QUARTERLY PQI REPORT

Q4 2025

Data-driven nonprofits better demonstrate their impact in the community they serve, can make more strategic decisions, and can more effectively engage with funders and key stakeholders.

Performance & Quality Improvement

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Quality & Compliance
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Child Crisis Arizona
Safe kids. Strong families.

QUANTIFYING THE IMPACT

7,366

Individuals Served

32

Children & youth experiencing immediate crisis were provided a safe & temporary haven

20

Young adults in a safe place receiving life skills support to help them transition into independent adults

67

Unaccompanied children refugees resettled into life in the U.S.

781

Individuals & couples assisted with foster care and adoption training, license & support

264

Young adults who have aged out of foster care receiving assistance, resources & support

3,079

Individuals who gained valuable parenting education, support, resources and tools

453

Individuals who received life-saving supplies

1,135

Children learning essential skills to thrive & confidently transition into kindergarten

77

Children supported through counseling services

379

Expectant & new parents received parenting education and support

200

Children with physical, mental & sensory disabilities received therapeutic interventions

879

Individuals who regained food security and improved their health & well-being

CCA Impact Through Data 2025

PROGRAMS

FAMILY EDUCATION PROGRAM	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	108	155	121	116	474
Unduplicated Adults Served	814	701	820	701	2,516
Total Unduplicated Clients	**922**	**856**	**941**	**817**	**2,990**
Duplicated Individuals Served	2,046	1,776	2,062	1,605	7,489
# of Family Education Efforts Completed	114	122	129	110	475
# of Safety Devices provided (car seat, pool fence, crib)	99	80	132	82	393
# of Parent Kits/Resource Kits Distributed	2,510	669	1,800	2,262	7,241
# of Community Engagement Events	15	13	4	3	35
Program Performance Data: Quality Aspects beyond just Quantity					
Completion Rate Quarterly Survey	10%	11%	9%	7%	9%
Net promoter Score	73	77	75	67	73
Opportunities for Improvement					
Improve outreach and referral sources (Year Goal: 100)	11	22	16	9	58
Spanish on-demand courses participation (Year Goal: 400)	28	18	32	25	103
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO CREATE AND EMPOWER STRONG FAMILIES BY PROVIDING PARENTS WITH EDUCATION, TOOLS, RESOURCES AND STRATEGIES TO RAISE HEALTHY AND SUCCESSFUL CHILDREN.					
10% increase on test scores	31%	N/A	N/A	N/A	31%
90% of respondents report increase in positive parenting	97%	97%	96%	96%	97%

RESOURCE DISTRIBUTION CENTER	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	495	462	424	288	1249
Unduplicated Adults Served	288	266	248	165	763
Total Unduplicated Clients	**783**	**728**	**672**	**453**	**2,012**
Number of diapers provided	19,521	14,298	6,641	5,119	45,579
Number of other items provided	7,909	5,838	3,544	5,844	23,135
Total number of items distributed	**27,430**	**20,136**	**10,185**	**10,963**	**68,714**
Dollar value of distributions	$ 63,596	$ 46,158	$ 38,065	$ 54,206	$ 202,025
Dollar value of inventory	$ 78,544	$ 70,835	$ 79,895	$ 111,632	$ 340,906
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO ADDRESS THE BASIC NEEDS OF HOMELESS CHILDREN, YOUTH AND FAMILIES IN TRANSITION BY PROVIDING THEIR BASIC DAILY LIVING NECESSITIES SUCH AS CLOTHES, SHOES, TOILETRIES, PERSONAL HYGIENE ITEMS AND SCHOOL SUPPLIES.					
To maintain or reduce the inventory dollar value	N/A	-10%	13%	40%	14%

