goal - 80%) **IP in place**.
 - **0 increase in number of TFC homes**. (FY Goal – 4) **IP in place**
 - **48 new children served in foster care** program. (Goal 60/quarter; 238 for FY) **IP in place**
 - **89% of matched Mentors engaged** their mentee in **Kingdom Touches, up from 72% in Q2 2022**. (Goal – 80%) **IP in place**.
 - **86% of SYP youth** shall remain in their adoptive placements until Finalization, up from **67% in Q3**. (Goal – 85%) **IP in place**
- **Administrative Outcomes:**
- **Staff Care outcome – staff stabilization. Statewide turnover rate for Q3 2022 was 30%**, up from **26% in Q2**. (Goal - not to exceed 33% annually)
 - **Staff Care outcome – 88% of employee annual review** were completed **within 45 days** of the employees hire anniversary date. (Goal-85%).
 - **Finance outcome – 85% of invoices were paid in full within 60 days**, up from 88% in Q1 2022. (Goal – 85%)
 - **Finance outcome – CFC’s cash on hand is at 219 days** at the end of Q3 2022. Q2 2022 ended at 223 days. (Goal is 90+ days). Cash on hand remains strong and far above goal.
 - **Information Technology outcome – 78% of employee issued laptops are fully updated/patched**, up from 69% in Q2. (Regularly installing Microsoft Updates). (Goal – 85%) **IP in place**
 - **Marketing outcome – Increase the overall agency inquiries by 5%. 912 inquiries** received in Q3 2022. **1046 inquiries** received in Q2 2022. (FY Goal – 2998)
- **PQI Committee Recommendations/Comments:**
- Clean up of computers that are no longer in use needs to be completed.
 - We have set our bar high, so even when not reaching our goal we are stretching ourselves to be the best.
 - We have improved in our ability to get clean data.

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.



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