QUARTERLY PQI REPORT

Q2 2026

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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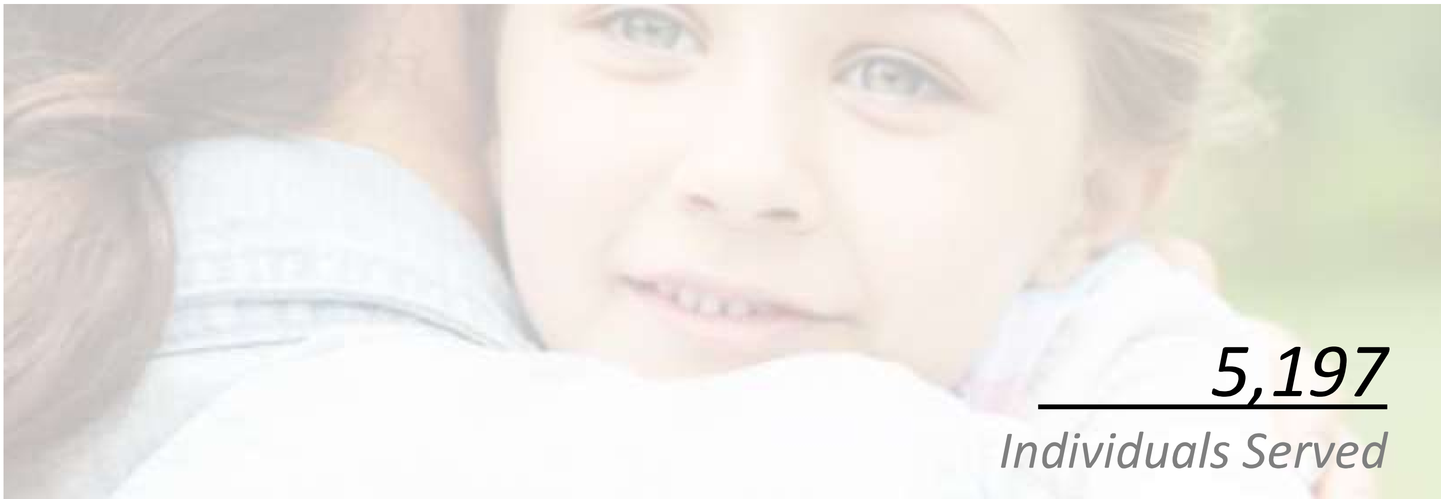
Child Crisis Arizona
Safe kids. Strong families.

QUANTIFYING THE IMPACT - Q2 2026



25

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

19

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

79

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

840

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

267

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

902

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

715

Individuals who received life-saving supplies

1,114

Children learning essential skills to thrive & confidently transition into kindergarten

387

Expectant & new parents who received parenting education & support

229

Children with physical, mental, & sensory disabilities received therapeutic interventions

620

Individuals who improved their health & well-being

CCA Impact Through Data 2026

PROGRAMS

FAMILY EDUCATION PROGRAM	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	97	176			
Unduplicated Adults Served	907	726			
Total Unduplicated Clients	**1,004**	**902**			
Duplicated Individuals Served	2,486	2,059			
# of Family Education Efforts Completed	128	121			
# of Safety Devices provided (car seat, pool fence, crib)	48	83			
# of Community Engagement Events	5	12			
Program Performance Data: Quality Aspects beyond just Quantity					
Net promoter Score	83	73			
Opportunities for Improvement					
Improve outreach and referral sources (Year Goal: 100)	21	24			
Spanish on-demand courses participation (Year Goal: 400)	6	31			
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	N/A	6%			
90% of respondents report increase in positive parenting	96%	95%			

RESOURCE DISTRIBUTION CENTER	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	271	423			
Unduplicated Adults Served	175	292			
Total Unduplicated Clients	**446**	**715**			
Number of diapers provided	4,969	9,564			
Number of other items provided	3,343	6,736			
Total number of items distributed	**8,312**	**16,300**			
Dollar value of distributions	$ 22,953	$ 45,137			
Dollar value of inventory	$ 116,389	$ 128,096			
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%			

ROOSEVELT SHELTER	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served	35	32			
Placements	6	15			
Discharges	18	11			
Average Age	12	13			
Nights of Care	2,183	2,130			
Average Length of Stay (days). National Average: 30 days.	197	189			
Occupancy (51 beds)	48%	56%			
# of Client Grievances	3	17			
Program Performance Data: Quality Aspects beyond just Quantity					
Timely UC Assessment Completion Rate (placement + 5d)	80%	81%			
Client File Review Score	97%	96%			
Opportunities for Improvement					
UC assigned to CM within 24 hours of admission (Goal: 85%)	100%	100%			
CM ISP initiated within 7 days of intake (Goal: 85%)	83%	100%			
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%			
85% of in-care safety plans completed within 5 days of admi:	100%	100%			
90% Physicals, TB Screening within 72 hrs.	100%	100%			

