

# CQI Learning Collaborative: *Convening #3*

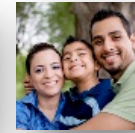
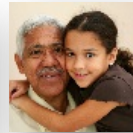
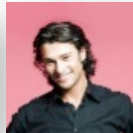
*October 20, 2015*

Presented by:

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PCWTA is a program of the Academy for Professional Excellence at San Diego State University School of Social Work in collaboration with our University partners, CSU San Bernardino, Loma Linda University and CSU Fullerton



# Agenda

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- Welcome & Introductions
- Southern CQI Action Item Update
- Statewide Update on CQI
- Connecting a Variety of Types of Information to Support CQI
- County Action Planning
- Evaluation

# Purpose

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- To support the development of Continuous Quality Improvement policies, processes and protocols across the Southern Region.
- To provide a basic overview of Continuous Quality Improvement and provide a forum for each county to share strategies, resources and existing efforts to develop CQI models.
- To provide technical assistance and subject matter expertise to guide implementation of CQI.

# Learning Objectives

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- Share and receive CQI implementation updates from across the region including resources, strategies and tools
- Using CQI to assess our development of comprehensive CQI systems
- Review strategies for bringing together information from multiple sources to support CQI efforts

# Southern CQI Update

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- San Diego County Profile Webinar
- Leadership Overview

# One-Two-Four-All

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# One

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On your own:

- Use the CQI Action Items Follow Up Handout and complete the following questions:
  - Review your action items that you developed with your county colleagues at the last convening and write down:
    - What did you try?
    - What worked?
    - What got in the way?

## Two

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- Find one partner from another county and in pairs, share your responses to the questions AND:
  - What difference did it make?
  - What did you learn?
  - What was the impact?



# Four

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- Find another pair of people and in a group of four, share what you tried AND:
  - What is one thing you can do to move this forward?
  - Gather ideas from your group members about what you can do to move it forward.

# All

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- Large group sharing:
  - What were some of the things that folks tried based on their action items?
  - What difference did it make?

\* Hold onto what you can do to move it forward for our action planning activity a little later!

# CQI Statewide Update

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- CQI Guidelines
- Other key updates

# Connecting Data and Information

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- As you develop and refine your CQI system, remember the importance of connecting multiple sources of data and information:
  - CWS/CMS
  - Safe Measures
  - Data from UC Berkeley site
  - SIP progress reports
  - CFSR/case review results
  - Other ideas?

# Continuous Quality Improvement Meetings

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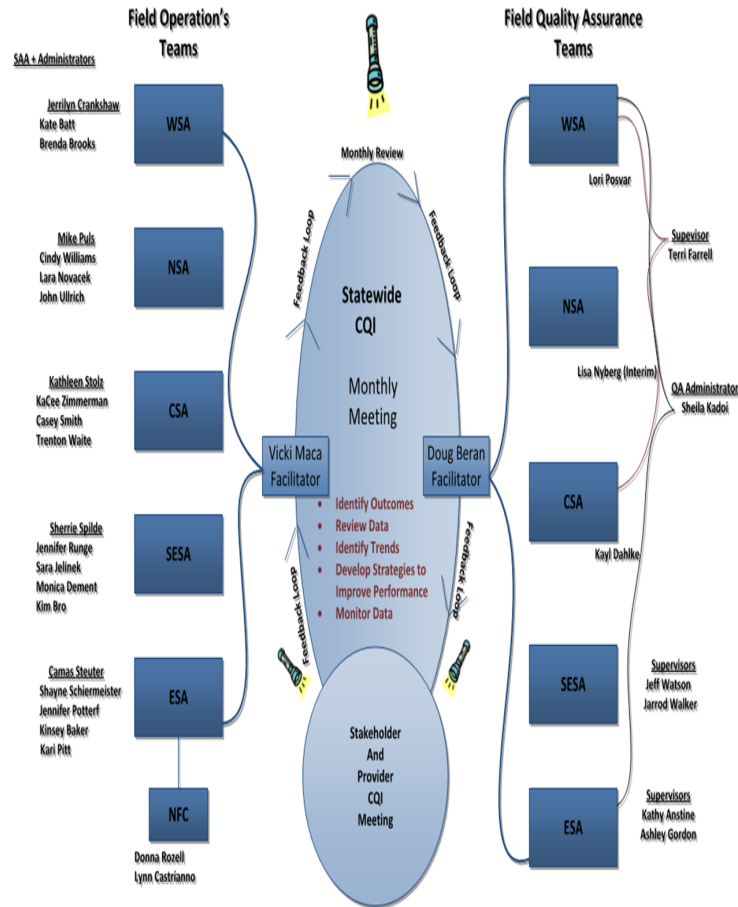
- Monthly Statewide Meeting
  - Broad array of attendees, including workers, supervisors, administrators, legal, policy, training, etc.
  - Safe environment – say what you want to say
  - CQI data packet and CQI custom documents
    - Approximately 80 pages of data
  - Meeting is designed to ensure we're collaborative and consistently communicating information
  - Conversations are candid, but sensitive
  - Listen to the voice of the customer
  - Brainstorm challenges and improvement strategies

