

California CQI Statewide Conference for Child Welfare and Probation

**BOLD Ideas Exercise**

March 28, 2018

Pts.	Idea
48	Actively solicit ideas from line staff and involve them in promoting process change, improvement and implementation.
46	<p>Make sure that Supervisors and Management become more versed in CQI and why it is important.</p> <p>Have Supervisors present to others on how CQI is helping improve outcomes.</p>
43	<p>Provide training to staff about CQI and ask them for feedback about what changes they think need to happen.</p> <p>First step: talk to leadership about setting this training up.</p>
43	I would involve line staff in conversations in the CQI work so together we can understand our work to improve lives for the children and families.
43	Combine multiple data resources such as Safe Measures, CFSR, Chapin Hall, etc. into one central online data system. Hire a computer analyst.
43	<p>Establish a monthly/bimonthly meeting in which Directors, Managers and Supervisors come together to discuss system changes.</p> <p>Talk to my manager.</p>
43	Engage leadership and get their buy-in and full understanding of CQI
42	<p>All Counties would use case review data/findings in their system improvement plans.</p> <p>First step would be that all Counties are fully implemented with the case review process.</p>
42	<p>Ensure there is true anonymity and protection for line staff whistle blowers who identify concerns at their agencies or overall state level.</p> <p>First step: making the social worker hotline effective, well-advertised, safe, etc.</p>
42	<p>Develop a CFSR review team to do 100% case review (F/T)</p> <p>Create a plan and determine where extra workload would go.</p>
42	<p>Fully staff and support case review/CQI in our county to develop ways to work smarter, not harder.</p> <p>Show evidence of value of case review/CQI in other counties so agency leadership can make informed decisions.</p>
42	Tell the story of the DATA across the county to inspire people and motivate them for better outcomes.
42	Petition the County Board of Supervisors to create a CQI position (dedicated) to serve probation and child welfare.

42	<p>Involve frontline staff with CQI.</p> <p>Invite them to bring ideas or questions to our team. Make CQI a support.</p>
41	Have dedicated analyst to focus on CQI for CWS/Adoptions.
41	In my county, if I were bold, I would recommend mandatory CQI training and reading starting from the top and work down.
41	<p>Have CDSS use consistent definitions/processes on case reviews so consistent throughout state (and no, it is not currently).</p> <p>First step: select workgroup to identify/describe definitions.</p>
41	<p>CQI PAs have regular meetings with the Executive Team to discuss the KDR, what measures it includes, what the data is or isn't telling us and planning around this.</p> <p>Discuss KDR at Steering Committee.</p>
41	<p>Challenge County Directors it not truly committed to CQI.</p> <p>Step 1: have a retreat with Director or a 1:1 session. If full of excuses, then leave.</p>
41	<p>I would recommend we have a full time QA, a full time trainer, and we begin to examine all of the programs of improvement occurring, and potentially use CQI to measure our efforts.</p> <p>First step: determining buy-in from upper management.</p>
41	<p>Have the system of improvement be driven from the bottom up rather than top down.</p> <p>First step: institute 20% rule (from technology) for all line staff and make system improvement (and practice improvement) integral to new CWW training.</p>
40	Work with team to formally process CFSR data collected and define trends—if any—and share the data.
40	Gather more consistent data by developing an easier, simpler gathering technique.
40	Have Executive leadership trained in CQI.
40	<p>Require one day per quarter in which all staff engage in CQI processes—get to work on anything they want.</p> <p>First step: start with my staff.</p>
40	<p>Be able to convince upper management that CQI is a valuable process to see changes that need to be made—even with them.</p> <p>Add reviewer staff.</p>
40	We would make the SIP real (as in, “we’re really going to implement this strategy by taking these steps”) and we would review the SIP regularly to determine what’s working, what’s not and what we should do next (i.e. review and revise).
40	<p>Move CQI forward in CA: \$/staff to each County to have a CQI unit.</p> <p>First step: take a look at the current CQI system/process.</p>