ROOSEVELT SHELTER	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served	57	38	40	33	102
Placements	31	27	10	8	76
Discharges	46	8	15	4	73
Average Age	11	10	11	11	11
Nights of Care	1,174	1,654	2,346	2,566	7,740
Average Length of Stay (days). National Average: 30 days.	49	65	90	145	87
Occupancy (Q1 & Q2: 42 beds; Q3 & Q4: 51)	26%	43%	50%	55%	44%
# of Client Grievances	0	0	1	5	6
Program Performance Data: Quality Aspects beyond just Quantity					
% of Hard copy of SIR's in clients file	100%	92%	76%	92%	90%
Timely UC Assessment Completion Rate (placement + 5d)	100%	93%	100%	100%	98%
Stakeholders report UAC are released in a timely manner	N/A	N/A	N/A	N/A	N/A
Client File Review Score	96%	96%	91%	94%	94%
Opportunities for Improvement					
UC assigned to CM within 24 hours of admission (Goal: 85%)	100%	100%	100%	100%	100%
CM ISP initiated within 7 days of intake (Goal: 85%)	83%	0%	62%	88%	58%
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO ASSIST UNACCOMPANIED REFUGEE MINORS, VICTIMS OF TRAFFICKING, VICTIMS OF VIOLENCE BY PROMOTING HEALTH, WELLBEING AND STABILITY AND SUCCESSFULLY TRANSITION THEM TO LIFE IN THE U.S OR REPATRIATION.					
100% Completed Risk Assessments (placement + 72hrs)	100%	93%	100%	100%	98%
85% of UAC are timely released (< 30 days national avg.)	67%	25%	13%	25%	33%
90% Physicals, TB Screening within 72 hrs.	100%	100%	100%	100%	100%

DATE SHELTER	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served	38	21	36	34	80
Placements	18	8	19	15	60
Discharges	25	4	17	13	59
Average Age	12	11	12	12	12
Nights of Care	1,074	1,310	1,029	1,978	5,391
Average Length of Stay (days). National Average: 30 days.	90	105	76	63	84
Occupancy (42 beds)	28%	34%	22%	42%	32%
# of Client Grievances	1	5	7	5	18
Program Performance Data: Quality Aspects beyond just Quantity					
% of Hard copy of SIR's in clients file	100%	100%	93%	94%	97%
Timely UC Assessment Completion Rate (placement + 5d)	100%	100%	100%	100%	100%
Stakeholders report UAC are released in a timely manner	N/A	N/A	N/A	N/A	N/A
Client File Review Score	91%	94%	94%	95%	94%
Opportunities for Improvement					
UC assigned to CM within 24 hours of admission (Goal: 85%)	100%	100%	100%	100%	100%
CM ISP initiated within 7 days of intake (Goal: 85%)	100%	0%	84%	100%	71%
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO ASSIST UNACCOMPANIED REFUGEE MINORS, VICTIMS OF TRAFFICKING, VICTIMS OF VIOLENCE BY PROMOTING HEALTH, WELLBEING AND STABILITY AND SUCCESSFULLY TRANSITION THEM TO LIFE IN THE U.S OR REPATRIATION.					
100% Completed Risk Assessments (placement + 72hrs)	100%	100%	100%	100%	100%
85% of UAC are timely released (< 30 days national avg.)	60%	0%	12%	8%	20%
90% Physicals, TB Screening within 72 hrs.	76%	100%	100%	100%	94%

POLK SHELTER	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served	22	23	19	23	62
Placements	12	15	10	16	53
Discharges	14	14	12	15	55
Average Age	5	6	6	6	6
Nights of Care	793	734	814	775	3,116
Average Length of Stay (days)	79	33	47	36	51
Shelter Occupancy (10 beds)	88%	81%	88%	84%	85%
Number of open staff positions	1.5	1	3	1	2
Program Performance Data: Quality Aspects beyond just Quantity					
Satisfied with services received (DCS/CM/Caregiver/Other)	100%	100%	100%	100%	100%
Net promoter Score	60	80	67	100	77
Client File Review Score	96%	95%	95%	92%	95%
Opportunities for Improvement					
Average of 4 or fewer medication errors per quarter	2	4	1	3	10
I am satisfied with how my supervisor... (Goal 90%)	N/A	100%	N/A	100%	100%
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO PROVIDE A SAFE AND TEMPORARY PLACE TO STAY TO CHILDREN WHO ARE EXPERIENCING IMMEDIATE CRISIS SITUATIONS LIKE HOMELESSNESS, ABUSE, NEGLECT OR FAMILY DISRUPTION.					
Maintain or Increase in safety & security (85%)	100%	100%	100%	88%	97%
Clients Served show Improvement in Medical Health (90%)	100%	100%	100%	100%	100%

