

CQI Strategy Meeting	Date: 9/28/23
Present in Attendance: <ul style="list-style-type: none"> ○ Sign-in sheet/Teams attached 	Site: Midtown Branch CQI Analyst Assigned: Anni Macdonald Next Mtg Date: Dec 2023

Identified Lead Measure:																
<p>Caseworkers are working with service providers and natural supports within families to manage out of control behavior which impacts child safety. The ongoing safety plan describes how the children are unsafe and how the safety threat specifically impacts child vulnerability. The plan is regularly updates as the family circumstances change.</p> <p>The Deep Dive data to the right shows performance trends regarding the accuracy and sufficiency of ongoing safety plans in the cases reviewed (n) from Midtown Branch over the last 5 years</p>	<div><h3>Deep Dive: Accurate & Sufficient Ongoing Safety Plans</h3><table><tr><th>n</th><th>n</th><th>n</th><th>n</th><th>n</th></tr><tr><td>14</td><td>14</td><td>7</td><td>10</td><td>8</td></tr><tr><td>March '19</td><td>Nov '19</td><td>Jan '21</td><td>Mar '22</td><td>Sept '22</td></tr></table></div>	n	n	n	n	n	14	14	7	10	8	March '19	Nov '19	Jan '21	Mar '22	Sept '22
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March '19	Nov '19	Jan '21	Mar '22	Sept '22												

Problem Statement & Theory of Change (a hypothesis that connects the steps to the goal)
<p>Problem Statement:</p> <p>Safety Plans are not currently written with parents as the audience and contributor and are confusing, indirect, and are out of date.</p>
<p>Proposed Theory of Change: By reviewing the current safety plan at all family meetings and ensuring ongoing and targeted discussion of the need for safety plans to be clear, direct & written with the parent as contributor and audience with CW staff, families will be able to understand and follow safety plans that are up to date and tailored to their family's needs, leading to decreased recurrent of maltreatment and reentry</p>

<p>PLAN <i>What tasks will we take to attempt change? How will it impact the measurement? Who is responsible for the task? What resources are needed? How and when will this be communicated to staff?</i></p> <p>Cycle Number & Dates: Cycle 1, March 2023 – March 2024</p>
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Action Step #1 (ongoing action step)	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 4/18/23, Strategy Mtg				
All Family Meetings (Family Engagement Meetings, Family Decision Meetings) will include an agenda item to review the current Safety Plan to ensure it is written with the parent as contributor & the audience of the plan.	Charlotte, FEC, will include this agenda item for each family meeting	Starting 5/1	CQI Analyst will be CC'd on meeting notes to track agenda item & discussion CQI Analyst Report at quarterly about frequency of the agenda topics included in meetings	None that we can anticipate
Notes: Charlotte will be checking in with caseworkers to do pre-work before the meetings that includes noting when the last time they reviewed the safety plan, if it is up to date, etc. Mtg may include rewriting the safety plan if appropriate *Consider tracking sheet for pre-work				
Progress Check 5/23/23: So far no struggles Meeting with Anni for check in CTS reports trying to stay away from the old CSM model in these meetings– agency driven, shame and blame – and instead are focus on having the conversation without forcing it				
1st Quarter Review 6/27/23 Decision: Continue				
Notes from Q1 Review: Add column to tracking sheet that helps identify why the Safety Plan was not discussed despite it being an agenda item				
Progress Check 7/25/23: Not explicit, which is appreciated. It's interwoven in to the conversation. Happening more regularly than it was before Some mtgs are being used to write/update these plans Anni to check in with charlotte about the tracking sheet How to hear how this is going? How does this feel?				
Progress Check 8/22/23: Step reviewed, no new feedback. Anni to continue meeting with Charlotte				
2nd Quarter Review 9/28/23 Decision: Continue; additional conversations may be needed for meetings picked up by contracted facilitators				

Action Step #5	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 6/27/23, 1 st Quarter Review				
Every 2 weeks, a list of all children without an approved Ongoing Safety Plan will be sent to all supervisors and PM	Srun, D2 Data Analyst	Starts 7/17	<p>Srun CC CQI Analyst, who will track what happens with the count of children without safety plans. CQI Analyst will report Quarterly on the trends</p> <p>We expect this to result in a decrease in the amount of children without an Ongoing Safety Plan</p>	<p>None that we can anticipate</p> <p>Everyone will have a plan</p>
Notes:				
<p>Progress Check 7/25/23:</p> <p>Anni and Jon-Michael to meet with Srun to get clarity on the report, add Mark to distribution, the F2C column is confusing – are these missing contacts with no safety plan?</p> <p>How do the PS cases pull into this report? Can we sort out the cases in transfer vs assessment only cases that haven't closed the assessment/Protective Action Plan</p> <p>They only want the list of children or the list of cases – having both is confusing</p>				
<p>Progress Check 8/22/23:</p> <p>The list is more clear now, continues to be used</p>				
<p>2nd Quarterly 9/28/23:</p> <p>Continue with adjustment: This report is being run by 3 different people and sent by 2 every 2 weeks. Now that the report that Srun sends out is clearly understood, only his report is needed.</p>				

