

Southern Region CQI Learning Collaborative Webinar San Diego County Profile

September 3, 2015 11:30 am – 1:00 pm

If you do not have speakers or a headset

Dial 1-877-873-8017 to participate by teleconference

Use the Access Code 4732345#

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If you have speakers or a headset (no microphone)

You can call into the conference call phone line if you want to ask a question or make a comment. While on the teleconference line, please turn your computer speakers off to avoid an echo. You can also use the chat feature located in the lower right corner of the screen and type your question in the chat.



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



Southern Region CQI Learning Collaborative Webinar

San Diego County Profile



 SAN DIEGO STATE UNIVERSITY | School of Social Work

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Program Director, PCWTA



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Purpose

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



Safety
Enhanced
Together

San Diego Child Welfare Services

Continuous Quality Improvement



Agenda

The CQI System in San Diego

- Background and development
- Our vision of CQI
- Structure of the CQI system
- Role of the Data Unit
- Centralized CQI Unit
- Regional/Program Policy Analyst
- Communication Components
- Strengths of current system
- Challenges of system
- Future Upgrades



AB636

CFSR

Data Unit

Quality Assurance

Continuous Quality Improvement

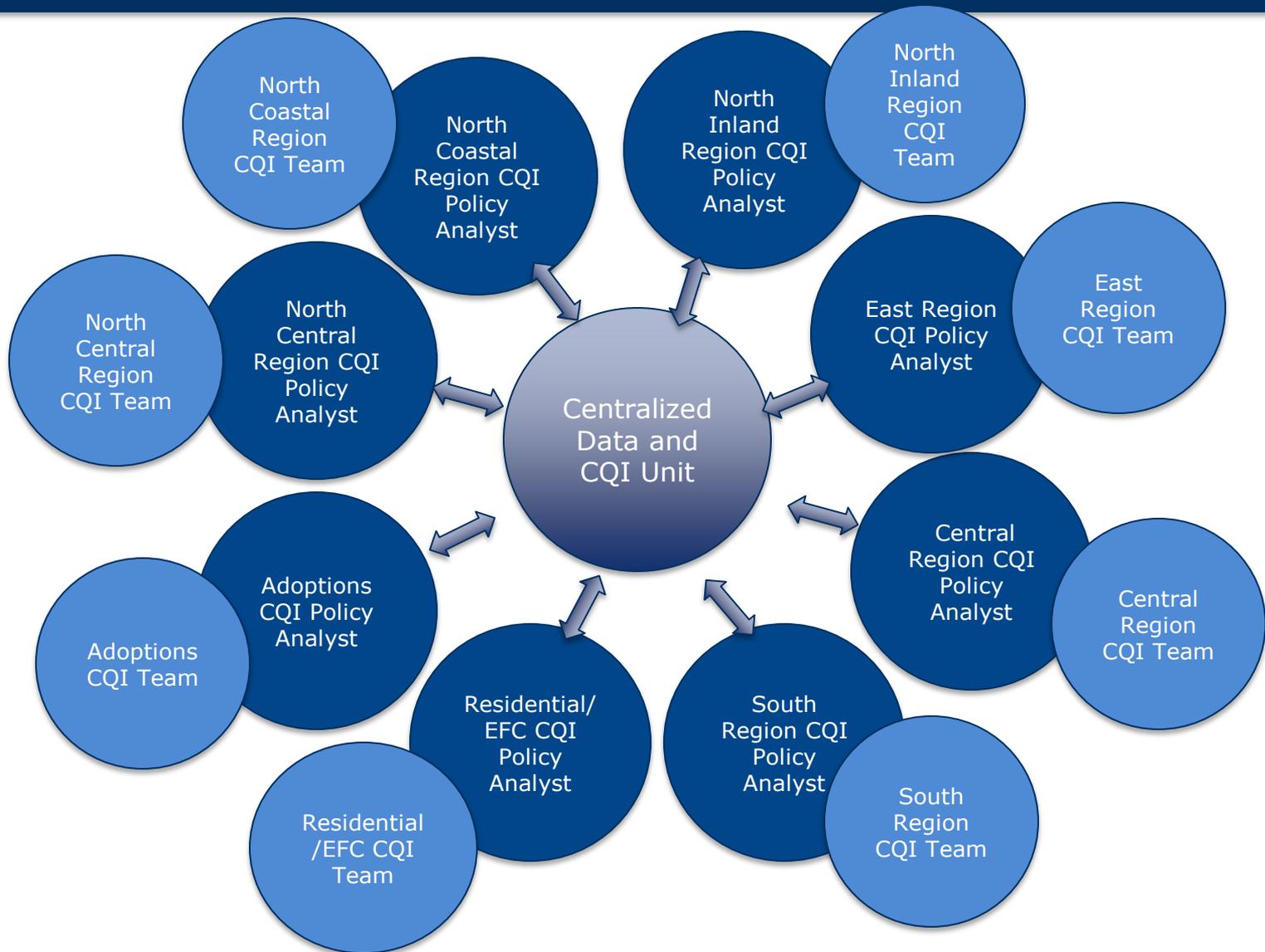
Our Vision of CQI

Continuous Quality Improvement

- ❑ Shared expectations and responsibility
- ❑ Continuous learning at all levels
- ❑ Quality of enhanced practices and System Improvement Plan goals tied to our review processes
- ❑ Dedicated resources to support CQI
- ❑ Findings are shared and acted upon
- ❑ CQI manual – clear instructions and expectations for consistent practice
- ❑ Reclassification of our Quality Assurance Supervisors to Policy Analyst and the addition of a Centralized CQI unit



CWS CQI Structure



Centralized CQI Projects

Incredible Families

300 E

CQI Policy Manual

Relative Home Approvals

Placement

CSEC

Evaluated Out Referrals in

Region/Hotline

Evaluated Out Referrals at the
Hotline

Quick Response Team

Independent Living Skills

Investigations

Pending Referrals

Lean Six Sigma

Approved Relative Caregiver

Safety Organized Practices
(SOP)

Waiver Outcomes

SET Evaluation Tool

SET Learning Cycle Presentations

Pathways Review aka: (Katie A)

Referrals Reassigned (Zip Codes)

KinGAP

Visitation Court Elevations

Case Flow

Protocols



Data and CQI

Monthly Placement Report

Example : School of Origin Data

Children in ER/FR/FM (ages 6 and older) in all Placement Types	
Client Age	(Multiple Items) <input type="button" value="Y"/>
Placement End	(blank) <input type="button" value="Y"/>
Dedup	Y <input type="button" value="Y"/>
Case Service Component	(Multiple Items) <input type="button" value="Y"/>

Count of Case ID	School Decision Code <input type="button" value="Y"/>				Grand Total
