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.

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.

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.

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

190 HOURS
Total number of training hours offered by the Family Education Program

546 SERVED
Children and adults served

98% SATISFACTION
Family Education participants rated their level of satisfaction of services received

77% COMPLETION
Percentage of participants that gained essential parenting knowledge and received a certificate
Performance & Quality Scorecard
Emergency Children’s Shelter
QTR 1

2,400 NIGHTS
Safe and secure nights of care provided

38 SERVED
Children served

79% 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 our shelter
Performance & Quality Scorecard
Group Home
QTR 1

787 NIGHTS
Safe and secure nights of care provided

16 SERVED
Children served

70% SCORE
Increased medical health for children in care determined by the number of updated immunizations and completed health assessments

14 YEARS OLD
Average age of youth in our Group Home
Performance & Quality Scorecard
Foster Care and Adoption Program
QTR 1

14,593 NIGHTS
Safe and secure nights of care provided

508 SERVED
Children and adults served

16 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 1

89% ATTENDANCE
Average attendance for Early Childhood Education programs

85% SCORE
Percentage of children that met age appropriate developmental requirements at preschool graduation

845 SERVED
Children and adults served

100% ENROLLMENT
Our Early Childhood Education programs run at full capacity
Performance & Quality Scorecard
Counseling Program
QTR 1

191 SESSIONS
Number of individual and family therapy sessions completed

54 SERVED
Children served

75% SATISFACTION
Counseling clients rated their level of satisfaction of services received

58% SCORE
Percentage of clients that attained emotional and social skills
Performance & Quality Scorecard
Office of Refugee Resettlement Program
QTR 1

1,118 NIGHTS
Safe and secure nights of care provided

51 SERVED
Children served

92% SCORE
Increased medical health for children in care determined by the number of updated immunizations, TB Screenings and completed physical exams

9 YEARS OLD
Average age of children in program