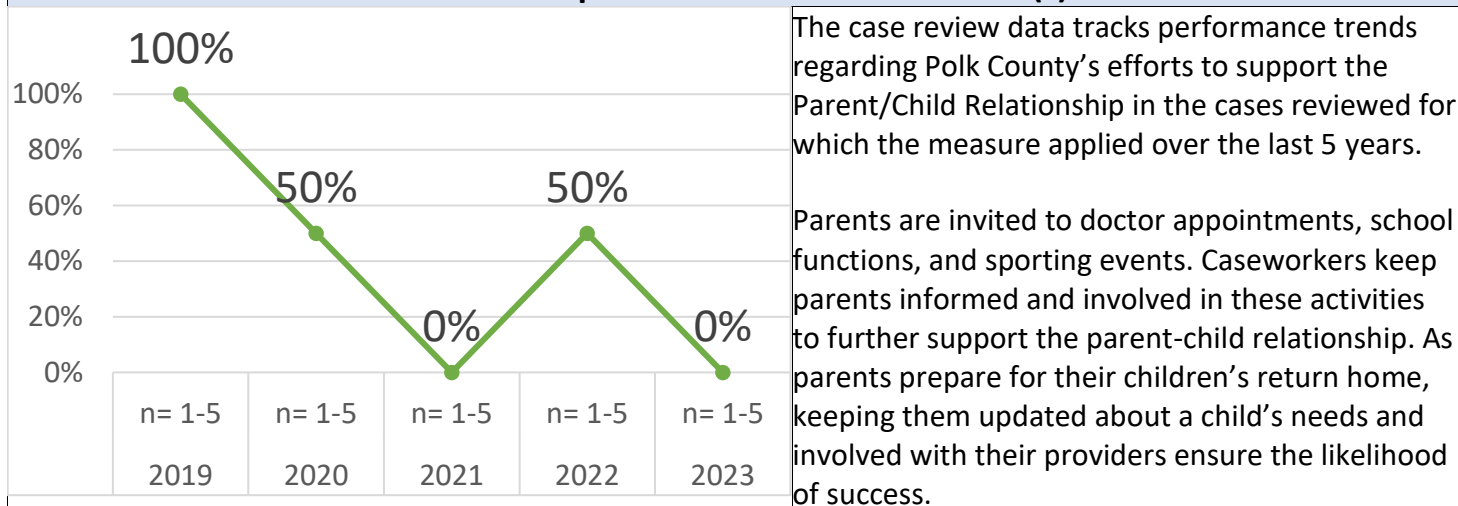


<b>CQI Strategy Meeting</b>	<b>Date:</b>
Present in Attendance: <ul style="list-style-type: none"> <li>○ Sign-in sheet/Teams attached</li> </ul>	<b>Site:</b> Polk County <b>CQI Analyst Assigned:</b> Nikki Hehn  <b>Next Mtg Date:</b> June TBD

### Identified Lead Measure: Relationship of Child in Care with Parent(s)



### Problem Statement & Theory of Change (a hypothesis that connects the steps to the goal)

#### Problem Statement:

In addition to Family Time (aka Visitation), we struggle recognizing and focusing on the importance of the relationship between children and their parents by ensuring parent's participation in the child's life activities, nor are we identifying and then removing barriers to parent's participation

#### Proposed Theory of Change:

*By encouraging connection between resource parents and parents, the agency can identify and address barriers for parents attending activities and children beyond Family Time, parents will have more opportunities and resources to attend activities, which will support the parent and child relationship, leading to placement stability and permanency.*

