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 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.

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.

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 2

184 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.

96% SCORE
Family Education participants surveyed reported gaining knowledge that strengthens their parenting.

712 SERVED
Children and adults served.

90% COMPLETION
Percentage of participants that gained essential parenting knowledge and received a certificate.

95% 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 2

2,471 NIGHTS
Safe and secure nights of care provided.

40 SERVED
Children and youth served.

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

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

**Emergency Children Shelter and Resettlement Program**

**QTR 2**

<table>
<thead>
<tr>
<th>Safe and secure nights of care provided.</th>
<th>Children and youth served.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2,213 NIGHTS</strong></td>
<td><strong>113 SERVED</strong></td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td><strong>97% TIMELY RELEASE</strong></td>
<td></td>
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<tr>
<td>Percentage of children released in less than 60 days.</td>
<td></td>
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<tr>
<td><strong>97% REUNIFICATIONS</strong></td>
<td></td>
</tr>
<tr>
<td>87 children were reunified with parents, guardians, relatives or sponsors in a safe and timely manner.</td>
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</tr>
<tr>
<td><strong>100% SCORE</strong></td>
<td></td>
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<tr>
<td>Percentage of TB Screenings and physical exams completed within 72 hours of admission.</td>
<td></td>
</tr>
<tr>
<td><strong>96% COMPLETED</strong></td>
<td></td>
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<tr>
<td>Child developmental screenings completed within 72 hours of admission.</td>
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</tbody>
</table>
Performance and Quality Improvement
Foster Care and Adoption Program
QTR 2

11,708 NIGHTS
Safe and secure nights of care provided.

16 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.

429 SERVED
Children and adults served.

34 AWARDED
21 Foster Care Licenses and 13 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 2**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>79% IN-PERSON ATTENDANCE</strong></td>
<td>In-person learning restarted on September 30.</td>
</tr>
<tr>
<td><strong>856 SERVED</strong></td>
<td>Children and adults served.</td>
</tr>
<tr>
<td><strong>122 COUNT</strong></td>
<td>Number of children on our wait lists.</td>
</tr>
<tr>
<td><strong>77% ENROLLMENT</strong></td>
<td>Early Childhood Education programs enrollment.</td>
</tr>
<tr>
<td><strong>70% SCORE</strong></td>
<td>Percentage of children that met age appropriate developmental requirements at preschool graduation.</td>
</tr>
<tr>
<td><strong>100% COMPLETED</strong></td>
<td>Percentage of children current on Early and Periodic Screening, Diagnostic and Treatment services (EPSDT).</td>
</tr>
</tbody>
</table>
Performance and Quality Improvement
Counseling Program
QTR 2

780 SESSIONS
Number of individual and family therapy sessions completed.

85% SATISFACTION
Counseling clients rated their level of satisfaction of services received.

90% COMPLETED
Percentage of session units completed vs. program goal.

111 SERVED
Children served.

99% COMPLIANCE
Percentage of sample of case files reviewed that met program requirements.

67% SCORE
Percentage of clients that attained emotional and social skills.
Performance and Quality Improvement

Department Outcomes
QTR 2

FINANCE

129 DAYS
Days cash and operating reserves 90 days or higher.

201% RATE
Exceeding bottom line budget goal.

DEVELOPMENT

61% RETENTION
Donor retention rate to exceed industry standard of 46%.

$8.9M REVENUE
$8,950,155 philanthropic revenues, budget goal: $9,239,000.

INFORMATION TECHNOLOGY

92% SCORE
Percentage of IT ticket closures within 3 business days.

92% SATISFACTION
User satisfaction.
Performance and Quality Improvement
Department Outcomes
QTR 2

FACILITY & OPERATIONS

76% RATE
Percentage of ticket closures within 3 business days.

92% SATISFACTION
User Satisfaction

HUMAN RESOURCES

13% RATE
Turnover rate, goal: less than 11%

69% SCORE
Quality of hire, goal: 50% or higher