

Performance & Quality Improvement (PQI)

Q3 2025



Child Crisis Arizona
Safe kids. Strong families.



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.



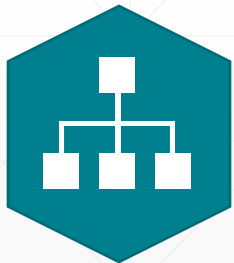
How we measure

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.

Shelter and Residential Programs

Performance and Quality Improvement

Population Served: Infants (Under 1); Toddlers (1-2); Young Children (3-5); Children (6-9); Pre-adolescent (10-12); Adolescents (13-17); Young Adults (18-21)



6,475 Nights of Care

Safe and secure nights of care provided by our Shelter and Residential Programs.



57% Work & School Participation

Percentage of Independent Living Program clients enrolled in school or employed at least 20 hours per week.



67% Safety & Security Increase

Percentage of children and teens in our emergency shelter and group home who experienced an increase in safety and security determined by a standardized assessment tool.



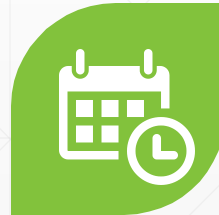
129 Clients Served

Polk Shelter, Elmwood Group Home, Independent Living Program and Unaccompanied Refugee children's shelters individuals served.



91% Case File Compliance

Percentage of reviewed case files meeting Shelter & Residential Programs requirements.



13% Safe & Timely Reunifications

Percentage of clients in our Unaccompanied Refugee children's shelters that are reunified in a safe, timely and efficient manner.

Foster Care and Extended Foster Care Programs

Performance and Quality Improvement

Population Served: Infants (Under 1); Toddlers (1-2); Young Children (3-5); Children (6-9); Pre-adolescent (10-12); Adolescents (13-17); Young Adults (18-21); Adults (25-64); Older Adults (65+)



23,044 Nights of Care

Safe and secure nights of care provided.



1,131 Clients Served

Foster Care and Adoption and Extended Foster Care Programs individuals served.



78% Client Retention

Foster Care and Adoption Program client retention.



98% Successful Closures

Percentage of Extended Foster Care clients who successfully exited the program with a stable housing plan, sustainable resources and supports, and a strategy for maintaining independence through education or employment.



20 Adoptions

Number of adoptions through our Foster Care and Adoption Program.



95% Positive Program Impact

Percentage of Extended Foster Care clients surveyed that reported the program helped them succeed.

Parenting Education and Support

Performance and Quality Improvement

Population Served: Infants (Under 1); Toddlers (1-2); Young Children (3-5); Children (6-9); Pre-adolescent (10-12); Adolescents (13-17); Young Adults (18-21); Adults (25-64); Older Adults (65+)



129 Program Efforts

Total number of workshops, classes, trainings, support sessions and more provided by the Family Education program.



132 Safety Devices

Total number of safety devices distributed, including car seats, pool fences and cribs.



89% Parent Well-Being

Percentage of surveyed Healthy Families program clients who reported a reduction in parental stress.



1,324 Clients Served

Family Education and Healthy Families programs individuals served.



1,800 Resource Kits

Total number of resource kits provided to new parents to support their child's early development.



53% Parenting Skills Growth

Percentage of families with improved scores on the Healthy Families Parenting Inventory, indicating growth in positive parenting practices.

Behavioral Health & Wellness Programs

Performance and Quality Improvement

Population Served: Infants (Under 1); Toddlers (1-2); Young Children (3-5); Children (6-9); Pre-adolescent (10-12); Adolescents (13-17); Young Adults (18-21); Adults (25-64); Older Adults (65+)



154 Referral Volume

Number of referrals received by the Counseling program.



659 Clients Served

Counseling Program and Whispering Hope Ranch Program individuals served.



20% Treatment Success

Percentage of clients exiting the program who showed growth in emotional, social, and/or developmental skills.



91% Client Well-Being

Percentage of clients that reported improvement since initial visit.

Early Childhood Education Programs

Performance and Quality Improvement

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



89% Attendance

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



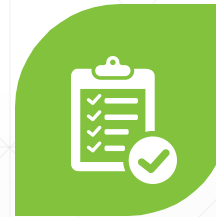
1,178 Clients Served

Preschool and Early Head Start programs individuals served.



115 Children Awaiting Services

Number of children on our wait lists.



95% Enrollment

Early Childhood Education programs enrollment.



N/A Developmental Success

Percentage of children that met or exceed expectations in all developmental areas for school readiness on TSG Assessments.



46% EPSDT Services

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

Basic Needs Support

Performance and Quality Improvement

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



362 Distribution Events

Total number of distribution events.



6,641 Diapers Supplied

Total number of diapers distributed to families.



4K In Diaper Distributions

Dollar value of diaper distributions.



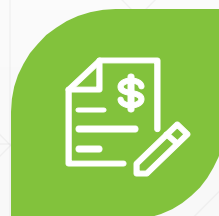
1,018 Clients Served

Resource Distribution Center and Mobile Pantry individuals served.



3,544 Additional Items

Total number of additional items distributed to families (i.e., clothing, shoes, toiletries, school supplies, etc.).



34K In Additional Items Distributions

Dollar value of additional items distributions.



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