






# Children First FFA Satisfaction & Goals Forecast

## 01/01/2023 to 12/31/2023

Satisfaction & Goal Area	Effectiveness Goal: Improve placement stability for foster youth.	Efficiency Goal: Reduce serious incident rates and manage workforce turnover.	Access Goal: Maintain service capacity across counties.	Satisfaction <i>Gather and improve feedback on resource parent onboarding experiences</i>	Business Functions <i>Increase revenue and prepare infrastructure for future growth</i>
Weather Symbol					
Comments	Only 5 youth received 14-day notices out of 405 served — a <b>98.8% placement stability rate</b> , exceeding expectations and showing year-over-year improvement.	SIRs dropped by approximately <b>32.6%</b> . Voluntary resignations dropped by approximately <b>41.7%</b> from 2022 to 2023. With 18 new staff onboarded — indicating strong recovery and retention post-COVID.	405 youth served again in 2023 — matching 2022 and maintaining stability across counties. Strong program delivery continued throughout the year.	While formal surveys were not conducted, internal feedback and staff observations suggest families felt supported. High rapport and responsiveness were noted across teams, though structured data collection will strengthen future insight.	Substantial revenue growth was achieved. Administrative systems were under pressure (e.g., SAM), but the agency began laying groundwork for future upgrades and improved infrastructure.

### WEATHER SYMBOLS KEY



-- **SUNNY:** All is going Great



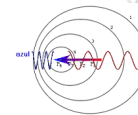
-- **CLOUDY:** Things are pretty Good



-- **RAINY:** Some Improvement Needed



-- **STORMY:** Major Improvement Needed



-- **Seeking Doppler Image:** Information Unavailable