Report Region <input type="button" value="Y"/>	N	U	Y	(blank)	
Central	24	1	63	7	95
East	7	2	18	58	85
Medical/Deaf Services	1	0	2	6	9
North Central	4	1	6	19	30
North Coastal	6	0	14	20	40
North Inland	13	1	15	4	33
Pathways to Well-Being	0	0	0	1	1
Probation	1	0	2	116	119
Residential Services	10	4	18	11	43
San Pasqual Academy	5	2	3	2	12
South	25	0	44	26	95
Grand Total	96	11	185	270	562

Monthly Key Data Report (KDR): A dashboard for specified Federal, State and local targets and outcome measures for each CWS Region and Special Program. Data is taken from SafeMeasures.

Key Data Report (KDR): Dashboard for specified Federal, State and local targets and outcome measures for Regions and Special Program.

Copy of FY2014-15 Countywide_2015-06.xlsx - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles Cells Editing

V17

Executive Dashboard FY2014/2015 - May 2015																
Monthly Measures	Adoptions	Care	Central	East	EFC	N Central	N Coastal	N Inland	Residential	SPA	South	Countywide	Goal	Target	Target source	
Time to Investigation (by Child)	69%	67%	86%	94%	100%	91%	86%	73%	100%	NA	92%	86%	↑	90%	State goal	
Face to Face Contacts (ages 0 - 18)	90%	NA	92%	98%	97%	99%	98%	95%	97%	99%	96%	94%	↑	95%	National goal	
Face to Face Contacts (All ages - including NMDs)	90%	NA	92%	98%	94%	99%	97%	95%	97%	99%	96%	94%	↑	95%	National goal	
Kin Placements*	58%	NA	46%	69%	33%	53%	59%	35%	NA	NA	51%	54%	↑	55%	Ops plan	
Physical Exams up-to-date	87%	NA	85%	90%	91%	83%	87%	77%	92%	99%	90%	87%	↑	90%	Exec Team	
Dental Exams up-to-date	70%	NA	62%	88%	82%	68%	64%	83%	91%	85%	82%	75%	↑	90%	Exec Team	
FM Cases Open over 12 Months	NA	NA	12%	6%	NA	12%	0%	5%	26%	NA	7%	8%	↓	5%	N4K	
FR Cases Open over 18 Months	NA	NA	5%	3%	NA	2%	6%	8%	3%	7%	5%	5%	↓	5%	N4K	
Referrals Open over 40 Days	0%	13%	5%	6%	NA	17%	7%	13%	29%	NA	11%	10%	↓	10%	SD policy	
Open Cases: Case Plan Status (% with a plan in place)	75%	NA	62%	90%	76%	91%	89%	86%	87%	94%	82%	80%	*	*	NA	
Timely Contacts with Parent	NA	NA	48%	57%	NA	49%	58%	57%	40%	7%	50%	52%	*	*	NA	
Voluntary Open over 6 months	NA	NA	27%	29%	NA	30%	21%	52%	0%	NA	31%	33%	*	*	NA	
FR Cases without Open Placement Episode	1	NA	22	27	0	9	8	8	3	0	32	110	*	*	NA	
Quarterly Measures	FY2014/15 Q3 (Jan-Mar 2015)											County Avg	Goal	Target	Target source	
S1.1 No Recurrence of maltreatment	NA	80.6%	92.0%	94.2%	NA	94.2%	93.0%	89.9%	NA	NA	95.8%	92.6%	↑	94.6%	National goal	
C1.3 Reunification within 12 mos (entry cohort)	NA	NA	33.9%	34.4%	NA	33.3%	51.0%	37.1%	25.0%	NA	38.0%	36.6%	↑	47.0%	SIP	
C1.4 Reentry following reunification	11.1%	100.0%	8.0%	18.8%	33.3%	9.4%	12.3%	12.3%	21.6%	NA	9.3%	14.1%	↓	9.9%	National goal	
C4.1 Placement Stability	100.0%	NA	78.5%	87.2%	75.0%	87.8%	88.8%	87.6%	80.0%	NA	84.4%	84.9%	↑	87.0%	Ops plan	
Family Engagement Efforts	18.2%	NA	58.1%	79.5%	59.6%	45.4%	65.2%	67.0%	60.2%	94.4%	44.9%	50%	↑	50%	Ops plan	
Health & Education Passport documentation	90.8%	NA	95.7%	90.5%	76.5%	97.6%	90.6%	61.8%	97.4%	71.4%	100.0%	90.6%	*	*	NA	
Total Number of TDMs (All types)	7	NA	52	71	3	25	88		24	NA	36	306	*	*	NA	