**PLAN** 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?

**Date:** 6/16/2023

**Version:** 1

Action Step #1a	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: 6/16/23				
Child Welfare staff will be available to transport parents to activities	CPS SSA and Family Time Coordinators	7/1/23	Tracked monthly by CQI Analyst  Caseworkers will be case noting activities/events  SSA or FTC will send the tracking sheet to CQI Analyst monthly	The agency will be responsible for ensuring that all families understand that this resource is available to all of them and that workers understand the priority system
<b>Notes:</b> CQI Analyst will meet with CPS Supervisor to discuss tracking sheet. Include community in the conversation about the priority list.				
<b>Progress Check 7/19/23:</b> It is still a work in progress. SSA has an open schedule and has been able to help with getting clothing to a child in care. The permanency team is aware that she is available.				
<b>Quarterly Review 9/7/23:</b> Continue The site is going to continue with this action step. Caseworkers will write a case note when parents attend an activity/event that promotes and maintains a positive relationship with their child(ren). The tracking form for transportation assistance will include whether children were present or not. Caseworkers will contact the email address to inform that an activity happened.				
<b>Progress Check 9/20/23:</b> The site is continuing with this action step and there wasn't an update.				
<b>Progress Check 10/18/23:</b> Nevaeh will attend perm unit meeting so if there is an ask she can help meet that need so it is getting documented. Nevaeh will take on the role of tracking transportation. Delaney will be there until mid-December.				
<b>Progress Check 11/15/23:</b> Email will be coming from Nevaeh next month; people have been using the email address that was created.				
<b>Quarterly Review 11/29/23:</b> The site wants to continue this action step. There was discussion about workers letting Delaney or Nikki know when they are helping do transportation and the workers were encouraged to document this in a case note.				
<b>Progress Check 2/21/24:</b> This happened today. Community expressed that this is a barrier and a need. Idea- Friday huddle or in supervision are we talking about parents?				
<b>Quarterly Review 2/28/24:</b> Continue				

The site wants to continue this action step. They would like to see the SSA's continue to offer transportation assistance as well as leaning into community, natural supports, and resource parents to help with transportation.

Action Step #2	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: 6/16/23				
A comfort call, when appropriate, will occur within 24 hours of shelter hearing and will include the resource parent(s) and the parent(s).	CW Staff will complete	Prep for comfort calls- 7/1  Comfort calls starting on 8/1	Prep meeting notes will be cc'ed on the meeting notes	All families receive a prep meeting; workgroup will make recommendations
<b>Notes:</b> The workgroup is currently working on the details regarding the comfort calls. If the comfort call occurs, the Case Aide will document this at the prep meeting and cc the notes to the CQI Analyst. CPS Supervisor will add the agenda item to the prep meetings. Certification will help with the communication with the resource parents.				
<b>Progress Check 7/19/23:</b> There is a workgroup meeting on 7/21/23 regarding comfort calls and it is still being developed.				
<b>Quarterly Review 9/7/23:</b> The site will be continuing this action step. There is a workgroup meeting on 9/13 where it will be decided if this expands to all CPS workers. The site is motivated to expand this action step to other workers. There was positive feedback about parents experience of being offered the comfort call.				
<b>Progress Check 9/13/23:</b> The site will end the pilot and all CPS workers will begin comfort calls.				
<b>Progress Check 9/20/23:</b> CPS workers have begun comfort calls.				
<b>Progress Check 10/18/23:</b> CQI Analyst hasn't been receiving the prep meeting notes for this action step. Supervisor stated that there have been a couple of comfort calls but it was unknown if they're being documented and where. Last month, there were 9 entries in care when there are usually 2 a month. CQI Analyst will follow up with Lorelle.				
<b>Progress Check 11/15/23:</b> Comfort calls- took a break and have 3 prep meetings this week; there are a lot of relative placements and families are connecting on their own.				
<b>Quarterly Review 11/29/23:</b> These are being documented in prep meeting notes. Nikki will be looking for a trend. The site has been experiencing some barriers to this happening within 24 hours. There was discussion to talk with D15 leadership to learn how they do comfort calls. Amber suggested bringing this back to the workgroup and talking about how to move forward.				
<b>Progress update 2/21/24:</b>				

There have possibly been more comfort calls than what have been documented/sent to CQI Analyst.

**Quarterly Review 2/28/24:**

The site identified that a big barrier to achieving comfort calls is that there are parents that don't have cell phones or a reliable form of communication. Nikki, Amber, and Jodi are going to meet with D12 staff to learn about their process for providing cell phones to parents.

