



Welcome to Casa Pacifica's Quality Improvement Annual Report! This information is for all stakeholders, including clients, staff, community members, board members, funders and any individual who are interested in the great work that we do. PQI - Performance and Quality Improvement - is an integral part of our organization. We are always open and willing for new opportunities to change and grow. We hope this report demonstrates our commitment to the clients we serve, our transparency for when things don't go as well as planned, and desire to receive feedback from others. If you have ideas on how this document can be improved, please let us know!

PQI Goals in line with Casa Pacifica Strategic Plan 2019

Engage Underserved Populations

Accomplishments FY 1718

- We have partnered with 38 resource family homes in our foster family agency program; an increase of nearly 20% from previous year
- 92% of children and youth in our bed based programs were discharged to lower levels of care.
- Since opening in 1994 Casa Pacifica has provided over 490,000 days of care (bed days).

Goals FY 1819

- Obtain Short Term Residential Treatment Program (STRTP) License
- Open Co-Occurring Residential Treatment Center

Cultivate Sustainability

Accomplishments FY 1718

- Average Daily Census in our commercial pay programs has increase 93% over the past year
- Of the nearly 550 children and youth served each day, 25% are enrolled in a campus program.

COA Re-Accreditation goal completion June 2019

Picking a treatment program can be difficult, but there are certain things to look for. It is important to note that treatment programs must be licensed by the state government agency that oversees them and should be accredited by Counsel on Accreditation, COA. Casa Pacifica is in its 6th accreditation cycle and all residential and outpatient treatment programs both have the state license and accreditation.

What is COA?

COA is an independent organization that conducts an extensive and thorough accreditation process to ensure health providers implement the highest levels of care and treatment to their clients. The accreditation process included an internal review of our programs and practices as



well as an on-site survey by a group of independent practitioners from the field to show we meet the rigorous and internationally recognized standards set by COA.

Why is accreditation important?

Independent accreditation is important when picking a treatment center, especially COA. Casa Pacific's licensure by the state of California and accreditation by COA demonstrates our continued commitment to quality improvement, focusing on the unique needs of each client and monitoring the results of our services.

Goals FY 1819

- Open Co-occurring Residential Treatment Center
- New Electronic Health Record to increased ease use/increase productivity and capabilities

Enhance Children's' Lives

Accomplishments FY 1718

- Casa Pacifica START program has increased over 70% from last year.
- We delivered an average of 3.3 hours of mental health services per child per week.
- On a scale of 1 to 10 with 10 equal to best possible care, Casa Pacifica services were rated a 9.2 by youth and families.

Evidenced Based CANS Assessment Implantation

The Child and Adolescent Needs and Strengths (CANS) is a multi-purpose tool developed for children's services to support decision making, including level of care and service planning, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of services. CANS scores have been shown to be valid outcome measures in residential treatment, intensive community treatment, foster care and treatment foster care, community mental health, and juvenile justice programs.

Goals FY 1819

- CANS Implementation by October 2018 for treatment coordination and outcome of service.
- Sexual Orientation, Gender Identity and Expression (SOGIE) training to increase cultural competency in special population
- Implement Trauma Evidence Based Treatment Models: Person-Brain Framework Training and Trauma Focused Cognitive Behavioral Therapy

Please contact Compliance/ QA Department with your comments and suggestions:

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