Action Step #11	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 9/28/23, 2 nd Quarter Review				
Branch-wide Docu-time three days per week: MWF 8:30-9:30	Everyone	10/2	If it's working the way we think, we'll have decrease in children without safety plans and they may increase in quality due to the carved out time to focus on completing the plans with high quality	Request for headphone, signage to help signal to others that I need to work
Notes: One of the priority focuses is OSP Branch community to use and respect the quiet Consultant and CTS available for support during Docu-time				

Action Step #12	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 9/28/23, 2 nd Quarter Review				
Supervisor calibration regarding approval for Ongoing Safety Plans	Perm Sups will participate, Anni will coordinate.	Monthly	CQI Analyst will track frequency and potentially interrater reliability; share updates at next Quarterly	Plans included in calibration need to come from a variety of workers, types of cases, families of origin to account for bias
Notes: Anni will help coordinate a review of Ongoing Safety Plans by the supervisors with a discussion of if they agree upon approving the plans as written, response and coaching approaches.				

Action Step #13	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 9/28/23, 2 nd Quarter Review				
<p>Listening Session with community service providers and people with lived experience to review OSP and provide feedback</p> <p>One time (for now)</p>	Anni will lead the coordination	Goal early November	If the Listening Session has the desired impact, we expect to see the language in the Ongoing Safety Plans be more clear, direct, and written in ways parents understand and can use	<p>Variety of families represented in the OSP reviewed</p> <p>Awareness of what comes with the ask of people with lived experience, esp during this time of year</p>
<p>Notes: SSPs are sometimes also Service Providers need to be included Pull OSP from all units</p>				

COMPLETED OR ENDED ACTION STEPS

Action Step #2 (one time action step)	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 4/18/23, Strategy Mtg				
<p>The problem statement and need to have clear, direct, current safety plans written with the parent as contributor & audience will be shared at a unit meeting for every unit</p>	Supervisors will include this topic in an upcoming unit mtg	The topic will be discussed in a unit mtg by the first week of May	<p>CQIA will check in at Mtg Mtg in May to see if this occurred (and response?)</p> <p>CQI Analyst will pull a sample review of parent F2F contact case notes to review for safety plan review documented each month to be reviewed at Quarterly</p>	None that we anticipate

Notes:**Progress Check 5/23/23:**

Stacey's unit will be discussing it this week; Aimee's unit discussed it, as did Jode's; FTC unit – helpful conversation to distinct between this and visitation plan. All reports the discussions went okay.

1st Quarter Review 6/27/23 Decision:**COMPLETED**

Action Step #3 (ongoing action step)	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 4/18/23, Strategy Mtg				
At every Joint Permanency Program Meeting (monthly occurrence), there will be a standing agenda topic regarding Ongoing Safety Plans.	Joli will add the agenda item starting in July	Starts in July Agenda	Mark (CTS) will CC CQI Analyst on Joint Perm Notes each month track agenda item & discussion CQI Analyst reports at quarterly about frequency of the agenda topics included each month	None we can anticipate

Notes:

The agenda topic could look like:
Success share
Content Guide items

Safety & Perm Consultants invited to Joint Perm mtg each month

Progress Check 5/23/23:

On track

1st Quarter Review 6/27/23 Decision:

Continue

Notes from Q1 Review:

This began in June and will continue each month

Progress Check 7/25/23:

Ran out of time in July due to Speaker

Will do it in August

Not a lot of feedback from workers during this time – Aimee's workers have some successes that could be shared

Progress Check 8/22/23:

This continues; but may not be helpful to continue past Quarterly. Success share: Heather had a case in which the parent had the OSP on the fridge and referenced it during an interaction that could have been unsafe!

2nd Quarter Review 9/28/23 Decision:

exhaustion around the plan

Action Step #4 <i>(one time action step)</i>	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 4/18/23, Strategy Mtg				
During June All Staff, Krysten will share information about and start a conversation about writing Safety Plans aligned with inclusion, equity & RISE	Krysten & Kirsten collaboration	June 22nd	CQI Analyst will check in with Krysten following June All Staff to check in	None that we can anticipate

Notes:

June topic also involves discussion for meaningful participation and shared power

Progress Check 5/23/23:

On track

1st Quarter Review 6/27/23 Decision:

Continue

Notes from Q1 Review:

This was moved to July's agenda

Progress Check 7/25/23:

Slotted for 7/27

2nd Quarter Review 9/28/23 Decision:

COMPLETED

Action Step #7	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 6/27/23, 1 st Quarter Review				

Inquiry regarding capacity for a OS2/Case Aide support for documenting Prep & Agreement meetings	Anni, CQI Analyst & Kirsten, Program Manager	7/17	CQI Analyst & PM will report back at next leadership check in and at Quarterly Review	None we can anticipate
Notes: The intent of this action step is to provide support to the FEM during these meetings, allowing for more focused facilitation around the safety threats and how they are operating (which helps inform the ongoing safety plan)				
Progress Check 7/25 Kanika identified and assigned OS2 to provide documentation support at all Family Meetings Kat assigned and Charlotte asked to connect – Anni to meet with Charlotte and confirm COMPLETED				

