

# PQI REPORT 2020

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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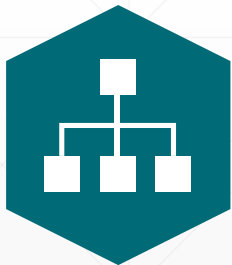
## How we measure

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 and Quality Improvement

Family Education Program

QTR 3



## 221 HOURS

Total number of training hours offered by the Family Education Program.



## 562 SERVED

Children and adults served.



## 99% SATISFACTION

Family Education participants rated their level of satisfaction of services received.



## 94% COMPLETION

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



## 98% SCORE

Family Education participants surveyed reported gaining knowledge that strengthens their parenting.



## 97% SUCCESS

Family Education participants surveyed reported feeling empowered to have more intentional parent interactions.

# Performance and Quality Improvement

Emergency Children's Shelter and Group Home

QTR 3



**3,137 NIGHTS**

Safe and secure nights of care provided.



**58 SERVED**

Children and youth served.



**14 YEARS OLD**

Average age of youth in our Group Home.



**6 YEARS OLD**

Average age of children in our Shelter.



**99% SCORE**

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



**100% SATISFACTION**

Primary guardians of children in Shelter care rated their level of satisfaction of services received.

# Performance and Quality Improvement

Foster Care and Adoption Program

QTR 3



**13,138 NIGHTS**

Safe and secure nights of care provided.



**453 SERVED**

Children and adults served.



**8 ADOPTIONS**

Number of adoptions through our Foster Care and Adoption Program.



**17 AWARDED**

8 Foster Care Licenses and 9 Adoption Certifications granted.



**3% DISRUPTION**

Percentage of disruption of all children placed in CCA's foster homes, goal is 5% or lower.



**93% COMPLIANCE**

Percentage of sample of case files reviewed that met program requirements.

# Performance and Quality Improvement

Early Childhood Education Programs

QTR 3



## 80% IN-PERSON ATTENDANCE

Preschool In-person learning started on September 30.  
EHS Classrooms closed due to COVID-19



## 760 SERVED

Children and adults served.



## 112 COUNT

Number of children on our wait lists.



## 68% ENROLLMENT

Early Childhood Education programs enrollment.



## 80% SCORE

Percentage of children that met age appropriate  
developmental requirements at preschool graduation.



## 60% COMPLETED

Percentage of children current on Early and  
Periodic Screening, Diagnostic and Treatment  
services (EPSDT) .

# Performance and Quality Improvement

Counseling Program  
QTR 3



## 806 SESSIONS

Number of individual and family therapy sessions completed.



## 105 SERVED

Children served.



## 67% SATISFACTION

Counseling clients rated their level of satisfaction of services received.



## 80% COMPLIANCE

Percentage of sample of case files reviewed that met program requirements.



## 91% COMPLETED

Percentage of session units completed vs. program goal.



## 63% SCORE

Percentage of clients that attained emotional and social skills.

# Performance and Quality Improvement

Office of Refugee Resettlement Program

QTR 3



**790 NIGHTS**

Safe and secure nights of care provided.



**40 SERVED**

Children and youth served.



**0 OFFSITE ACTIVITIES**

Virtual or onsite educational and acculturation activities were offered during the quarter due to COVID-19.



**274 SESSIONS**

133 group sessions participations and 141 individual sessions completed.



**70% SCORE**

Percentage of updated immunizations, TB Screenings and completed physical exams.



**100% COMPLETED**

Child developmental screenings completed within 72 hours of admission.



# Performance and Quality Improvement

Department Outcomes

QTR 3

## FINANCE



### 95 DAYS

Days cash and operating reserves 90 days or higher.



### 3.2% RATE

Error rate monitoring, goal: less than 5%.

## DEVELOPMENT



### 54% RETENTION

Donor retention rate to exceed industry standard of 46%.



### \$5M REVENUE

\$5,205,072 philanthropic revenues, budget goal: \$4,162,650.

## INFORMATION TECHNOLOGY



### 86% SCORE

Percentage of IT ticket closures within 3 business days.



### 88% SATISFACTION

User satisfaction.

# Performance and Quality Improvement

Department Outcomes

QTR 3

## FACILITY & OPERATIONS



**72% RATE**

Percentage of ticket closures within 3 business days.



**81% SATISFACTION**

User Satisfaction

## HUMAN RESOURCES



**38% RATE**

Turnover rate, goal: less than 43%



**71% SCORE**

Quality of hire, goal: 50% or higher



# Child Crisis Arizona

*Safe kids. Strong families.*

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