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 and Quality Improvement
Family Education Program
QTR 3

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

99% SATISFACTION
Family Education participants rated their level of satisfaction of services received.

98% SCORE
Family Education participants surveyed reported gaining knowledge that strengthens their parenting.

562 SERVED
Children and adults served.

94% COMPLETION
Percentage of participants that gained essential parenting knowledge and received a certificate.

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.

8 ADOPTIONS
Number of adoptions through our Foster Care and Adoption Program.

3% DISRUPTION
Percentage of disruption of all children placed in CCA’s foster homes, goal is 5% or lower.

453 SERVED
Children and adults served.

17 AWARDED
8 Foster Care Licenses and 9 Adoption Certifications granted.

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.

67% SATISFACTION
Counseling clients rated their level of satisfaction of services received.

105 SERVED
Children served.

91% COMPLETED
Percentage of session units completed vs. program goal.

80% COMPLIANCE
Percentage of sample of case files reviewed that met program requirements.

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.

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

70% SCORE
Percentage of updated immunizations, TB Screenings and completed physical exams.

40 SERVED
Children and youth served.

274 SESSIONS
133 group sessions participations and 141 individual sessions completed.

100% COMPLETED
Child developmental screenings completed within 72 hours of admission.
## Performance and Quality Improvement

**Department Outcomes**

**QTR 3**

<table>
<thead>
<tr>
<th></th>
<th>FINANCE</th>
<th>DEVELOPMENT</th>
<th>INFORMATION TECHNOLOGY</th>
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</thead>
<tbody>
<tr>
<td><strong>95 DAYS</strong></td>
<td>Days cash and operating reserves 90 days or higher.</td>
<td><strong>3.2% RATE</strong></td>
<td>86% SCORE</td>
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<tr>
<td><strong>54% RETENTION</strong></td>
<td>Donor retention rate to exceed industry standard of 46%.</td>
<td><strong>$5M REVENUE</strong></td>
<td>Percentage of IT ticket closures within 3 business days.</td>
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<tr>
<td><strong>$5,205,072 philanthropic revenues, budget goal: $4,162,650.</strong></td>
<td><strong>$5,205,072 philanthropic revenues, budget goal: $4,162,650.</strong></td>
<td><strong>3.2% RATE</strong></td>
<td><strong>88% SATISFACTION</strong></td>
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## Performance and Quality Improvement

### Department Outcomes

#### QTR 3

<table>
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<tr>
<th>FACILITY &amp; OPERATIONS</th>
<th>HUMAN RESOURCES</th>
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<tbody>
<tr>
<td><strong>72% RATE</strong> Percentage of ticket closures within 3 business days.</td>
<td><strong>38% RATE</strong> Turnover rate, goal: less than 43%</td>
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<tr>
<td><strong>81% SATISFACTION</strong> User Satisfaction</td>
<td><strong>71% SCORE</strong> Quality of hire, goal: 50% or higher</td>
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Cristina Prull
Quality & Compliance Coordinator