

<b>Site: Grant/Harney</b> <b>CQI Analyst Assigned: Kelly Scales</b>  ○ <b>Next Mtg Date:</b>	
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**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:** 1/23/2023  
**Version:** 1

<i>Identified Scales for review</i>
<p>Contact exceptions</p> <p>Process: Start with making efforts. If I can't get in touch at all, I put in a request, approved by Sup or PM.</p> <p>These cover multiple months at a time; maybe we need to request it every 30 days?</p> <p>John Day: if UTL, request goes to Kim, Kim reviews documentation. Approves for one month at a time</p> <p>Reminders (John Day): Susan (case aide); sends weekly</p> <ul style="list-style-type: none"> <li>• Is this too frequent?</li> <li>• Kelly will connect with the new supervisor to see about adjustments to Harney adjustments (April)</li> </ul> <p>SSP Partnering</p> <ul style="list-style-type: none"> <li>• Need to involve management to get the process established</li> <li>• Used to have this; stopped in July (staffing change)</li> </ul> <p>When do we document the contact (is this the barrier?)</p> <ul style="list-style-type: none"> <li>• Speakwrite</li> <li>• Notes app</li> <li>• ORKids app: there are some barriers here; you can only see your own cases</li> <li>• Fidelity reviews (other than CFSR) don't include interviews; rely on ORKids documentation</li> <li>• What is needed in casenoting? <ul style="list-style-type: none"> <li>○ Intentional contact handout (Is this used? Helpful?</li> <li>○ Include Harney workers in the Malheur template discussion</li> <li>○ Don't want it to feel like just checking boxes</li> <li>○ Needs to be customizable</li> </ul> </li> </ul>

How and when are we requesting and communicating with courtesy workers

- Need to review current process
- ICPC?
- Oregon state
  - Identify the need
  - Request CPS worker
  - Request goes out and is assigned
  - Assigned worker will im G/H worker, sometimes it gets stuck
  - Do we have updated email/contacts for courtesy requests?
  - What would Susan say?
    - If nothing has happened by 2 weeks, supervisor involvement
      - Worker reminds sup
    - If nothing by 4 weeks, (PM involvement)

Partnering with natural and professional supports: no formal note taking/ORKids entry. caseworkers take notes, sometimes entered into ORKids. Can we use case aides to support?

- MDT (mostly CPS)
- Symmetry care meeting: monthly holidays disrupted regular meeting (Using recovery mentors for outreach)
  - Identify high risk parents who aren't as engaged; assign a recovery mentor at that time.
- Biweekly with health department
- Monthly meeting with CASA
- Family treatment court (weekly)
- Leadership meetings with LEA/Tribes (quarterly)

John Day: Mindy attends family first

- Families First have monthly meetings
- treatment court (twice monthly) (information is uploaded to database)
- MDT
- Community Counseling solution (monthly)
- CASA meetings should be coming soon!!!

Action Step #1	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)
Date created: 1/23/2023				
Review Contact Exceptions	CQIA/Chris	Next 2 weeks	Ongoing measurement of contact exceptions	TBD

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?	Who else could be impacted by this plan? (programs, community, families)
Date created: 1/23/2023				
John Day Reminder: updates on which F2Fs with parents have occurred		3/1/2023	These will be sent weekly; CQIA Scales to monitor workload/feasibility of task	N/A
<b>Notes:</b> CQIA to check with support staff about who has the capacity to run these Update: fully implemented				

Action Step #3	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)
Date created: 1/23/2023				
SSP Collaboration	Noelle Jen Yeckle	in the next 2 weeks		
<b>Notes:</b> Need an agenda/template to prompt the discussion; Inviting SSP to FEM/FDMs. CPS is meeting with SSP on almost all new assessments.  Need to formalize this process on an ongoing basis. This is occurring informally; do we want to include a requirement to consult with SSP on cases on an on going basis?				

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?	Who else could be impacted by this plan? (programs, community, families)
Date created: 1/23/2023				
Utilization of a casenote template	Perm workers	3/1/2023	CQIA Scales will monitor usage of template: What percentage of workers are using template?	None anticipated
<b>Notes:</b> This will be in collaboration with Malheur County				

Select case workers for a pilot of this template; discuss requiring the template for all F2F contacts with parents to ensure consistency

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)
Date created: 1/23/2023				
Courtesy Worker Work	CQIA, Chris, Kim, Susan will meet to discuss	By end of February	CQIA will check in with leadership about how many "reminders" are needed. Additionally assess if more action is needed	None anticipated
<b>Notes:</b> identified barrier: not all courtesy work is completed in a timely manner; no regular communication between on going case worker and courtesy caseworker UPDATE: Susan is now using a form to communicate with leadership when F2F contact is overdue. This will prompt leadership to request updates/action when needed				

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, community, families)
Date created: 1/23/2023				
Community partner collaboration	Susan, Mindy, Chris, Kim, Noelle, Chris, Ebony, Veronica	2/13/2023	CQIA will confirm that these are entered into ORKids (hand count)	None anticipated
<b>Notes:</b> Build a system where casenotes are entered related to community partner collaboration				