

<b>CQI Strategy Meeting</b>	<b>Date:</b>
Present in Attendance: <ul style="list-style-type: none"> <li>○ Sign-in sheet available upon request</li> </ul>	<b>Site: District 16</b> <b>CQI Analyst Assigned: Karly DeWitt</b>  <b>Next Mtg Date: TBD</b>

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

**Problem Statement:** Contact with parents is not frequent enough or of good quality to accurately assess their ongoing needs. There are missed opportunities to identify and remove barriers to parents attending services. There is not always sufficient communication with service providers to explore needs and services parents could benefit from. Services and resources to meet needs are not always available, accessible, culturally appropriate, or evident.

#### **Proposed Theory of Change:**

By providing caseworkers with a resource guide and training, caseworkers will understand and quickly identify services and resources available and engage parents in services, this will impact recurrence of maltreatment, re-entry into substitute care and Permanency in 12-23 months.

By focusing on meeting frequent and good quality contacts monthly with parents, caseworkers will build relationships with parents and trust that allow them to accurately identify needs services and parents are able to voice their needs and express challenges in attending, this will impact recurrence of maltreatment, re-entry into substitute care and Permanency in 12-23 months.

By streamlining the funding and referral processes, there will be successful engagement with parents and no lapse in services, this will impact recurrence of maltreatment, re-entry into substitute care and Permanency in 12-23 months.

By ensuring frequent and productive communication with providers, workers will be able identify services that may benefit parents and work collaboratively to overcome barriers. Worker can gather progress and effectiveness of services. Also helps to not duplicate services, this will impact recurrence of maltreatment, re-entry into substitute care and Permanency in 12-23 months.

**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:** 3/26/24

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Action Step #1			How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date Created: 3/26	Who will complete action?	Timeline/Due Date:		
Create Resource Guide with all D16 local services and resources available	Maya Cipriano/CPCs/Pro-Team	May	Survey in Sept about whether people are using it	Accessibility issues people cant find. Some people learn differently
<b>Notes:</b> Short list of hot resources <i>Communication to branch/how do we get people to use ?</i> <i>Make accessible send in email, print, and add to desktop?</i> <i>Reach out to community providers about blurbs of what services they provide.</i> <i>Forms for each resource can be included</i>				
<b>Quarterly Updates</b>				

Action Step #2			How will we measure if this is happening? How will we measure if it's having the desired impact?	Equity Considerations
Date Created: 3/26	Who will complete action?	Timeline/Due Date:		
Resource Fairs where community providers share what resource available for parents and workers	Maya/ CPCs and Nicole Hall	Summer or early fall  Twice a year	CQI analyst notified when occurs.	How do resources get shared for those who don't come. Inviting community partners who serve families from diverse backgrounds.
<b>Notes:</b> Supporting workers with caseloads to make it to these.				

## Quarterly Updates

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?	Equity Considerations
Date Created: 3/26				
CFSR member to attend mandatory training to training on what is expected in Needs Assessment and Services to Parents item.	Sonya/ and TBD CFSR member CTSs	Sonya reaches out to CFSR team next week 4/4	CQI analyst notified of training and invited.	None that we anticipate.
<b>Notes:</b> Annually with a CFSR member and D16 local staff. CTSs to take over training after initial training and to add more CFSR measure specific to already existing trainings <i>Use all perm for initial training, follow up with Laurie about invitation.</i> <i>Follow up with CFSR team.</i>				
Quarterly Updates				

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: 3/26				
Supervisors will review adult face to face contacts monthly for frequency and if needs and services conversations	Supervisors/Laurie/CTSs	May	CQI analyst to review random case notes to review for needs and services CQI Analyst to pull F2F with	None anticipated.

are included in the contact.			parents reports quarterly.	
<b>Notes</b>				
<b>Quarterly Updates</b>				

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: 3/26				
Workgroup to streamline process for referrals and funding requests	Maya Cipriano, Katie Jenkins, Case Aides, Office Manager.	One meeting by May	Invite CQI Analyst	None that we anticipate.
<b>Notes:</b> Cell phones talk about inputting contacts into phones ect. Save numbers get phone set up ect. <i>Bus passes, cell phones and other recurring services. Tracking form</i>  <i>Katie to set up workgroup.</i>				
<b>Quarterly Updates</b>				

Measurements
<b>What are we going to measure?</b> CQI Analyst will track when the Resource Guide is created. A survey will be sent in September to workers about how often they utilize the resource guide.  CQI Analyst will track when resource fairs occur to share services and resources available with parents and Child Welfare Staff.  Quarterly CQI Analyst will track how many trainings occurred on the expectations in the CFSR measure Needs Assessment and Services to Parents.

Quarterly the CQI Analyst will do a case note review measuring whether needs and services were talked about with parents during contacts with them. Quarterly the CQI Analyst will track the face to face with parents' frequency by pulling the face-to-face report.

The CQI Analyst will track whether the work group was created and met and then what actions came out of that work group to streamline the referral and funding request processes to services and resources are easily and effectively delivered to families.

**How will we know the plan is working?**

The frequency of face-to-face contact with parents will increase and the contacts will include conversations about their needs and services.

We expect there to be more communication with service providers to collaborate about services and other resources parents may benefit from.

We expect an increased awareness by parents and Child Welfare Staff of the services available and how to access those services.

We expect to see the streamlining of funding and referrals to result in more services and resources parents are referred to and provided. We expect this also to result in no interruption of ongoing services or resources that are provided.

We expect the staff to understand what is expected in the measure and be more prepared to put this into practice when assessing and addressing parents needs and services.

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

CQI Analyst will analyze trends for parents face to face and report this to the site quarterly.

CQI Analyst and site will work to ensure diverse community partners are invited to resource fairs and an effort is made to make the invitation to the events are accessible by all parents.

CQI Analyst and site will ensure the resource guide include diverse community partners.

**Advisory Committee Review and Recommendations**

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

**Notes:**

**Site Response (date replied):**