

PQI REPORT 2020

QTR 1

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.



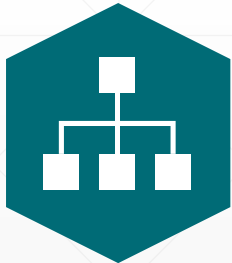
How we measure

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 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



845 SERVED

Children and adults served



85% 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



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



Child Crisis Arizona

Safe kids. Strong families.

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