# Continuous Quality Improvement Meetings

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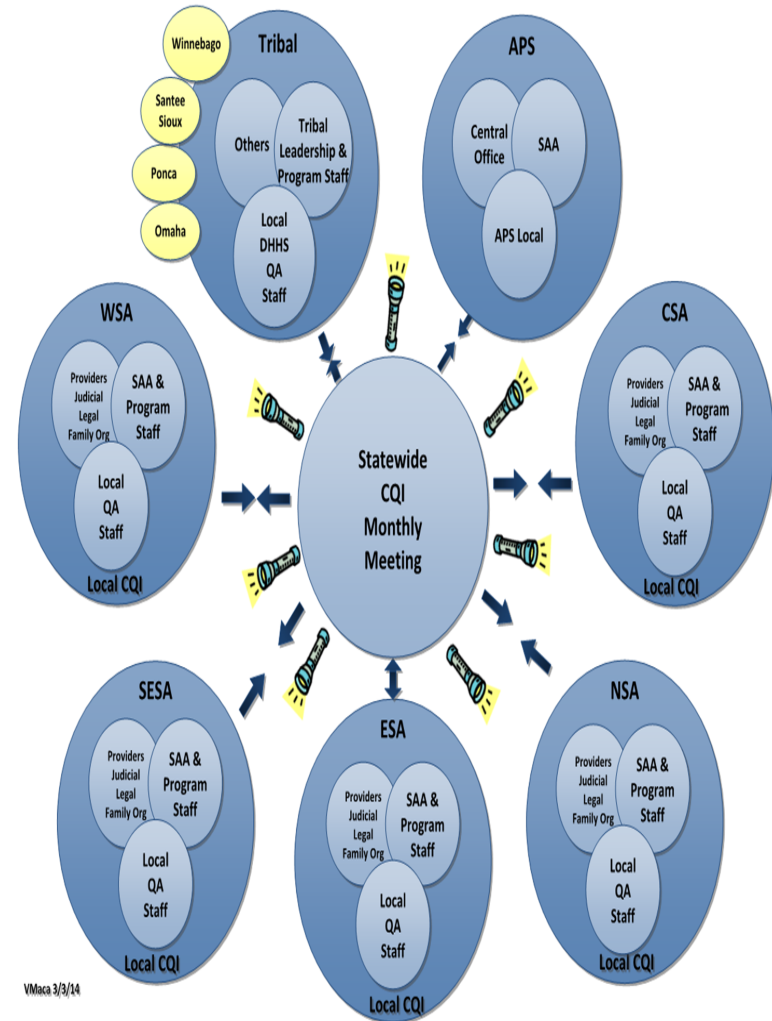
- Local CQI
  - Local teams drill into data and resolve performance deficiencies at the service level involving workers, supervisors and admin.
  - Focus areas determined by service area (2-4 topics)
  - Local CQI teams include QA staff that office near the Service Area Administrator
  - Local service area presentations at statewide meeting

# Statewide CQI Structure



VMaca 2/17/15

# Local CQI Structure



VMaca 3/9/14

### Nebraska Federal Indicators Matrix

Review Period: September 2015

Department of Health & Human Services DHHS NEBRASKA	Absence of Maltreatment Recurrence	Absence of Maltreatment in Foster Care	Timeliness and Permanency of Reunification	Timeliness of Adoption	Permanency for Children in Foster Care	Placement Stability
<b>Federal Target:</b>	<b>94.60%</b>	<b>99.68%</b>	<b>122.6</b>	<b>106.4</b>	<b>121.7</b>	<b>101.5</b>
<b>Eastern</b>	94.75%	99.88%	122.2	143.3	157.0	108.4
<b>Southeast</b>	95.32%	99.91%	118.7	151.7	138.8	110.3
<b>Central</b>	95.75%	100.00%	114.8	169.0	165.8	112.0
<b>Northern</b>	94.81%	99.87%	139.6	158.6	149.1	118.2
<b>Western</b>	97.22%	100.00%	126.2	165.0	179.8	118.7
<b>State</b>	95.31%	99.91%	121.2	152.5	153.7	110.8

