PQI REPORT
2019
QTR 1
Child Crisis Arizona
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

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

502 SERVED
Children and adults served

97% SCORE
Family Education participants rated their level of satisfaction of services received

85% COMPLETION
Percentage of participants that gained essential parenting knowledge and received a certificate
Performance & Quality Scorecard

Emergency Children’s Shelter

QTR 1

2,543 NIGHTS
Save and Secure nights of care provided

53 SERVED
Children served

100% 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 shelter care
Performance & Quality Scorecard
Family Preservation Program
QTR 1

97% SCORE
Family Preservation participants reported services provided improved their situation

608 SERVED
Children and adults served

100% SATISFACTION
Family Preservation participants rated their level of satisfaction of services received

74% COMPLETION
Percentage of families that completed or partially completed the goals set
Performance & Quality Scorecard
Foster Care and Adoption Program
QTR 1

16,165 NIGHTS
Safe and secure nights in Foster Care provided

601 SERVED
Children and adults served

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

0.43% 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

90% ATTENDANCE
Average attendance for Early Childhood Education programs

577 SERVED
Children and adults served

73% 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

325 SESSIONS
Number of individual and family therapy sessions completed

80 SERVED
Children served

100% SATISFACTION
Counseling clients rated their level of satisfaction of services received

90% SCORE
Percentage of clients that attained emotional and social skills
Child Crisis Arizona
Corporate Headquarters
817 N. Country Club Drive
Mesa, AZ 85201
(480) 834-9424
info@childcrisisaz.org
PQI REPORT
2019
QTR 2
Child Crisis Arizona
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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Performance & Quality Scorecard
Family Education Program
QTR 2

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

621 SERVED
Children and adults served

97% SCORE
Family Education participants rated their level of satisfaction of services received

75% COMPLETION
Percentage of participants that gained essential parenting knowledge and received a certificate
Performance & Quality Scorecard
Emergency Children’s Shelter
QTR 2

3,081 NIGHTS
Save and Secure nights of care provided

67 SERVED
Children served

89% SCORE
Increased medical health for children in care determined by the number of updated immunizations and completed health assessments

4 YEARS OLD
Average age of children in shelter care
Performance & Quality Scorecard
Family Preservation Program
QTR 2

95% SCORE
Family Preservation participants reported services provided improved their situation

353 SERVED
Children and adults served

95% SATISFACTION
Family Preservation participants rated their level of satisfaction of services received

83% COMPLETION
Percentage of families that completed or partially completed the goals set
Performance & Quality Scorecard
Foster Care and Adoption Program
QTR 2

16,510 NIGHTS
Safe and secure nights in Foster Care provided

602 SERVED
Children and adults served

22 ADOPTIONS
Number of adoptions through our Foster Care and Adoption Program

2.41% 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 2

91% ATTENDANCE
Average attendance for Early Childhood Education programs

527 SERVED
Children and adults served

86% 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 2

- **418 SESSIONS**
  Number of individual and family therapy sessions completed

- **99 SERVED**
  Children served

- **100% SATISFACTION**
  Counseling clients rated their level of satisfaction of services received

- **74% SCORE**
  Percentage of clients that attained emotional and social skills
Performance & Quality Scorecard
Office of Refugee Resettlement Program
QTR 2

**53 DAYS**
Average length of stay of children in ORR care

**6 SERVED**
Children served during quarter 2, program opened doors in June 2019

**100% SCORE**
Increased medical health for children in care determined by the number of updated immunizations, TB Screenings and completed physical exams

**3 YEARS OLD**
Average age of children in ORR care
PQI REPORT
2019
QTR 3
Child Crisis Arizona

Stakeholder Report
Performance and Quality Improvement

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Performance & Quality Scorecard

Family Education Program

QTR 3

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

784 SERVED
Children and adults served

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

66% COMPLETION
Percentage of participants that gained essential parenting knowledge and received a certificate
Performance & Quality Scorecard
Emergency Children’s Shelter
QTR 3

2,266 NIGHTS
Safe and secure nights of care provided

57 SERVED
Children served

43% 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 shelter
Performance & Quality Scorecard
Group Home
QTR 3

580 NIGHTS
Safe and secure nights of care provided

13 SERVED
Children served

34 DAYS
Average length of stay

14 YEARS OLD
Average age of youth in our Group Home
Performance & Quality Scorecard
Foster Care and Adoption Program
QTR 3

18,292 NIGHTS
Safe and secure nights of care provided

628 SERVED
Children and adults served

29 ADOPTIONS
Number of adoptions through our Foster Care and Adoption Program

3.69% 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 3

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average attendance for Early Childhood Education programs</td>
<td>92% ATTENDANCE</td>
</tr>
<tr>
<td>Children and adults served</td>
<td>609 SERVED</td>
</tr>
<tr>
<td>Percentage of children that met age appropriate developmental requirements at preschool graduation</td>
<td>73% SCORE</td>
</tr>
<tr>
<td>Our Early Childhood Education programs run at full capacity</td>
<td>100% ENROLLMENT</td>
</tr>
</tbody>
</table>
Performance & Quality Scorecard
Counseling Program
QTR 3

321 SESSIONS
Number of individual and family therapy sessions completed

90 SERVED
Children served

100% SATISFACTION
Counseling clients rated their level of satisfaction of services received

60% SCORE
Percentage of clients that attained emotional and social skills
Performance & Quality Scorecard
Office of Refugee Resettlement Program
QTR 3

711 NIGHTS
Safe and secure nights of care provided

33 SERVED
Children served

100% SCORE
Increased medical health for children in care
determined by the number of updated immunizations,
TB Screenings and completed physical exams

4 YEARS OLD
Average age of children in program
PQI REPORT
2019
QTR 4
Child Crisis Arizona
Stakeholder Report
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Performance & Quality Scorecard
Family Education Program
QTR 4

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

920 SERVED
Children and adults served

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

60% COMPLETION
Percentage of participants that gained essential parenting knowledge and received a certificate
<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
<th>Description</th>
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<tbody>
<tr>
<td>Safe and secure nights of care provided</td>
<td>2,414</td>
<td>Nights</td>
</tr>
<tr>
<td>Children served</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>Increased medical health score</td>
<td>92%</td>
<td>Determined by updated immunizations and completed health assessments</td>
</tr>
<tr>
<td>Average age of children in shelter</td>
<td>4</td>
<td>Years old</td>
</tr>
</tbody>
</table>
Performance & Quality Scorecard

Group Home
QTR 4

911 NIGHTS
Safe and secure nights of care provided

11 SERVED
Children served

77 DAYS
Average length of stay

16 YEARS OLD
Average age of youth in our Group Home
Performance & Quality Scorecard
Foster Care and Adoption Program
QTR 4

17,323 NIGHTS
Safe and secure nights of care provided

561 SERVED
Children and adults served

18 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
88% ATTENDANCE
Average attendance for Early Childhood Education programs

587 SERVED
Children and adults served

89% 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 4

239 SESSIONS
Number of individual and family therapy sessions completed

62 SERVED
Children served

100% SATISFACTION
Counseling clients rated their level of satisfaction of services received

65% SCORE
Percentage of clients that attained emotional and social skills
Performance & Quality Scorecard
Office of Refugee Resettlement Program
QTR 4

1,358 NIGHTS
Safe and secure nights of care provided

56 SERVED
Children served

98% SCORE
Increased medical health for children in care determined by the number of updated immunizations, TB Screenings and completed physical exams

8 YEARS OLD
Average age of children in program