

CQI Strategy Meeting	Date:
Identified lead measure: Needs assessment and services to parents	Site: D14 Malheur CQI Analyst Assigned: Kelly Scales

Problem Statement & Theory of Change (a hypothesis that connects the steps to the goal)
<p>Problem Statement:</p> <p>Malheur County has room for growth in assessing, documenting, and evaluating the progress of parents in services to better align services to improve child safety and overall wellness</p> <p>Proposed Theory of Change:</p> <p>By increasing caseworkers' engagement skills and supporting documentation, and consistent monitoring of the efficacy of services, caseworkers will be able to customize service delivery and help parents stay connected to appropriate services, which will reduce recurrence of maltreatment and reentry to substitute care and will increase reunification rates.</p> <p>Identified barriers or areas for improvement (these notes were from the group discussion about which items on the fishbone could potentially create barriers improving needs assessment and services to parents</p> <p>Case note entries</p> <ul style="list-style-type: none"> • Time • Remembering details • ORKids App • Docutime hour • Competing priorities • Level of detail in F2F contacts • Onboarding: include Speakwrite/Language Line • Template or expectation for what is included in casenote (training) <p>Communication with providers</p> <ul style="list-style-type: none"> • Documentation of Monthly Staffings • Agenda <ul style="list-style-type: none"> ○ What family ○ What happened ○ What are the next steps • Do you document when you receive/review updates from providers? <ul style="list-style-type: none"> ○ Sometimes this is documented during the 90 day staffing <p>Family engagement/Family Decision Meetings</p> <ul style="list-style-type: none"> • Who is being invited? Are we collaborating, assessing and engaging with their natural supports and service providers • When people aren't able to be present at the meeting, can they provide a written update? • Scheduling • Opportunity for the client to provide feedback

- Should be parent driven
- Do service providers understand the purpose/value of their involvement

Caseworker engagement skills/training

- Separate Sessions for Perm & CPS
- Specialized, then brought together on the 5th Wednesday
- Natasha & Holly to collaborate on training agenda

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: 1/9/2022

Version: 1

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: 1/9				
Permanency caseworkers will use a casenote template for all parent contact, which specifically addresses informal assessment of needs	Natasha sent out templates	Review at leadership meeting; Natasha will address during group supervision in Ontario	CQIA will pull a sample of casenotes on a monthly basis for review to determine whether the template is being used. This information will be collected and reviewed monthly	None that we can anticipate

Notes:

This will be for Perm only at this point.

Confirm that assessing parental needs is addressed in the template

Add service report review/discussion with parent

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: 1/9				
The agency will document the meetings that are occurring monthly with service providers to assess progress in the case	Laura, Kara	Meeting scheduled for 1/30	TBD	None that we can anticipate
Notes: DD staffing, Contracted Providers, SUD Who is documenting? Naming convention? Need an agenda, template. These are often service provider driven Need to document in ORKids				

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: 1/9				
Community outreach: develop a strategy plan to inform community partners about what input and information is needed and useful during Family Engagement and Family Decision Meetings	Christine Phillips and Natasha Combs	By 2/1	TBD	None that we can anticipate
Notes: Chris: we would want to maybe go to a smaller group. Michelle, Anthony, Chris and Kelly should meet to talk about how to incorporate that and helping them understand and make that connection. Our lifeways counterparts are short staffed; they haven't been able to engage in this portion of stuff.				

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: 1/9				
Include request to provide an update if someone is unable to attend an FDM or FEM	Anthony	Meeting with Anthony 1/17	Review collected documents/updates from community that isn't able to attend meetings Review/design a template to be used	
Notes: Natasha might have samples for us to review				

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:				
Specialized training regarding best practice and family engagement for PS and Perm	Natasha and Michelle	Meeting with Natasha 1/13 to review/plan	Review agendas and calendars for appointments Clinical Supervision notes? (do we need to add a template for clinical sup?)	
Notes: Kelly will set time with Natasha, Holly, Michelle, Lacey or Kelly 5 th Wednesday of the month is a district wide training opportunity. Perm group sup training time is the 3 rd Friday of the month				

<i>Future Action Step #1</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?	Who else could be impacted by this plan? (programs, community, families)
Date created: 1/9				
SSP/CW regular and ongoing case collaboration	TBD	TBD	TBD	TBD
Notes: Build a framework of check ins to normalize and encourage regular and ongoing case collaboration				

<i>Future Action Step #2</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?	Who else could be impacted by this plan? (programs, community, families)
Date created: 1/9				
Communication strategies for caseworkers and Family Time Coordinators	TBD	TBD	TBD	TBD
Notes: Build a system where caseworkers and family time coordinators are meeting regularly to share case progress				

Advisory Committee Review and Recommendations
Review/Recommendation (include date of review/recommendation):
Notes:
Site Response (date replied):

