

PQI REPORT 2023

QTR 2

Child Crisis Arizona



Stakeholder Report

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.



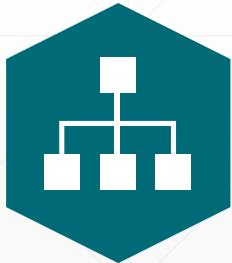
How we measure

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 2



198 HOURS

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



725 SERVED

Children and adults served.



99% SATISFACTION

Family Education participants rated their level of satisfaction of services received.



94% 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 Teen Group Home

QTR 2



2,032 NIGHTS

Safe and secure nights of care provided.



38 SERVED

Children and youth served.



15 YEARS OLD

Average age of youth in our Group Home.



4 YEARS OLD

Average age of children in our Shelter.



68% SCORE

Percentage of served population that experienced an increase in safety and security determined by a standardized assessment tool.



100% SATISFACTION

Primary guardians of children in Shelter care rated their level of satisfaction of services received.

Performance and Quality Improvement

Transitional Housing Program

QTR 2



1,182 NIGHTS

Safe and secure nights of care provided.



17 SERVED

Clients served.



19 YEARS OLD

Average age of clients served.



46 DAYS

Average length of stay in program.



60% SCORE

Percentage of served clients actively employed.



100% SCORE

Percentage of served population that will transition into independent housing within 12mo.

Performance and Quality Improvement

Resettlement Programs

QTR 2



3,457 NIGHTS

Safe and secure nights of care provided.



233 SERVED

Children and youth served.



87% TIMELY RELEASE

Percentage of children released in less than 30 days.



95% REUNIFICATIONS

Percentage of children that were reunified with parents, guardians, relatives or sponsors in a safe and timely manner.



100% SCORE

Percentage of TB Screenings and physical exams completed within 72 hours of admission.



100% COMPLETED

Child developmental screenings completed within 72 hours of admission.

Performance and Quality Improvement

Foster Care and Adoption Program

QTR 2



6,745 NIGHTS

Safe and secure nights of care provided.



277 SERVED

Children and adults served.



6 ADOPTIONS

Number of adoptions through our Foster Care and Adoption Program.



17 AWARDED

7 Foster Care Licenses and 10 Adoption Certifications granted.



0% DISRUPTION

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



92% COMPLIANCE

Percentage of sample of case files reviewed that met program requirements.

Performance and Quality Improvement

Early Childhood Education Programs

QTR 2



85% ATTENDANCE

Average in-person classroom attendance for Early Childhood Education programs.



1,183 SERVED

Children and adults served.



81 COUNT

Number of children on our wait lists.



100% ENROLLMENT

Early Childhood Education programs enrollment.



87% SCORE

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



76% COMPLETED

Percentage of children current on Early and Periodic Screening, Diagnostic and Treatment services (EPSDT) .

Performance and Quality Improvement

Counseling Program
QTR 2



712 SESSIONS

Number of individual and family therapy sessions completed.



92 SERVED

Children served.



100% IMPROVEMENT

Percentage of clients that reported improvement since initial visit .



77% COMPLIANCE

Percentage of sample of case files reviewed that met program requirements.



79% COMPLETED

Percentage of session units completed vs. program goal.



8% SCORE

Percentage of clients leaving the program demonstrating an increase in emotional, social and/or developmental skills achieved.

Performance and Quality Improvement

FANS Program
QTR 2



987

Number of clients that received daily necessities such as clothes, shoes, toiletries, personal hygiene items, household cleaning supplies and school supplies at no cost.



821 EVENTS

Total number of distribution events.



25,723 DIAPERS

Total number of diapers distributed to families.



23,679 ITEMS

Total number of other items distributed to families.

Performance and Quality Improvement

Department Outcomes
QTR 2

FINANCE



76 DAYS

Days cash and operating reserves 90 days or higher.



\$1.7M BOTTOM LINE

Amount greater than bottom line budget goal.

DEVELOPMENT



57% RETENTION

Donor retention rate to exceed industry standard of 42.6%.



\$7.4M REVENUE

Philanthropic revenues greater than budget goal.

INFORMATION TECHNOLOGY



97% SCORE

Percentage of IT ticket closures within 3 business days.



97% SATISFACTION

User satisfaction.

Performance and Quality Improvement

Department Outcomes

QTR 2

FACILITY & OPERATIONS



84% RATE

Percentage of ticket closures within 3 business days.



94% SATISFACTION

User Satisfaction

HUMAN RESOURCES



11.6% RATE

Turnover rate, goal: less than 11%



34% SCORE

Quality of hire, goal: 50% or higher



Child Crisis Arizona

Safe kids. Strong families.

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