May 2015 Apr2015 Mar2015 Feb2015 Jan2015 Dec2014

Ready 100%

11:52 AM 8/12/2015

Example of Instructions for Key Data Report

C1.3 Reunification within 12 Months (Entry Cohort)

Go to the "Child and Family Services Review" menu on the left hand side.

Click on the "CFSR Measure C1.3: Reunification Within 12 Months (Entry Cohort)" measure.

The screenshot shows a navigation menu on the left with "Child and Family Services Review" highlighted. On the right, a dropdown menu titled "Permanency Composite 1: Timeliness and Permanency of Reunification" lists three options, with "CFSR Measure C1.3: Reunification Within 12 Months (Entry Cohort)" selected.

3. The measure will default to the most recent time frame.

4. Click on the filter icon to filter the data for your region.

The screenshot shows a "Region" filter dropdown menu with a funnel icon highlighted. The menu lists several regions: CCWS, Central, East, North Central, North Coastal, and North Island.

5. The percent of children who reunified within 12 months will be displayed in the middle of the page.

Reunification Within 12 Months		Count	%
Reunified Within 12 Months		274	41.2%
Not Reunified in 12 Months		391	58.8%
National Goal		322	48.4%
Total		665	100%

CQI Policy Analysts & Regional Teams:

Examples of projects and activities:

- SET Case Reviews
- Safe Measures utilization by SW
- Facilitate Regional CQI Teams
 - Review Key Data Report to identify Region specific trends and next steps
 - Region/Program specific goals
- Individual SW dashboards
- “CQI Tips” and weekly newsletters
- Coordination with SOP coaches
- Key in communication loop to all staff levels