■ = Passing the Federal  
■ = Not Passing the Federal Indicator

### Nebraska Federal Indicators Matrix

Review Period: January 2015

Department of Health & Human Services DHHS NEBRASKA	Absence of Maltreatment Recurrence	Absence of Maltreatment in Foster Care	Timeliness and Permanency of Reunification	Timeliness of Adoption	Permanency for Children in Foster Care	Placement Stability
<b>Federal Target:</b>	<b>94.60%</b>	<b>99.68%</b>	<b>122.6</b>	<b>106.4</b>	<b>121.7</b>	<b>101.5</b>
<b>Eastern</b>	96.59%	99.72%	121.3	130.7	150.6	105.5
<b>Southeast</b>	93.54%	99.93%	129.9	125.3	139.2	103.8
<b>Central</b>	94.70%	100.00%	125.3	132.0	155.2	104.9
<b>Northern</b>	98.85%	99.88%	142.0	138.1	165.3	113.4
<b>Western</b>	94.28%	100.00%	98.1	141.1	176.5	109.6
<b>State</b>	95.48%	99.86%	122.7	130.3	149.0	106.0

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■ = Not Passing the Federal Indicator

### Nebraska Federal Indicators Matrix

Review Period: March 2008

Department of Health & Human Services DHHS NEBRASKA	Absence of Maltreatment Recurrence	Absence of Maltreatment in Foster Care	Timeliness and Permanency of Reunification	Timeliness of Adoption	Permanency for Children in Foster Care	Placement Stability
<b>Federal Target:</b>	<b>94.60%</b>	<b>99.68%</b>	<b>122.6</b>	<b>106.4</b>	<b>121.7</b>	<b>101.5</b>
<b>Eastern</b>	91.42%	99.82%	115.8	101.5	146.8	88.9
<b>Southeast</b>	93.78%	99.87%	99.6	110.3	149.5	94.8
<b>Central</b>	96.52%	99.89%	110.7	129.6	151.3	88.8
<b>Northern</b>	91.32%	99.54%	124.0	134.4	161.3	83.8
<b>Western</b>	95.29%	99.63%	110.7	87.3	146.6	92.3
<b>State</b>	93.11%	99.80%	108.6	102.8	150.0	89.9

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# Critical Components of a CQI system

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- QA is autonomous from Program, but a “Marriage” between Program and QA is absolutely critical for success
- QA’s mission is to serve program - QA only succeeds when program succeeds
- Data needs to be presented and used properly. Data can inflict more harm than good
  - What the data says today is less important than what the data says in 6 months
  - Use the data to stimulate healthy competition to improve
  - Sometimes the data makes us happy, sometimes it doesn’t
  - Accurate data and understanding of the data is critical
  - Base decisions on facts, not feelings
  - Accountability

# Critical Components of a CQI system

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- Constant reminder that the data is not just data, it represents real youth and families
- Recognition & Celebration
  - Rock Star & CFSR all strengths
  - Analytical staff performance & accomplishment videos
- Strong QA inter-rater reliability
- Worker feedback and continuous training from ongoing case reviews
- Transparency of data to the public
- Continual focus and persistence
- DMAIC methodology

# Data Sources for CQI

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- SACWIS
  - We constantly make changes to SACWIS to enable capturing of the right data
  - CFSR case reviews are ongoing each month in NE
    - We use the new CB Round 3 OMS web tool
  - Special Case Reads are ongoing
    - SDM, Research based, Parental Engagement, Case Plan quality, etc.
- Monthly reporting of National Indicators calculated internally
- Chapin Hall
- Surveys
- Phone observations
- SDM frequency and fidelity
- Hotline and Intake data analysis

