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 and Quality Improvement
Family Education Program
QTR 1

271 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.

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

815 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 - Mesa
QTR 1

- **2,863 NIGHTS**
  Safe and secure nights of care provided.

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

- **55 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.
<table>
<thead>
<tr>
<th>Metric</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td><strong>1,630 NIGHTS</strong></td>
<td>Safe and secure nights of care provided.</td>
</tr>
<tr>
<td><strong>100% TIMELY RELEASE</strong></td>
<td>Percentage of children released in less than 60 days.</td>
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<tr>
<td><strong>119 SERVED</strong></td>
<td>Children and youth served.</td>
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<tr>
<td><strong>453 SESSIONS</strong></td>
<td>179 group sessions participations and 274 individual sessions completed.</td>
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<tr>
<td><strong>99% SCORE</strong></td>
<td>Percentage of TB Screenings and completed physical exams.</td>
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<tr>
<td><strong>99% COMPLETED</strong></td>
<td>Child developmental screenings completed within 72 hours of admission.</td>
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</table>
Performance and Quality Improvement
Foster Care and Adoption Program
QTR 1

11,175 NIGHTS
Safe and secure nights of care provided.

9 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.

428 SERVED
Children and adults served.

38 AWARDED
26 Foster Care Licenses and 12 Adoption Certifications granted.

89% COMPLIANCE
Percentage of sample of case files reviewed that met program requirements.
Performance and Quality Improvement
Early Childhood Education Programs
QTR 1

72% IN-PERSON ATTENDANCE
In-person learning restarted on September 30.

726 SERVED
Children and adults served.

137 COUNT
Number of children on our wait lists.

84% ENROLLMENT
Early Childhood Education programs enrollment.

76% SCORE
Percentage of children that met age appropriate developmental requirements at preschool graduation.

82% COMPLETED
Percentage of children current on Early and Periodic Screening, Diagnostic and Treatment services (EPSDT).
Performance and Quality Improvement
Counseling Program
QTR 1

686 SESSIONS
Number of individual and family therapy sessions completed.

84% SATISFACTION
Counseling clients rated their level of satisfaction of services received.

102 SERVED
Children served.

101% COMPLETED
Percentage of session units completed vs. program goal.

98% COMPLIANCE
Percentage of sample of case files reviewed that met program requirements.

69% SCORE
Percentage of clients that attained emotional and social skills.
## Performance and Quality Improvement

### Department Outcomes

**QTR 1**

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<tr>
<th><strong>103 DAYS</strong></th>
<th><strong>FINANCE</strong></th>
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<tr>
<td>Days cash and operating reserves 90 days or higher.</td>
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<tr>
<th><strong>55% RETENTION</strong></th>
<th><strong>DEVELOPMENT</strong></th>
</tr>
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<tbody>
<tr>
<td>Donor retention rate to exceed industry standard of 46%.</td>
<td>$3M REVENUE</td>
</tr>
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<td>$3,882,710 philanthropic revenues, budget goal: $2,318,798.</td>
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<thead>
<tr>
<th><strong>96% SCORE</strong></th>
<th><strong>INFORMATION TECHNOLOGY</strong></th>
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<tr>
<td>Percentage of IT ticket closures within 3 business days.</td>
<td>91% SATISFACTION</td>
</tr>
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<td>User satisfaction.</td>
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</tbody>
</table>
Performance and Quality Improvement

Department Outcomes

QTR 1

**FACILITY & OPERATIONS**

85% **RATE**
Percentage of ticket closures within 3 business days.

74% **SATISFACTION**
User Satisfaction

**HUMAN RESOURCES**

9% **RATE**
Turnover rate, goal: less than 11%

69% **SCORE**
Quality of hire, goal: 50% or higher
Cristina Prull
Quality & Compliance Coordinator