ELMWOOD TEEN GROUP HOME	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served	13	14	12	9	27
Placements during each quarter	5	7	5	2	19
Discharges	6	7	5	2	20
Average Age	16	16	15	16	16
Nights of Care	808	669	691	603	2,771
Average Length of Stay (days)	146	150	172	237	111
Group Home Occupancy (10 beds: Jan-Sep; 8 beds: Oct/Nov; 7 beds: Dec)	90%	74%	75%	85%	80%
Medication Errors: Program Control	8	13	10	4	35
Program Performance Data: Quality Aspects beyond just Quantity					
Surveys completed by DCS/CM/Other	**0**	**1**	**1**	**0**	**2**
Satisfied with the services received	-	100%	100%	-	100%
Surveys completed by youth (Goal 3 or higher)					
Program helps me w/educational &/or employment goals	3.6	3.5	3.7	3.0	3.4
Services are helping me prepare for independence	3.7	3.8	3.7	2.7	3.5
Net promoter Score (Collaborator & Youth)	43	67	25	75	53
Client File Review Score	89%	83%	92%	86%	88%
Opportunities for Improvement					
90% Youth Survey Completion Rate	100%	100%	100%	86%	96%
I am satisfied with how my supervisor... (Goal 90%)	N/A	95%	N/A	100%	98%
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO ASSIST HIGH-SCHOOL AGE BOYS WHO HAVE HAD TO BE REMOVED FROM THEIR HOMES DUE TO FAMILY HARDSHIPS, ABUSE OR NEGLECT AND PROVIDING THEM WITH A SAFE AND STABLE ENVIRONMENT WHERE YOUTH LIVE, LEARN AND GROW TO BECOME PRODUCTIVE, INDEPENDENT ADULTS.					
Maintain or Increase in safety & security (85%)	50%	50%	33%	50%	46%
85% demonstrate improved readiness to live independently	60%	100%	100%	86%	81%

INDEPENDENT LIVING PROGRAM	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served (Halle House)	16	15	18	16	24
Unduplicated Clients Served (2nd Street)	2	4	4	4	4
Placements (Halle House)	1	0	6	3	10
Placements (2nd Street)	2	2	0	0	4
Discharges (Halle House)	1	3	4	3	11
Discharges (2nd Street)	0	0	0	0	0
Nights of Care (Halle House)	1,313	1,285	1,227	1,205	5,030
Nights of Care (2nd Street)	84	306	368	368	1,126
Occupancy (Halle House: 14 beds)	97%	94%	88%	84%	91%
Occupancy (2nd Street: 4 beds)	36%	84%	100%	100%	84%
Average Length of Stay (Halle House days)	301	366	319	283	272
Average Length of Stay (2nd Street days)	26	70	158	250	147
Average Age (Halle House)	18	18	18	18	18
Average Age (2nd Street House)	20	20	20	20	20
Program Performance Data: Quality Aspects beyond just Quantity					
Services help me prepare for independence (Goal >=3)	3.8	4.0	3.6	3.6	3.8
Net promoter Score (Collaborator & Youth)	91	67	100	27	71
Client File Review Score	83%	80%	82%	97%	86%
Opportunities for Improvement					
85% Youth Survey Completion Rate	85%	38%	42%	50%	54%
I am satisfied with how my supervisor... (Goal 90%)	N/A	100%	N/A	100%	100%
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO PROVIDE YOUNG ADULTS WHO ARE AGING OUT OF THE FOSTER CARE SYSTEM WITH A SAFE PLACE TO LIVE WHILE THEY WORK ON THEIR EDUCATION, EMPLOYMENT AND BASIC LIFE SKILLS AND PREVENT HOMELESSNESS AND INSTABILITY AFTER LEAVING FOSTER CARE.					
85% will demonstrate improved independent living skills.	57%	75%	100%	90%	80%
85% will be attending school/working at least of 20hrs/week	63%	74%	57%	61%	64%

EXTENDED FOSTER CARE	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	29	52	40	36	39
Unduplicated Adults Served	224	223	253	228	311
Total Unduplicated Clients	**253**	**275**	**293**	**264**	**350**
# of Closed Clients	16	12	58	29	115
% of Parents	10%	11%	11%	9%	10%
% of Employed Clients	37%	37%	37%	39%	38%
% of Clients that attended Quarterly Focus Groups (10%)	2%	6%	9%	11%	7%
Program Performance Data: Quality Aspects beyond just Quantity					
Voluntary EFC Agreement submission compliance (>= 80%)	76%	78%	92%	79%	81%
First In-person Contact Compliance % (>= 80%)	73%	74%	93%	82%	81%
Monthly In-Person Contact Compliance % (>=80%)	88%	87%	85%	91%	88%
Client Satisfaction Surveys					
% of surveys meeting/exceeding 85% satisfaction threshold	97%	98%	95%	77%	92%
Net promoter Score	70	57	67	70	66
Opportunities for Improvement					
80% of sample Transition Plans meet program requirements	96%	88%	86%	65%	80%
Improve timeliness of young adult transition plan submissions	62%	N/A	70%	N/A	66%
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO PROVIDE ASSISTANCE TO YOUNG ADULTS WHO HAVE AGED OUT OF FOSTER CARE, HELPING THEM TRANSITION SMOOTHLY INTO INDEPENDENT ADULTHOOD BY PROVIDING ACCESS TO HOUSING, EDUCATION, EMPLOYMENT AND ESSENTIAL LIFE SKILLS.					
Successful closure for youth (80%)	50%	100%	98%	100%	87%
% of clients surveyed reported program help them succeed	97%	98%	95%	98%	97%