DATE SHELTER	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served	35	47			
Placements	14	20			
Discharges	7	21			
Average Age	12	13			
Nights of Care	2,196	2,649			
Average Length of Stay (days). National Average: 30 days.	95	102			
Occupancy (42 beds)	48%	69%			
# of Client Grievances	15	25			
Program Performance Data: Quality Aspects beyond just Quantity					
Timely UC Assessment Completion Rate (placement + 5d)	100%	100%			
Client File Review Score	97%	94%			
Opportunities for Improvement					
UC assigned to CM within 24 hours of admission (Goal: 85%)	100%	100%			
CM ISP initiated within 7 days of intake (Goal: 85%)	85%	100%			
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%			
85% of in-care safety plans completed within 5 days of admi:	100%	100%			
90% Physicals, TB Screening within 72 hrs.	100%	100%			

POLK SHELTER	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served	24	19			
Placements	16	10			
Discharges	15	9			
Average Age	6	6			
Nights of Care	732	865			
Average Length of Stay (days)	43	52			
Shelter Occupancy (10 beds)	81%	95%			
Program Performance Data: Quality Aspects beyond just Quantity					
Satisfied with services received (DCS/CM/Caregiver/Other)	100%	100%			
Client File Review Score	84%	79%			
Opportunities for Improvement					
Average of 4 or fewer medication errors per quarter	2	1			
I am satisfied with how my supervisor... (Goal 90%)	N/A	90%	N/A		
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%	88%			
Clients Served show Improvement in Medical Health (90%)	93%	100%			

ELMWOOD TEEN GROUP HOME	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served	8	6			
Placements	1	1			
Discharges	3	1			
Average Age	16	15			
Nights of Care	576	504			
Average Length of Stay (days)	332	446			
Group Home Occupancy (6 beds)	97%	92%			
Program Performance Data: Quality Aspects beyond just Quantity					
Surveys completed by DCS/CM/Other					
Satisfied with the services received	100%	100%			
Surveys completed by youth (Goal 3 or higher)					
Program helps me w/educational &/or employment goals	3.2	3.3			
Services are helping me prepare for independence	3.0	3.3			
Client File Review Score	88%	82%			
Opportunities for Improvement					
Average of 4 or fewer medication errors per quarter	5	4			
I am satisfied with how my supervisor... (Goal 90%)	N/A	100%	N/A		
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%)	100%	100%			
85% demonstrate improved readiness to live independently	33%	100%			

INDEPENDENT LIVING PROGRAM	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Clients Served (Halle House)	16	15			
Unduplicated Clients Served (2nd Street)	4	4			
Placements (Halle House)	2	2			
Placements (2nd Street)	0	0			
Discharges (Halle House)	3	3			
Discharges (2nd Street)	0	0			
Nights of Care (Halle House)	1,310	1,092			
Nights of Care (2nd Street)	360	364			
Occupancy (Halle House: 14 beds)	91%	83%			
Occupancy (2nd Street: 4 beds)	100%	100%			
Average Length of Stay (Halle House days)	316	321			
Average Length of Stay (2nd Street days)	341	431			
Average Age (Halle House)	18	18			
Average Age (2nd Street House)	20	20			
Program Performance Data: Quality Aspects beyond just Quantity					
Services help me prepare for independence (Goal >=3)	3.9	3.9			
Client File Review Score	96%	89%			
Opportunities for Improvement					
85% Youth Survey Completion Rate	85%	75%			
I am satisfied with how my supervisor... (Goal 90%)	N/A	100%	N/A		
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.	100%	70%			
75% will attend monthly life skills session.	68%	71%			

EXTENDED FOSTER CARE	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	58	66			
Unduplicated Adults Served	226	201			
Total Unduplicated Clients	**284**	**267**			
# of Closed Clients	52	34			
% of Parents	10%	12%			
% of Employed Clients	42%	43%			
% of Clients that attended Quarterly Focus Groups (10%)	6%	15%			
Program Performance Data: Quality Aspects beyond just Quantity					
Voluntary EFC Agreement submission compliance (>= 80%)	81%	89%			
First In-person Contact Compliance % (>= 80%)	89%	79%			
Monthly In-Person Contact Compliance % (>=80%)	91%	89%			
Client Satisfaction Surveys					
% of surveys meeting/exceeding 85% satisfaction threshold	N/A	73%	N/A		
Opportunities for Improvement					
Improve staff on time eR documentation rate by 5%	65%	43%			
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%)	96%	100%			
% of clients surveyed reported program help them succeed	N/A	99%	N/A		

