

PQI REPORT 2019

QTR 1

Child Crisis Arizona



Performance and Quality Improvement

Child Crisis Arizona embraces and promotes a culture of excellence and continuous improvement of program service, performance and positive client outcomes.



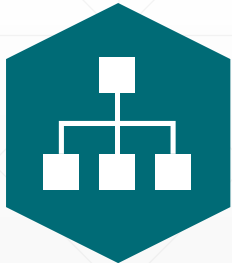
How we measure

CCA collects, aggregates and evaluates data to monitor quality and measure the impact of our services on the community we serve.



How we approach improvement

We take action in response to findings and implement solutions that improve overall efficiency, build capacity and have a positive impact on persons served.



PQI Team

Leadership, Senior Management and Staff Members meet quarterly and work together to identify areas of strength and quality practice as well as opportunities for improvement.



Quality Improvement Philosophy

Quality improvement is a continual process. We strive to ensure all programs participate in this initiative to improve service quality, performance and client outcomes.

Performance & Quality Scorecard

Family Education Program

QTR 1



271 HOURS

Total number of training hours offered by the Family Education Program



502 SERVED

Children and adults served



97% SCORE

Family Education participants rated their level of satisfaction of services received



85% COMPLETION

Percentage of participants that gained essential parenting knowledge and received a certificate

Performance & Quality Scorecard

Emergency Children's Shelter
QTR 1



2,543 NIGHTS

Save and Secure nights of care provided



53 SERVED

Children served



100% SCORE

Increased medical health for children in care determined by the number of updated immunizations and completed health assessments



5 YEARS OLD

Average age of children in shelter care

Performance & Quality Scorecard

Family Preservation Program

QTR 1



97% SCORE

Family Preservation participants reported services provided improved their situation



608 SERVED

Children and adults served



100% SATISFACTION

Family Preservation participants rated their level of satisfaction of services received



74% COMPLETION

Percentage of families that completed or partially completed the goals set

Performance & Quality Scorecard

Foster Care and Adoption Program

QTR 1



16,165 NIGHTS

Safe and secure nights in Foster Care provided



601 SERVED

Children and adults served



8 ADOPTIONS

Number of adoptions through our Foster Care and Adoption Program



0.43% DISRUPTION

Percentage of disruption of all children placed in CCA's foster homes, goal is 5% or lower

Performance & Quality Scorecard

Early Childhood Education Programs

QTR 1



90% ATTENDANCE

Average attendance for Early Childhood Education programs



577 SERVED

Children and adults served



73% SCORE

Percentage of children that met age appropriate developmental requirements at preschool graduation



100% ENROLLMENT

Our Early Childhood Education programs run at full capacity

Performance & Quality Scorecard

Counseling Program

QTR 1



325 SESSIONS

Number of individual and family therapy sessions completed



80 SERVED

Children served



100% SATISFACTION

Counseling clients rated their level of satisfaction of services received



90% SCORE

Percentage of clients that attained emotional and social skills



Child Crisis Arizona

Safe kids. Strong families.

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