Action Step #6	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 6/27/23, 1 st Quarter Review				
Data Review of trends around how frequently Ongoing Safety Plans are impacting Recurrence of MaTx	Anni, CQI Analyst	7/17	Report the trends at monthly leadership check in and at next quarterly	None we can anticipate
Notes:				
Progress Check 7/25 Deep dive into Recurrence - is it on open cases or just Assessment only?				
2nd Quarter Review 9/28/23 Decision: COMPLETED				

Action Step #8	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will	Equity Considerations
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			we measure if it's having the desired impact?	
Inquire about an ORRAI training for Perm Dashboard usage for all Permanency Supervisors	Anni, CQI Analyst & Kirsten, Program Manager	7/17	CQI Analyst & PM will report back at next leadership check in and at Quarterly Review	None we can anticipate
Notes: Greg may be able to support sups using the dashboard Inquire with Aimee about how she's been using it to help manage due dates				
Progress Check 7/25 Anni will check in with ORRAI about training opportunities and report back at mgmt. mtg				
2nd Quarter Review 9/28/23 Decision: COMPLETED				

Action Step #9	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date created: 6/27/23, 1 st Quarter Review				
Monthly Ongoing Safety Plan Writer's Workshop	Facilitated by Greg (Permanency Consultant) & Mark (CTS) At least one Perm Sup will attend each workshop	6/28	Greg will track the number of caseworkers (no names) who attend each workshop to track attendance trends *Needs a measurement to see if this action step is having the impact desired	None we can anticipate
Notes: All permanency workers will be encouraged to attend these workshops to shift the focus of safety plans to including parent voice Workers could be encouraged to attend at least one, and it's not for newer workers as experienced workers are able to share insight and may need support to shift the focus Workers with cases without Ongoing Safety Plans will be encouraged to attend the workshops in order to complete those plans				

Progress Check 7/25

10 ppl came to the first workshop, 1 person this last time. While the value is seen by everyone, caseworkers are feeling “training’d out” and this felt like another thing to do.

It can feel like a training, rather than help me write this – what do I write?

The format of these workshops could be more flexible – reminder it’s a drop-in, and that some workers need to be at their desk to write these, and some workers really enjoyed sharing their insight with others

Monthly feels too frequent

The idea that workers who have a lot could use this time to finish them was helpful originally, but workers are feeling overwhelmed

Progress Check 8/22/23:

Not held in August, feedback given to Greg around how caseworkers want to engage (some like to be at their desks, some in the room)

2nd Quarter Review 9/28/23 Decision:

These conversations are helpful, but are not having the impact we intend and are contributing to exhaustion around the plan

Action Step #10	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will we measure if it’s having the desired impact?	Equity Considerations
Date created: 6/27/23, 1 st Quarter Review				
Inquire about community involvement around safety plan review/writing workshops	Anni, CQI Analyst & Kirsten, Program Manager	7/17	CQI Analyst & PM will report back at next leadership check in and at Quarterly Review	None that we can anticipate

Notes:

Some of the community partners who could be included in this: Justin Powers; Melissa V from SSP; Project Lemonade; School Districts; PWI; Jess Rivoli (Resource Developer)

Progress Check 7/25

Following inquiry to providers, discussion with site leadership identified that we want to ask the community to review some of the Ongoing Safety Plans and share feedback. However, because this discussion and idea did not include the entire strategy team or voices from caseworkers and community providers the idea was tabled until the next strategy mtg.

Measurements
<p>What are we going to measure?</p> <p>Monthly, CQI Analyst will review notes/tracking sheet from all family meetings to track Safety Plans as an agenda item & discussion, report quarterly regarding frequency.</p> <p>Bi-weekly, CQI Analyst will track the number and percentage of children without approved Ongoing Safety Plans at the branch. Trends will be shared quarterly, but can also be shared monthly with leadership to help identify acute concerns or successes.</p> <p>Throughout the cycle, we will review a sample of Ongoing Safety Plans for accuracy & sufficiency as identified in the Permanency Quality Assurance Reviews, as well as if they are written in ways that parents will understand and be able to use.</p>
<p>How will we know the plan is working?</p> <p>We expect the tracking sheets of meetings including the agenda item to discuss safety plans and re-write them if needed to be easily understood and include parent voice.</p> <p>We expect the number of children without approved Ongoing Safety Plans in ORKIDS to decrease over time.</p> <p>We expect the quality of the Ongoing Safety Plans to increase in regards to clear, direct language that describes current safety threats in the home.</p>
<p>How will we determine all families are being impacted equitably?</p> <p>All families receive a Family Engagement Meeting, at which point the safety plan would be reviewed with this action step.</p> <p>Quarterly exploration regarding trends from tracking sheets regarding safety plan discussion at family meetings may help identify equity concerns or supports needed.</p>
Advisory Committee Review and Recommendations
<p>Review/Recommendation (include date of review/recommendation):</p> <p>Reviewed May 24, 2023</p>
<p>Notes:</p> <p>No recommendations made; feedback shared.</p>
<p>Site Response (date replied):</p>