FOSTER CARE & ADOPTION PROGRAM	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	387	372			
Unduplicated Adults Served	476	468			
Total Unduplicated Clients	**863**	**840**			
Nights in Foster Care	22,686	23,180			
Number of Adoptions	15	19			
Number of new licensed homes (Foster Care)	6	4			
Number of Kinship Families	210	197			
Number of new Kinship Families licensed	1	0%			
# Inquiries Received	122	163			
Program Performance Data: Quality Aspects beyond just Quantity					
% of inquiries attending Meet & Greet	30%	22%			
Client Retention	90%	79%			
Net Promoter Score	N/A	74	N/A		
Client File Review Score	93%	85%			
Opportunities for Improvement					
Expedite the licensing process by increasing first pass yields for applications and renewals	50%	27%			
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, PERMANENT 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 caregiver stress	N/A	81%	N/A		
Disruption Rate (Goal 5% or lower)	2%	2%			

PRESCHOOL PROGRAM	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	27	28			
Siblings	47	44			
Parents (Adults in household)	42	43			
Total Unduplicated Clients	**116**	**115**			
Wait List Count	49	40			
Program Performance Data: Quality Aspects beyond just Quantity					
% of Enrollment (Expectation: 85%)	76%	100%			
% of Children with Disabilities (Expectation: 10%)	15%	14%			
In-person classroom attendance (Expectation: 85%)	92%	87%			
Opportunities for Improvement					
Improve CLASS scores on Concept Development (Goal: 3.5)	3.75	N/A			
Increase parent workshop/meetings attendance (Goal: 3)	0.67	0.50			
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%)	75%	75%			
Children will meet developmental requirements (Goal 95%)	56%	91%			

EARLY HEAD START PROGRAM	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	263	266			
Siblings	379	349			
Adults in household	389	378			
Pregnant Mothers Served (counted under adults)	14	6			
Total Unduplicated Clients	**1,031**	**999**			
Wait List Count	50	68			
Program Performance Data: Quality Aspects beyond just Quantity					
% of Enrollment (Expectation: 100%)	100%	100%			
% of Children with Disabilities (Expectation: 10%)	12%	16%			
In-person classroom attendance (Expectation: 85%)	89%	90%			
Opportunities for Improvement					
Home-based families will attend playgroups (Goal: 6)	4.5	6.17			
Increase parent workshop/meetings attendance (Goal: 10)	8.4	9.2			
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%)	65%	67%			
Toddler CLASS Engaged Support for Learning (Goal 5)	4.33	N/A			

HEALTHY FAMILIES	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
Unduplicated Children Served	182	191			
Unduplicated Adults Served	192	196			
Total Unduplicated Clients	**374**	**387**			
Program Performance Data: Quality Aspects beyond just Quantity					
% of FROGs completed within 4 days of referral (goal 80%)	10%	15%			
% of Initial visits completed within 4 days of FROG (goal 80%)	33%	44%			
Family Closure Rate within 1 year (less than 10%)	12%	8%			
% of Families that return from creative outreach	41%	27%			
Net promoter Score	92	100			
Opportunities for Improvement					
Identify new referral partnerships (goal of 10)	0	0			
Increase Home Visit Rate (Goal of 75%)	73%	74%			
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	68%	69%			
90% of clients surveyed reported decrease in parental stress	95%	95%			

WHISPERING HOPE RANCH PROGRAM	Q1	Q2	Q3	Q4	2026
Program Outputs: General Data - Activity Measures					
First-Year Children Served	109	161			
First-Year Adults Served	30	68			
Total First-Year Visitors	**139**	**229**			
Returning Children Served	0	121			
Returning Adults Served	0	186			
Total Returning Visitors	0	307			
# of Partnering Organizations / groups hosted	1	6			
% Annual Occupancy	82%	N/A			
Program Performance Data: Quality Aspects beyond just Quantity					
Accommodations met the needs of clients served	100%	96%			
Meals met the dietary & satisfaction needs of clients served	N/A	72%			
Opportunities for Improvement					
Increase number of Occupancy Nights by 10%	N/A	N/A			
Exceed Budgeted Revenue by 14%	N/A	N/A			
Program Outcomes: What is our Purpose? What are we trying to achieve?					
TO PROVIDE YEAR-ROUND, ACCESSIBLE, NATURE-BASED OPPORTUNITIES TO CHILDREN AND FAMILIES THROUGH PARTENING WITH ORGANIZATIONS, AGENCIES, FAMILIES, AND GROUPS.					
% that reported their experience made a positive impact	100%	96%			

DEPARTMENT OUTCOMES					
IT	Q1	Q2	Q3	Q4	2026
Achieve ticket closure rate of 80% within 3 bus. days.	94%	94%			
75% employee (user) satisfaction.	83%	96%			
FACILITY/OPERATIONS	Q1	Q2	Q3	Q4	2026
Achieve ticket closure rate of 75% within 3 bus. days	90%	86%			
"How are we doing" Employee Satisfaction Survey	99.5%	94%			