

# PQI REPORT 2019

QTR 3

Child Crisis Arizona



Stakeholder Report

# 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.

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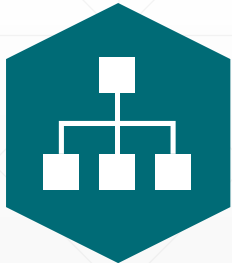
## How we measure

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 3

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**420 HOURS**

Total number of training hours offered by the Family Education Program



**784 SERVED**

Children and adults served



**100% SATISFACTION**

Family Education participants rated their level of satisfaction of services received



**66% COMPLETION**

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

# Performance & Quality Scorecard

Emergency Children's Shelter  
QTR 3

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**2,266 NIGHTS**

Safe and secure nights of care provided



**57 SERVED**

Children served



**43% 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

# Performance & Quality Scorecard

Group Home  
QTR 3

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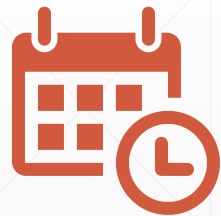
**580 NIGHTS**

Safe and secure nights of care provided



**13 SERVED**

Children served



**34 DAYS**

Average length of stay



**14 YEARS OLD**

Average age of youth in our Group Home

# Performance & Quality Scorecard

Foster Care and Adoption Program

QTR 3

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**18,292 NIGHTS**

Safe and secure nights of care provided



**628 SERVED**

Children and adults served



**29 ADOPTIONS**

Number of adoptions through our  
Foster Care and Adoption Program



**3.69% 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 3

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**92% ATTENDANCE**

Average attendance for Early Childhood Education programs



**609 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 3

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**321 SESSIONS**

Number of individual and family therapy sessions completed



**90 SERVED**

Children served



**100% SATISFACTION**

Counseling clients rated their level of satisfaction of services received



**60% SCORE**

Percentage of clients that attained emotional and social skills



# Performance & Quality Scorecard

Office of Refugee Resettlement Program

QTR 3

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**711 NIGHTS**

Safe and secure nights of care provided



**33 SERVED**

Children served



**100% SCORE**

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



**4 YEARS OLD**

Average age of children in program



# Child Crisis Arizona

*Safe kids. Strong families.*

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