Action Step #3a	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: 6/16/23				
Polk County Health Services will ask questions of parents during CANS Assessment regarding their barriers to attending activities and events with their child and then what activities they do as a family.	Polk County Health Services will send CANS to Central Office Katie Martin will send an alert to caseworker once it is in and will cc CQI Analyst	Check in 8/4	CQI Analyst will be notified when the CANS Assessment is located and will gather trends of barriers	Not all families are served by Polk County Health Services but all children receive a CANS evaluation

**Notes:**

Follow up with Amber, Jennie, Amanda, and Katie Martin and CQI Analyst scheduled.

**Notes 7/17/23 Meeting:**

CANS Assessment will include caseworker/ODHS/Katie Martin sharing the parents contact information, Polk Co. Health Services can then include talking with the parent. Katie Martin sends the referral to PCHS and will be the contact person for ODHS.

PCHS will include training for the team of this change. The questions will be under the category of "Family." If a parent isn't listed as a contributor, the assumption is that contact was attempted but they didn't respond. It will be added to the form who was interviewed.

CPS will need to be trained to inform parents about these changes. This will include all parents/caregivers.

Questions that will be added to the CANS Assessment:

What are activities that you and your child/family enjoy doing together? Are there any cultural, religious, and/or social considerations?

Are there barriers to attending those same events, activities, spending time with your child? Ex: Transportation, lack of communication from others, etc.

What else would you like others to know about your child?

**Progress Update 7/19/23:**

The action step was finalized on 7/17/23 with Polk County Health Services.				
<b>Progress Update 8/29/23:</b> Polk Co. Health Services had clarifying questions and edits: Edit to the cultural question to be “Are there any cultural, religious, and/or social considerations?” The questions will be added to the initial CANS Assessment.  Polk County Health Services- Jennie met with the team, there were clarifications and everyone is on the same page with the process, clarifying that this is for the initial CANS Assessment.  There are two family sections on the form and it will go under the family/child strength section.  Examples- no parent information if that is determined on CW’s end. Katie will include that a parent’s info isn’t included in the referral email if necessary.  Start date for 9/1				
<b>Quarterly Review 9/7/23:</b> The site just started this action step on 9/1 therefore there wasn’t much to report back but everything is ready to go. CQI Analyst will create tracking sheet to track barrier trends.				
<b>Progress Check 9/20/23:</b> Polk County Health Services has begun including parents in the initial CANS Assessment.				
<b>Progress Check 10/18/23:</b> CQI Analyst has been receiving the notes from CANS and will review them this week.				
<b>Progress Check 11/15/23:</b> No update.				
<b>Quarterly Review 11/29/23:</b> No barriers documented yet. CW staff expressed that parents might be unsure what the call and assessment is for. The caseworkers are going to work on educating parents on CANS.				
<b>Progress Check 2/21/24:</b> This should be phone contact with parents.				
<b>Quarterly Review 2/28/24:</b> The site will continue this action step. This is going really well and there was a lot of good feedback from workers about how this is strengthening the consistency of work between CW and community partners.				

Action Step #4	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: 9/7/23				
Family Engagement Meeting notes will include barriers of the resource parent(s)	Family Engagement Coordinator will forward the prep meeting notes to the CQI Analyst	Start date: 9/11	CQI Analyst will track trends of barriers	None that we can anticipate

<b>Notes:</b> Inquiring and tracking resource parents barriers will help identify ways the agency can assist in addressing the barriers so they can support children attending events and activities with their parent(s).  CQI Analyst will include the Resource Family Retention/Recruitment Champion and Foster Care Coordinator for the site in the barriers.				
<b>Progress Check 9/20/23:</b> CQI Analyst confirmed with leadership that the action step is captured accurately.				
<b>Progress Check 10/18/23:</b> CQI Analyst has been receiving the prep meeting notes from Family Engagement Coordinator but the barriers weren't included in this. Prep meeting might be really early to identify these barriers. It is essentially a first step. Check in with Lorelle- this will be discussed and included in prep meeting notes				
<b>Progress Check 11/15/23:</b> Emma is sending the notes this week.				
<b>Quarterly Review 11/29/23:</b> The site is working on still asking this question and including it in the notes. No trends at this time.				
<b>Progress Check 2/21/24:</b> This action step is changing from prep meetings to FEM.				
<b>Quarterly Review 2/28/24:</b> The site will continue this action step. Emma is going to send an email with the meeting notes to all workers and include certifiers and Jen Brown.				

