

PQI REPORT 2019

QTR 2

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.



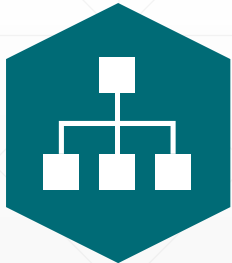
How we measure

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 2



403 HOURS

Total number of training hours offered by the Family Education Program



621 SERVED

Children and adults served



97% SCORE

Family Education participants rated their level of satisfaction of services received



75% COMPLETION

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

Performance & Quality Scorecard

Emergency Children's Shelter
QTR 2



3,081 NIGHTS

Save and Secure nights of care provided



67 SERVED

Children served



89% SCORE

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



4 YEARS OLD

Average age of children in shelter care

Performance & Quality Scorecard

Family Preservation Program

QTR 2



95% SCORE

Family Preservation participants reported services provided improved their situation



353 SERVED

Children and adults served



95% SATISFACTION

Family Preservation participants rated their level of satisfaction of services received



83% COMPLETION

Percentage of families that completed or partially completed the goals set

Performance & Quality Scorecard

Foster Care and Adoption Program

QTR 2



16,510 NIGHTS

Safe and secure nights in Foster Care provided



602 SERVED

Children and adults served



22 ADOPTIONS

Number of adoptions through our Foster Care and Adoption Program



2.41% 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 2



91% ATTENDANCE

Average attendance for Early Childhood Education programs



527 SERVED

Children and adults served



86% 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 2



418 SESSIONS

Number of individual and family therapy sessions completed



99 SERVED

Children served



100% SATISFACTION

Counseling clients rated their level of satisfaction of services received



74% SCORE

Percentage of clients that attained emotional and social skills

Performance & Quality Scorecard

Office of Refugee Resettlement Program

QTR 2



53 DAYS

Average length of stay of children in ORR care



6 SERVED

Children served during quarter 2, program opened doors in June 2019



100% SCORE

Increased medical health for children in care determined by the number of updated immunizations, TB Screenings and completed physical exams



3 YEARS OLD

Average age of children in ORR care



Child Crisis Arizona

Safe kids. Strong families.

Child Crisis Arizona
Corporate Headquarters
817 N. Country Club Drive
Mesa, AZ 85201
(480) 834-9424
info@childcrisisaz.org