

PQI REPORT 2019

QTR 4

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.



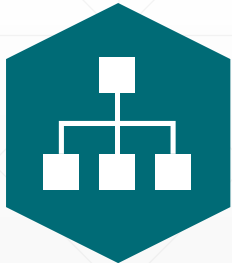
How we measure

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 4



259 HOURS

Total number of training hours offered by the Family Education Program



920 SERVED

Children and adults served



99% SATISFACTION

Family Education participants rated their level of satisfaction of services received



60% COMPLETION

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

Performance & Quality Scorecard

Emergency Children's Shelter

QTR 4



2,414 NIGHTS

Safe and secure nights of care provided



38 SERVED

Children served



92% 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 our shelter

Performance & Quality Scorecard

Group Home
QTR 4



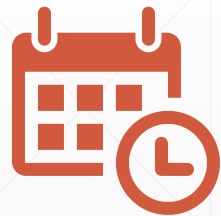
911 NIGHTS

Safe and secure nights of care provided



11 SERVED

Children served



77 DAYS

Average length of stay



16 YEARS OLD

Average age of youth in our Group Home

Performance & Quality Scorecard

Foster Care and Adoption Program

QTR 4



17,323 NIGHTS

Safe and secure nights of care provided



561 SERVED

Children and adults served



18 ADOPTIONS

Number of adoptions through our
Foster Care and Adoption Program



2% 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 4



88% ATTENDANCE

Average attendance for Early Childhood Education programs



587 SERVED

Children and adults served



89% 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 4



239 SESSIONS

Number of individual and family therapy sessions completed



62 SERVED

Children served



100% SATISFACTION

Counseling clients rated their level of satisfaction of services received



65% SCORE

Percentage of clients that attained emotional and social skills

Performance & Quality Scorecard

Office of Refugee Resettlement Program

QTR 4



1,358 NIGHTS

Safe and secure nights of care provided



56 SERVED

Children served



98% SCORE

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



8 YEARS OLD

Average age of children in program



Child Crisis Arizona

Safe kids. Strong families.

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