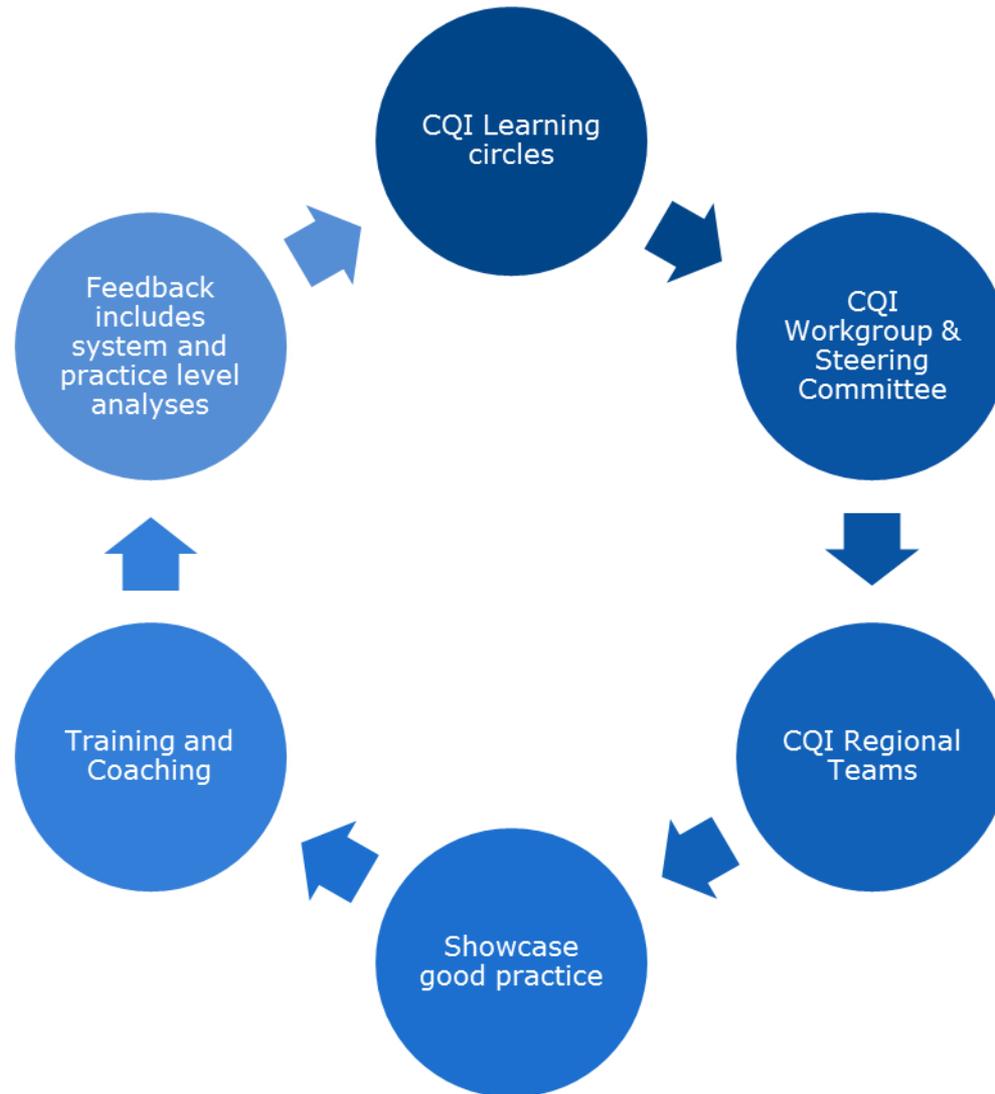


SW Dashboard example:

Copy of east Worker Dashboard template.xlsx - Microsoft Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	WORKER:			Risk Reassess	FSNA	Case Plan	Contacts with Parents 100%	Contacts w Parents partial	Medical	Dental				
1		Total # cases	Timely Contacts	Timely	Timely									
2	July													
3	August													
4	September													
5	October													
6	November													
7	December													
8	January													
9														
10														
11														
12														
13														

Communication Components of CQI



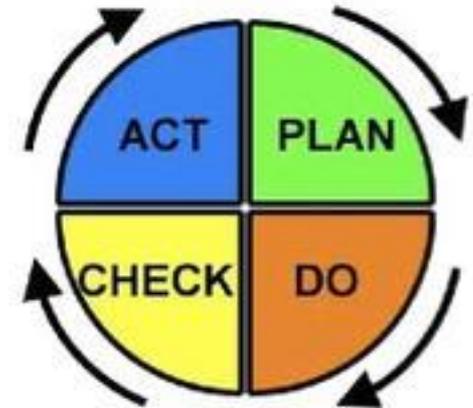
Strengths of CQI System



- Re-classification of QA supervisor to Policy Analyst
- Support of the Centralized CQI Team and Data Unit
- Full Utilization of Safe Measures
- Coaching and learning circles
- Connecting data to stories
- CQI workgroup and Steering committee
- CQI Manual is a “living document” to guide practice
- Road shows provided by Centralized CQI on projects
- CQI PA in each Region / Special Program

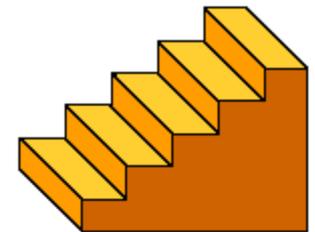
Challenges to the CQI Process

- Shifting from Quality Assurance to CQI
- Compliance VS Quality case reviews
- Different levels of staff experience
- Development of case review tools
- Feedback loop for CFSR process and Case Reviews
- Lack input from community partners, clients and stakeholders
- Organizational change and culture takes time



Upgrades and Next Steps

- Inter-rater reliability in our case review process
- Feedback to staff about CFSR process and case reviews
- Combining a compliance based case review with SOP and SET case review
- Formalize tracking systems for projects with review periods
- Formalize reporting and tracking of Region CQI team projects
- Additional instructions on how to pull data for unit and SW dashboards to the manual
- Improve our Feedback loop



Questions and Comments?



This webinar is brought to you by: Southern Region CQI Learning Collaborative Webinar

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