FOSTER CARE & ADOPTION PROGRAM	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	316	352	368	333	591
Unduplicated Adults Served	429	441	470	448	702
Total Unduplicated Clients	**745**	**793**	**838**	**781**	**1293**
Nights in Foster Care	20,514	23,470	23,044	23,147	101,930
Number of Adoptions	15	6	20	18	59
Number of new licensed homes (Foster Care)	6	3	4	4	18
Number of Kinship Families	145	151	144	153	347
Percentage of Kinship Families licensed (Goal: 30%)	6%	5%	8%	4%	3%
# Inquiries Received	150	158	114	113	537
Program Performance Data: Quality Aspects beyond just Quantity					
% of inquiries attending Meet & Greet	23%	30%	33%	27%	28%
Client Retention	91%	84%	78%	64%	64%
Net Promoter Score	N/A	84	N/A	77	80
Client File Review Score	100%	90%	90%	81%	89%
Opportunities for Improvement					
Attendance at Engagement Activities (Year Goal: 200)	27	37	37	49	150
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO TRAIN, LICENSE AND SUPPORT INDIVIDUALS OR MARRIED COUPLES INTERESTED IN FOSTERING OR ADOPTING A CHILD AND PROVIDE A SAFE, TEMPORARY HOME FOR CHILDREN WHO ARE UNABLE TO LIVE WITH THEIR BIOLOGICAL FAMILIES DUE TO ABUSE, NEGLECT, OR OTHER CIRCUMSTANCES.					
80% of respondents will report decrease in parental stress	N/A	93%	N/A	88%	91%
Disruption Rate (Goal 5% or lower)	0.68%	0.93%	0.86%	3%	3.50%

COUNSELING PROGRAM	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served	85	95	107	77	147
Closed Clients	24	15	35	21	95
Total Billable	$58,551	$76,129	$81,411	$21,392	$237,483
Referrals Received	275	140	154	37	606
Client Denials	72%	67%	75%	78%	73%
Program Performance Data: Quality Aspects beyond just Quantity					
CCA Denials	20%	9%	8%	19%	14%
Percentage of Units Completed vs Goal (Goal 80%)	45%	57%	57%	35%	49%
Client File Review Score	92%	98%	94%	97%	95%
Net promoter Score	81	61	79	100	80
Opportunities for Improvement					
Expand service delivery to serve more clients (Year Goal: 30)	1	6	8	2	17
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO SUPPORT YOUTH THROUGH MENTAL HEALTH AND BEHAVIORAL HEALTH SERVICES, FILLING THE CRITICAL GAP IN OUR COMMUNITY BY HELPING LOW INCOME CHILDREN IN NEED OF COUNSELING.					
Successful treatment completion (Goal 65%)	50%	20%	20%	43%	33%
% of Clients reported improvement since initial visit (>=85%)	91%	88%	91%	100%	93%

PRESCHOOL PROGRAM	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	51	53	43	28	63
Siblings	85	82	57	53	99
Parents (Adults in household)	65	64	70	42	75
Total Unduplicated Clients	**201**	**199**	**170**	**123**	**237**
Wait List Count	57	44	78	51	51
Program Performance Data: Quality Aspects beyond just Quantity					
% of Enrollment (Expectation: 85%)	88%	70%	90%	80%	82%
% of Children with Disabilities (Expectation: 10%)	13%	14%	17%	18%	19%
In-person classroom attendance (Expectation: 85%)	87%	86%	90%	90%	88%
Opportunities for Improvement					
Improve CLASS scores on Concept Development (Goal 3)	No data	5	2	4	4
Preschool family engagement (Goal 70%)	46%	56%	71%	92%	95%
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO PROVIDE COMPREHENSIVE EARLY CHILDHOOD DEVELOPMENT SERVICES TO LOW-INCOME INFANTS AND TODDLERS IN ORDER TO ENSURE SCHOOL READINESS AND LONG-TERM SUCCESS.					
Children will be current on EPSDT (Goal 75%)	76%	68%	42%	74%	74%
Children will meet developmental requirements (Goal 95%)	67%	94%	N/A	84%	82%

