

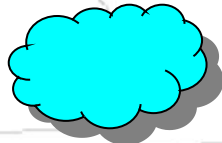




# Children First FFA Satisfaction & Goals Forecast

01/01/2024 to 12/31/2024

Satisfaction & Goal Area	Effectiveness Goal: Improve placement stability	Efficiency Goal: Reduce serious incident rate and manage turnover	Access Goal: Maintain capacity and geographic access	Satisfaction Goal: Establish parent feedback systems to inform onboarding experience	Business Functions Goal: Increase revenue and prepare infrastructure for future growth.
Weather Symbol					
Comments	99.5% of youth remained in stable placements (2 of 370); strong matching and proactive support systems maintained.	SIR rate rose slightly to 0.50/client; turnover increased from 7% to 11% amid leadership transition and stricter compliance.	Served 370 youth (7.5% below target); foster care declines were anticipated and addressed through intentional service diversification.	Low survey response; feedback was 100% positive, but overall engagement remained low.	Revenue grew 13.6%, exceeding target. Strategic leadership roles and compliance improvements supported strong fiscal health and infrastructure growth.

## WEATHER SYMBOLS KEY



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



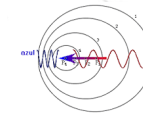
-- **CLOUDY:** Things are pretty Good



-- **RAINY:** Some Improvement Needed



-- **STORMY:** Major Improvement Needed



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