

<b>CQI Strategy Meeting</b>	<b>Date:</b>
Present in Attendance: <ul style="list-style-type: none"> <li>○ Sign-in sheet/Teams upon request</li> </ul>	<b>Site:</b> Benton <b>CQI Analyst Assigned:</b> Crystal Sneddon  <b>Next Mtg Date:</b> 2/6/24

<b>Problem Statement &amp; Theory of Change (a hypothesis that connects the steps to the goal)</b>
<b>Problem Statement:</b>  When regular and quality face to face contact with parents does not occur, it is challenging to support relationships between caseworkers and parents, encourage family engagement in case planning, evaluate progress toward case goals, support parent/child relationships and provide support to parents.
<b>Proposed Theory of Change:</b> TBD

<b>PLAN</b> <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>
<b>Date:</b> 11/9/23
Fishbone “red” items:  Absent Parent Search x Attorney’s Engagement Process—caseworkers to parents Documentation Deep Dive Data x Learning Collaboratives—action steps from other sites x **Community Partnership Exception Process x Dads listed as legal dads once they’re legal father vs person in home x

\*See next page for next action step

Action Step #1				Who else could be impacted by this plan? (programs, community, families)
Crystal will do a deep dive data into the parents not seen and why those reasons are (if they're documented or not)	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?	
Date Created: 11/9/23	Crystal	Each Quarterly	Present the data to the Strategy Team at the Quarterly	Dads who are not pulling as parents who are needing f2f will not be included in the data until it is fixed

**Notes:**

How many parents have no documentation—give monthly info to management—give trends to Quarterly in Mid-April

Can it be broken down by (not yet by worker)

How many are not or are having Family Time?

Are cases being open longer with parents who are not being seen/What is the congruent planning being done with cases of families who are not being seen—so we can see if it's a practice issue vs a documentation issue. Crystal will work with Nicole on this.

Equity based: who might be impacted on this? Not currently.

Action Step # 8				Who else could be impacted by this plan? (programs, community, families)
Traci will work on a template on what should be documented when a parent cannot be seen and what needs to be put in a case note. Traci will work with Nicole.	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?	
	Traci Nicole Jo-El	Template created and implemented by Mid-April for Q2	Traci will notify CQI during the Management meeting where the process is.  Crystal hand pull will show if that template is being used	N/A

**Notes:**

Not wanting it to be a check list but actionable items works can do

Action Step # 9				Who else could be impacted by this plan? (programs, community, families)
Utilizing Writing Labs to discuss/teach workers about documentation related to Parent Face to Face				
Discussion every time, once a month focus on Face to Face with Parent	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?	
Date Created: 4/15/24	Nicole/Alex T Traci Crystal	Continue  May 5/8 <sup>th</sup> or 15 <sup>th</sup> (Crystal will check in with Traci)	Crystal will be present once a month; Traci and I will check in; report it to Managers Mtgs monthly and Quarterly to CQI Mtgs; And Crystal will pull face to face case notes on the 18 <sup>th</sup> (or closest business day to the 18 <sup>th</sup> ) to track progress	If there is court or CRB for a worker and they are unable to come to the meetings
<b>Notes:</b> Wednesday 9-11 mandatory unless it is things that cannot be re-scheduled such as Court/CRB; Last Wednesday of the month Team Building/Face to Face contact (add on to Taylor) *When CTS can assist, will assist  Once a month focus: drop downs in case notes, templates available, where the data pulls from,				

Action Step # 10				Who else could be impacted by this plan? (programs, community, families)
Crystal will look at data from other areas (Family Report/Case Notes and Family/Relative; Case Management/Case Planning; etc)	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?	
Date Created: 4/15/24	Crystal	Will pull March & one additional month (June? Or July)	Crystal will pull the notes and report it	New workers; workers who cannot go to lab;
<b>Notes:</b> Crystal will meet with Kelly and learn her process				

Action Step #2b				Who else could be impacted by this plan? (programs, community, families)
Crystal talk to McKenna about the track the data to look at trends/parents MIA and if APS was requested	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?	
Date Created: 2/6/24	Crystal	Quarterly in April	Crystal will provide the information at the quarterly	Not that we can think of

**Notes:**

Action Step #2a: "Crystal will inquire about APS and what their process is and how successful they are" is completed as written and updated to reflect the next stage of Action Step #2

Follow Up Questions for Action Step #2b

% of parents who are see because their whereabouts are unknown

If it is follow-up or their location truly cannot be found

Action Step #3				Who else could be impacted by this plan? (programs, community, families)
Crystal will collect the action steps from other sites that picked face to face with parents and how they made change	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?	
Date Created: 11/9/23	Crystal	Quarterly in December	Crystal will provide the info	None that we can think of

**Notes:**

Action Step #4	Who will complete action?	Timeline/Due Date:	How will we measure if this is happening? How will	Who else could be impacted by this plan?
Adding an agenda item to FDM/FEM and discussing				

the purpose of face to face with contact			we measure if it's having the desired impact?	(programs, community, families)
Date Created: 11/9/23	Jessica Dukes	By End of week	It will occur; Crystal will look up FDM-ongoing notes to see if it was on the agenda on meetings after 3/1/24	It would occur across all cases but it does not occur in co-op cases; possibly fathers who are identified as dads but are legal fathers
<b>Notes:</b> Updated as of 2/6/24 : Can check in with Jessica on how it is or is not going  Crystal will make sure Jessica is on the invite list for the quarterly/future meetings				

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?	Who else could be impacted by this plan? (programs, community, families)
Identify that each parent is listed as a legal parent to ensure they are all being counted				
Date Created: 11/9/23	Alex Jackson	Quarterly	He will report it at the quarterly	Not that we can see
<b>Notes:</b>				

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?	Who else could be impacted by this plan? (programs,
Training from PM to Supervisors to Workers about f2f with parents				

				community, families)
Date Created: 11/9/23	Alex Jackson	By March 2024	Alex is going to report if and when it occurred.	Possibly dads who are not listed as legal parents
<b>Notes:</b> will address how and when exceptions can be approved—at this point but the FOCUS will be face to face with parent				

Action Step # 7	Who will complete action?		How will we measure if it's happening? How will we measure if it's having the desired impact?	Who else could be impacted by this plan? (programs, community, families)
Crystal will review exceptions and reasons and report it		Timeline/ Due Date.		
Date Created: 11/9/23	Crystal	Quarterly	Crystal will report it to Strategy Meeting	n/a
<b>Notes:</b>				

Measurements
<b>What are we going to measure?</b> Face to Face with parents with increased parent face to face contact and quality face to face notes.
<b>How will we know the plan is working?</b> We can see the face to face contact reflected both in OR-Kids data as well as CFSR data
<b>How will we determine all families are being impacted equitably?</b> Throughout the process the Strategy Team will look at barriers and see if there are ways to address them if there are unequitable barriers impacting practices.

<b>Advisory Committee Review and Recommendations</b>
<b>Review/Recommendation (include date of review/recommendation):</b> 1/29/24
<b>Notes:</b> When addressing the action items maybe make them a little more clear on how they relate to the big picture it was unclear how some of these action items related to parent face to face.
<b>Site Response (date replied):</b> N/A—it was more of a programmatic recommendation than a Benton County recommendation