EARLY HEAD START PROGRAM	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	265	253	266	261	389
Siblings	376	348	354	360	509
Adults in household	371	369	388	391	543
Pregnant Mothers Served (counted under adults)	13	22	22	11	36
Total Unduplicated Clients	**1,012**	**970**	**1,008**	**1,012**	**1,441**
Wait List Count	16	32	37	50	50
Program Performance Data: Quality Aspects beyond just Quantity					
% of Enrollment (Expectation: 100%)	100%	100%	100%	100%	100%
% of Children with Disabilities (Expectation: 10%)	12%	13%	16%	20%	20%
In-person classroom attendance (Expectation: 85%)	87%	88%	88%	88%	88%
Opportunities for Improvement					
Home-based families will attend playgroups (Goal: 6)	3.33	10	4.42	4.5	5.5
Increase parent workshop/meetings attendance (Goal: 10)	8.86	8	4.17	6.8	7
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO PROVIDE COMPREHENSIVE EARLY CHILDHOOD DEVELOPMENT SERVICES TO LOW-INCOME INFANTS AND TODDLERS IN ORDER TO ENSURE SCHOOL READINESS AND LONG-TERM SUCCESS.					
Children will be current on EPSDT (Goal 75%)	53%	64%	50%	71%	71%
Toddler CLASS Engaged Support for Learning (Goal 5)	5.53	N/A	6.09	N/A	5.81

HEALTHY FAMILIES	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	188	183	212	188	285
Unduplicated Adults Served	125	150	171	191	270
Total Unduplicated Clients	**313**	**333**	**383**	**379**	**555**
Program Performance Data: Quality Aspects beyond just Quantity					
% of FROGs completed within 4 days of referral (goal 80%)	59%	16%	0%	7%	21%
% of Initial visits completed within 4 days of FROG (goal 80%)	58%	90%	58%	53%	65%
Family Closure Rate within 1 year (less than 10%)	13%	18%	30%	47%	27%
% of Families that return from creative outreach	60%	50%	24%	19%	38%
Net promoter Score	93	100	82	94	92
Opportunities for Improvement					
Identify new referral partnerships (goal of 10)	1	1	0	0	2
Strengthen team culture- survey data	No Data	100%	92%	90%	94%
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO HELP EXPECTANT AND NEW PARENTS GET THEIR CHILDREN OFF TO A HEALTHY START THROUGH PARENTING EDUCATION, RESOURCES AND TOOLS AND IN DOING SO, REDUCE PARENTAL STRESS.					
75% of families will show an increase in score on the HFPI	28%	50%	53%	65%	49%
90% of clients surveyed reported decrease in parental stress	93%	86%	89%	94%	91%

WHISPERING HOPE RANCH PROGRAM	Q1	Q2	Q3	Q4	2025
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	0	406	392	140	928
Unduplicated Adults Served	0	168	160	60	398
Total Unduplicated Clients	**0**	**574**	**552**	**200**	**1326**
# of Campers	0	406	324	4	734
# of Volunteers	0	168	125	299	592
# of Non-Camp Visitors	0	29	16	no data	45
# of Partnering Agency Facilitators/Visitors	0	0	0	no data	19
Program Performance Data: Quality Aspects beyond just Quantity					
Accommodations met the needs of clients served	N/A	N/A	100%	100%	100%
Opportunities for Improvement					
Increase reservations on camp calendar (Year Goal 1,300)	N/A	N/A	N/A	goal exceeded	
Decrease food costs by 30% (Year Goal: $168,267)	N/A	N/A	N/A	goal not met	
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO PROVIDE CHILDREN AND YOUTH WITH PHYSICAL, MENTAL AND SENSORY DISABILITIES WITH THERAPEUTIC INTERVENTIONS AND RECREATIONAL ACTIVITIES.					
% that reported their experience made a positive impact	N/A	N/A	N/A	100%	100%

DEPARTMENT OUTCOMES					
IT	Q1	Q2	Q3	Q4	2025
Achieve ticket closure rate of 80% within 3 bus. days.	93%	90%	90%	92%	91%
75% employee (user) satisfaction.	97%	82%	97%	96%	93%
FACILITY/OPERATIONS	Q1	Q2	Q3	Q4	2025
Achieve ticket closure rate of 75% within 3 bus. days	80%	74%	75%	87%	79%
"How are we doing" Employee Satisfaction Survey	93%	94%	92%	94%	93%