

# PQI REPORT 2023

QTR 4

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.

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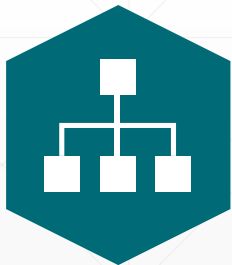
## How we measure

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

Polk Shelter and Elmwood Teen Group Home

Population Served: Toddlers (1-2); Young Children (3-5); Children (6-9); Pre-adolescent (10-12); Adolescents (13-17)



**1,723 NIGHTS**

Safe and secure nights of care provided.



**37 SERVED**

Toddlers, children and youth served.



**14 YEARS OLD**

Average age of youth in our Group Home.



**4 YEARS OLD**

Average age of children in our Shelter.



**67% SCORE**

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



**91% COMPLIANCE**

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

# Performance and Quality Improvement

## Independent Living Program

Population Served: Young Adults (18-21) and can include their minor child.



**1,177 NIGHTS**

Safe and secure nights of care provided.



**16 SERVED**

Clients served.



**19 YEARS OLD**

Average age of clients served.



**151 DAYS**

Average length of stay in program.



**53% SCORE**

Percentage of served clients actively employed.



**93% SCORE**

Percentage of served population that are developing natural support networks.

# Performance and Quality Improvement

Date and Roosevelt Unaccompanied “Refugee” Children’s Shelters

Population Served: Infants (Under 1); Toddlers (1-2); Young Children (3-5); Children (6-9); Pre-adolescent (10-12); Adolescents (13-17)



**4,300 NIGHTS**

Safe and secure nights of care provided.



**286 SERVED**

Clients served.



**88% TIMELY DISCHARGES**

Percentage of children that exited the program in less than 30 days.



**94% REUNIFICATIONS**

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



**99% 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

## Family Education Program

Population Served: Infants (Under 1); Toddlers (1-2); Young Children (3-5); Children (6-9); Pre-adolescent (10-12); Adolescents (13-17); Young Adults (18-24); Adults (25-64); Older Adults (65+)

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### **155 HOURS**

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



### **801 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.



### **94% SCORE**

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



### **94% SUCCESS**

Family Education participants surveyed reported feeling empowered to have more intentional parent interactions.

# Performance and Quality Improvement

## Foster Care and Adoption Program

Population Served: Infants (Under 1); Toddlers (1-2); Young Children (3-5); Children (6-9); Pre-adolescent (10-12); Adolescents (13-17); Young Adults (18-24); Adults (25-64); Older Adults (65+)



**6,059 NIGHTS**

Safe and secure nights of care provided.



**249 SERVED**

Children and adults served.



**12 ADOPTIONS**

Number of adoptions through our Foster Care and Adoption Program.



**8 AWARDED**

6 Foster Care Licenses and 2 Adoption Certifications granted.



**3.49% DISRUPTION**

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



**95% COMPLIANCE**

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

# Performance and Quality Improvement

## Counseling Program

Population Served: Infants (Under 1); Toddlers (1-2); Young Children (3-5); Children (6-9); Pre-adolescent (10-12); Adolescents (13-17)



### 734 SESSIONS

Number of individual and family therapy sessions completed.



### 109 SERVED

Children served.



### 90% IMPROVEMENT

Percentage of clients that reported improvement since initial visit .



### 91% COMPLIANCE

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



### 74% COMPLETED

Percentage of session units completed vs. program goal.



### 40% SCORE

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



# Performance and Quality Improvement

## Early Childhood Education Programs

Population Served: Infants (Under 1); Toddlers (1-2); Young Children (3-5); Adolescents (13-17); Young Adults (18-24); Adults (25-64)



### **87% ATTENDANCE**

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



### **1,187 SERVED**

Children and adults served.



### **72 COUNT**

Number of children on our wait lists.



### **100% ENROLLMENT**

Early Childhood Education programs enrollment.



### **80% SCORE**

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



### **79% COMPLETED**

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

# Performance and Quality Improvement

## FANS Program

Population Served: Infants (Under 1); Toddlers (1-2); Young Children (3-5); Adolescents (13-17); Young Adults (18-24); Adults (25-64)

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**1,260**

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



**897 EVENTS**

Total number of distribution events.



**28,481 DIAPERS**

Total number of diapers distributed to families.



**20,456 ITEMS**

Total number of other items distributed to families.

# Performance and Quality Improvement

Department Outcomes

QTR 4

## FINANCE



### 76 DAYS

Days cash and operating reserves 90 days or higher.



### \$10.1M BOTTOM LINE

Amount greater than bottom line budget goal.

## DEVELOPMENT



### 56% RETENTION

Donor retention rate to exceed industry standard of 42.6%.



### \$21M REVENUE

Philanthropic revenues greater than budget goal.

## INFORMATION TECHNOLOGY



### 93% SCORE

Percentage of IT ticket closures within 3 business days.



### 84% SATISFACTION

User satisfaction.

# Performance and Quality Improvement

Department Outcomes

QTR 4

## FACILITY & OPERATIONS



**81% RATE**

Percentage of ticket closures within 3 business days.



**80% SATISFACTION**

User Satisfaction

## HUMAN RESOURCES



**8.9% RATE**

Turnover rate. Goal: less than 11%.



**47% SCORE**

Quality of hire. Goal: 50% or higher.



# Child Crisis Arizona

*Safe kids. Strong families.*

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