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: 11/29/23				
Family Engagement Meetings will include agenda item to ask parents about activities they want to participate in outside of Family Time	Family Engagement Coordinator	11/30/23	The Family Engagement Coordinator will email notes to CQI Analyst who will track if this is being asked.	All families received an FEM.
<b>Progress Update 2/21/24:</b> This is going well and Emma will continue working on this action step.				
<b>Quarterly Review 2/28/24:</b> The site will continue this action step.				

Action Step #5a	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: 2/29/24				
When staffing with Emma for Family Engagement Meetings, caseworkers will discuss identified activities from CANS Assessment to be brought up in FEM	Caseworkers and Family Engagement Coordinator	3/4/24	CQI Analyst will review FEM notes to track if activities are discussed in meeting	All families received an FEM.

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: 2/29/24				
The agency will inquire about purchasing cell phones for parents that have identified phones as a barrier	Amber and Jodi	Meeting on 3/12/24	The meeting will have occurred and there will be next steps	Unknown at this time but there might be equity considerations after meeting

**Notes:**

There is a meeting scheduled with District 12 leadership and office staff to learn about their process with purchasing phones for parents. They have had success with parent engagement after purchasing cell phones for parents.

Action Step #1b	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:				
Communication plan created regarding transportation assistance	CQI Analyst and Program Manager (Amber McLelland)	7/15/23	The communication plan will have been created and shared with staff	All staff will receive the communication plan

<b>Notes:</b> The communication plan will be presented at an all-staff by Amber and CQI Analyst on 9/6/23.				
<b>Progress Check 7/19/23:</b> CQI Analyst will present the communication plan to permanency unit meeting next week.				
<b>Quarterly Review 9/7/23:</b> End, Completed.				

Action Step #3b	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:				
Polk County Health Services will communicate with their team about the CQI Action Plan	Polk County Health Services	CQI Analyst will email the plan upon completion	Polk County Health will report back to CQI Analyst that the communication to staff took place	Not all families are served by Polk County Health Services but all children receive a CANS evaluation

**Progress Update 7/19/23:**  
The action step was finalized on 7/17/23 with Polk County Health Services.

**Quarterly Review 9/7/23:**  
End, Completed.


Measurements
<b>What are we going to measure?</b>  Monthly, CQI Analyst will track how often the agency is providing transportation to parent(s) to attend activities with their child(ren).  All staff will receive communication plan regarding transportation assistance.  Monthly, CQI Analyst will track how often comfort calls are occurring.  CQI Analyst will track the barriers identified by parents on the CANS Assessment.  Monthly, CQI Analyst will track case notes to identify if parents are attending events and activities with their child(ren).
<b>How will we know the plan is working?</b>



We expect transportation to be offered to parent(s) in need to attend activities with their child(ren)

We expect the communication between resource parents and parents to be more consistent after the comfort call occurs.

We expect that barriers for parents will be learned during each CANS Assessment.

**How will we determine all families are being impacted equitably?**

The agency will be responsible for ensuring that all families understand that this resource is available to all of them and that workers understand the priority system.

Not all families are served by Polk County Health Services but all children receive a CANS evaluation.

**Advisory Committee Review and Recommendations**

**Review/Recommendation (include date of review/recommendation):**

**7/26/23**

Action Step 1:

Does Polk have access temporary positions that could be designated for transportation only?

Action Step 2:

Recommendation to include ice breakers before the comfort call. There were questions regarding how the comfort is different from an ice breaker.

Is there any consideration for parents to have their attorney and/or a support person with them on the call? I know sometimes those calls can be really intimidating due to the element of shame and any other factors that are dependent on the parent's current circumstances and lived experiences (especially if the parent does not speak English as a first language, or the parent is a person of color but no one else on the call is a person of color, etc.) I imagine there would need to be an ROI signed, but this might be fruitful for furthering trust building and engagement.

Action Step 3:

For the cultural considerations question, it was recommended that the question be opened so the response is more than just a yes or no.

**Notes:**

**Site Response (date replied):**