# Sampling of CQI Actions

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- Improve SACWIS
  - Discuss SACWIS functionality and continually improve the user interface & functionality
  - Introduce new functionality via Quick Tips, YouTube Videos and other means to ensure changes are utilized
  - Solicit feedback from users
- Non-Safety & Safety Admin Reviews
- CQI data supports CFSR systemic factors and CFSP/APSR data points
- Closely monitor and analyze the National Indicators each month
- QA performs CFSR training to service area staff
- Path-to-Progress CFSR (Round 1 and 2) NE 2017 CFSR state
- Quality-Zone meetings
- 40-Day Focus
- Explanation of missed events to Deputy Director
- Alternative Response

# Sampling of Data Focus, Past and Present

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- Current
  - Relative notification within 30 days of removal
  - Required monthly contacts with mother/father, including efforts
  - Engaging with concerted efforts the non-custodial parent
  - 15/22 ASFA compliance for TPR & Exception hearing
  - Primary and concurrent permanency goals (timely and appropriate with concerted efforts)
  - Documenting all youth involved with an intake

# Sampling of Data Focus, Past and Present

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- Past
  - Family team meeting quality and frequency
  - Required contacts (quantity)
  - Placement change documented in 72 hours
  - SDM assessment quality/quantity
  - Relative placement
  - IA Priority response times
  - Shelter youth
  - Long-term youth
  - Placement stability

# Connecting the Information Activity

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- Using the Connecting the Dots Handout, consider the sources of information that you rely on, how you currently connect it, and how you share the information revealed in this process to impact practice

# Action Planning

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- Spend 10 minutes in your county groups completing the action planning handout.



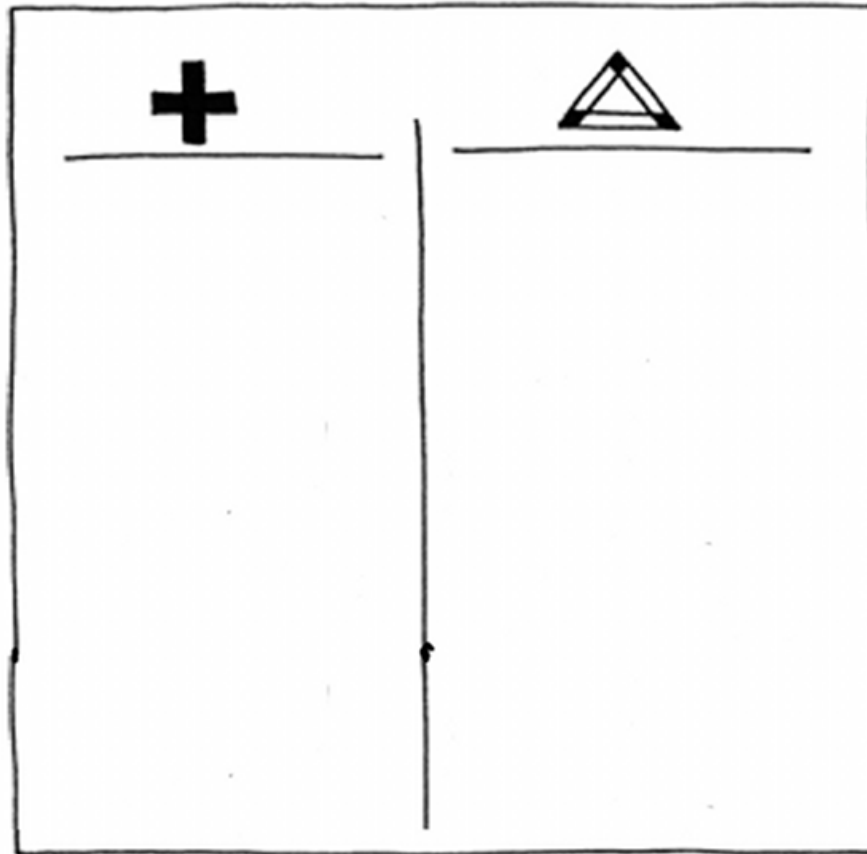
# Upcoming Events

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- Case Review Training – October 26-29
- CFSR New Measures Webinar – November 3, 9-11am
- County Profile Webinars
- Next Convening

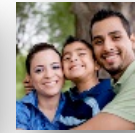
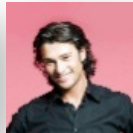
# Plus/Delta

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This presentation is brought to you by:  
**Public Child Welfare Training Academy**

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PCWTA is a program of the Academy for Professional Excellence at San Diego State University School of Social Work in collaboration with our University partners, CSU San Bernardino, Loma Linda University and CSU Fullerton

