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.

**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 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.

**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 4

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

**100% SATISFACTION**
Family Education participants rated their level of satisfaction of services received.

**698 SERVED**
Children and adults served.

**96% COMPLETION**
Percentage of participants that gained essential parenting knowledge and received a certificate.

**97% SCORE**
Family Education participants surveyed reported gaining knowledge that strengthens their parenting.

**96% 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 4

3,271 NIGHTS
Safe and secure nights of care provided.

13 YEARS OLD
Average age of youth in our Group Home.

64 SERVED
Children and youth served.

5 YEARS OLD
Average age of children in our Shelter.

100% 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 4

11,837 NIGHTS
Safe and secure nights of care provided.

13 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.

439 SERVED
Children and adults served.

43 AWARDED
21 Foster Care Licenses and 22 Adoption Certifications granted.

94% COMPLIANCE
Percentage of sample of case files reviewed that met program requirements.
Performance and Quality Improvement
Early Childhood Education Programs
QTR 4

66% IN-PERSON ATTENDANCE
In-person learning restarted on September 30.

791 SERVED
Children and adults served.

126 COUNT
Number of children on our wait lists.

92% ENROLLMENT
Early Childhood Education programs enrollment.

61% SCORE
Percentage of children that met age appropriate developmental requirements at preschool graduation.

71% COMPLETED
Percentage of children current on Early and Periodic Screening, Diagnostic and Treatment services (EPSDT).
Performance and Quality Improvement
Counseling Program
QTR 4

700 SESSIONS
Number of individual and family therapy sessions completed.

80% SATISFACTION
Counseling clients rated their level of satisfaction of services received.

73% COMPLETED
Percentage of session units completed vs. program goal.

114 SERVED
Children served.

84% COMPLIANCE
Percentage of sample of case files reviewed that met program requirements.

50% SCORE
Percentage of clients that attained emotional and social skills.
Performance and Quality Improvement
Emergency Children Shelter and Resettlement Program
QTR 4

1,701 NIGHTS
Safe and secure nights of care provided.

99 SERVED
Children and youth served.

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

530 SESSIONS
236 group sessions participations and 294 individual sessions completed.

98% SCORE
Percentage of updated immunizations, TB Screenings and completed physical exams.

93% COMPLETED
Child developmental screenings completed within 72 hours of admission.
<table>
<thead>
<tr>
<th>Performance and Quality Improvement</th>
<th>Department Outcomes</th>
<th>QTR 4</th>
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</thead>
<tbody>
<tr>
<td><strong>117 DAYS</strong></td>
<td>FINANCE</td>
<td></td>
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<tr>
<td>Days cash and operating reserves 90 days or higher.</td>
<td>2.9% RATE</td>
<td>Error rate monitoring, goal: less than 5%.</td>
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<tr>
<td><strong>53% RETENTION</strong></td>
<td>DEVELOPMENT</td>
<td></td>
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<tr>
<td>Donor retention rate to exceed industry standard of 46%.</td>
<td>$9M REVENUE</td>
<td>$9,185,585 philanthropic revenues, budget goal: $8,253,600.</td>
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<tr>
<td><strong>98% SCORE</strong></td>
<td>INFORMATION TECHNOLOGY</td>
<td></td>
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<tr>
<td>Percentage of IT ticket closures within 3 business days.</td>
<td>90% SATISFACTION</td>
<td>User satisfaction.</td>
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</tbody>
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Performance and Quality Improvement

Department Outcomes

QTR 4

**FACILITY & OPERATIONS**

**75% RATE**
Percentage of ticket closures within 3 business days.

**84% SATISFACTION**
User Satisfaction

**HUMAN RESOURCES**

**36% RATE**
Turnover rate, goal: less than 43%

**66% SCORE**
Quality of hire, goal: 50% or higher
Cristina Prull
Quality & Compliance Coordinator