

Including and Unleashing Everyone in CQI: A Deep Dive into the Complexities of Constituent Involvement

March 28, 2019



A Plan for this Morning

- Constituent Involvement ‘Living Room Discussion’/ Fishbowl
 - Why CI may be vital for CQI
 - The complex realities we face
- What are the Concerns You Have about Constituent Involvement in CQI?
- Small Group Discussions on these Concerns and Potential Success Strategies
- Generate Principles and Ideas for Successful Constituent Involvement in CQI

Meaningfully engaging everyone, from service recipient to executive leaders

Constituent Involvement



Constituent Involvement in CQI: Living Room Discussion/ Fishbowl

Share KnowHow Gained from CI in CQI Experience with a Larger Community



Who's Here?

Tricia Gonzalez, Fresno County

Rochelle Trochtenberg, State Foster Care Ombudsperson

Andrea Rogerson, Family Liaison, Mariposa County

Stevie Rodgers, CDSS

Leslie Salmon, Santa Clara County

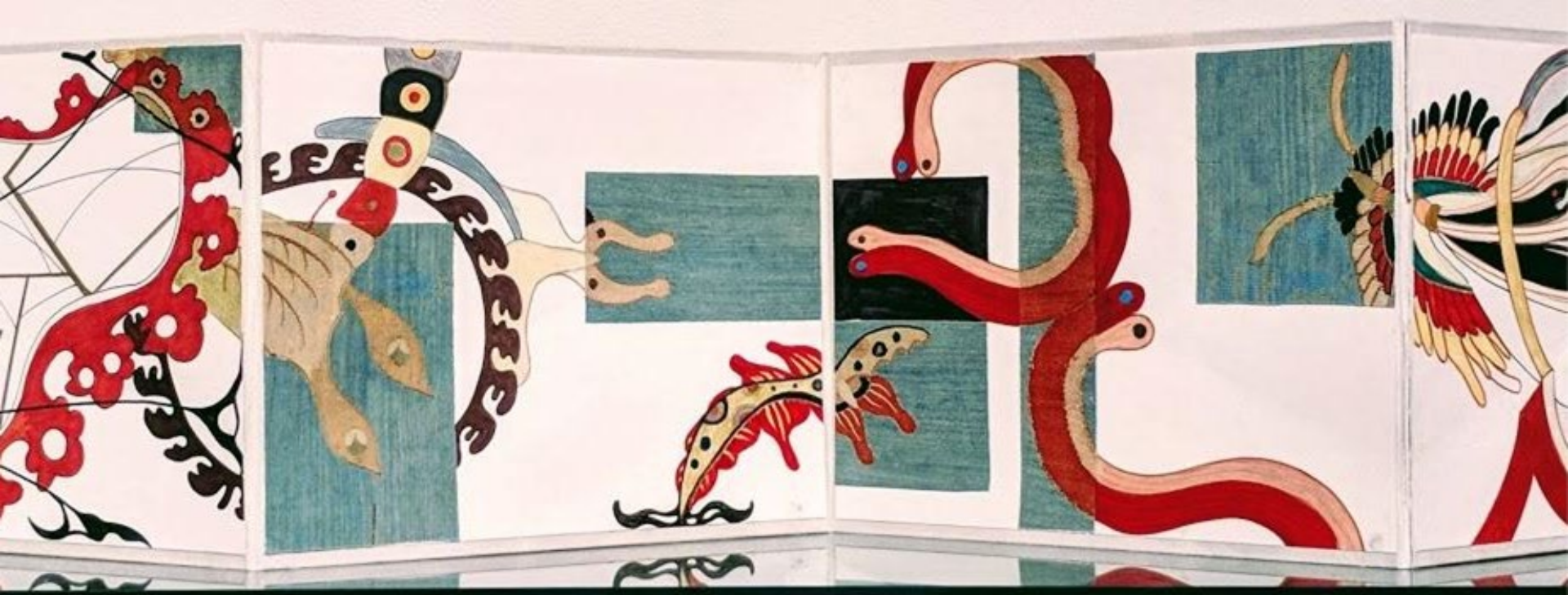
Dan Little, Santa Clara County

Peter Watson, Casey Family Programs

Why is constituent involvement in CQI important to you?

In your experience what has been the good, bad, ugly, and lovely of constituent engagement in CQI?

***What questions or curiosities do you have
for the fish?***



An Anxiety Circus

Sift-and-Sort a Group's Biggest Fears & Anxieties



Instructions & Steps

1. Alone, invite everyone to write down a fear or anxiety they have about constituent involvement on an index card. [2-3 mins]
2. Once everyone has their fear or anxiety written down, invite them to stand up and start milling about and passing cards. [2-3 mins]
3. *DING* the bells, stop, open whatever card you are holding, read it, and then write a score of 1-5 on the backside. 1 = "I get this fear, but don't share it"; 5 = "Wowza! Me, too!"
4. Keep passing and rating for 5 total rounds. Ask everyone at the conclusion of the final round to add up the scores and see what anxieties or fears are shared. [5 mins]



***Write down a fear or anxiety you have
about constituent engagement and CQI***

Pass cards without reading them.

STOP and read the card you are holding.

*Turn it to the blank side and write down
a score from 1 to 5.*

*1 = I understand this fear or anxiety, but
am not (too) worried about it myself.*

*5 = Yikes! This is worth spending some
time thinking through together.*

***After the 5th round of passing & scoring
total up the score on each card.***

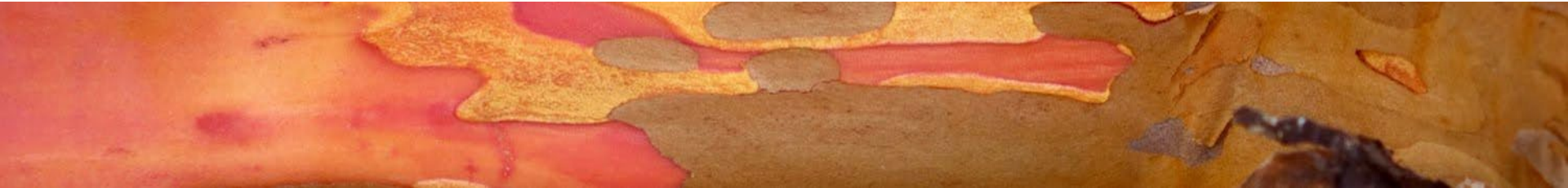
TOP ANXIETIES GENERATED

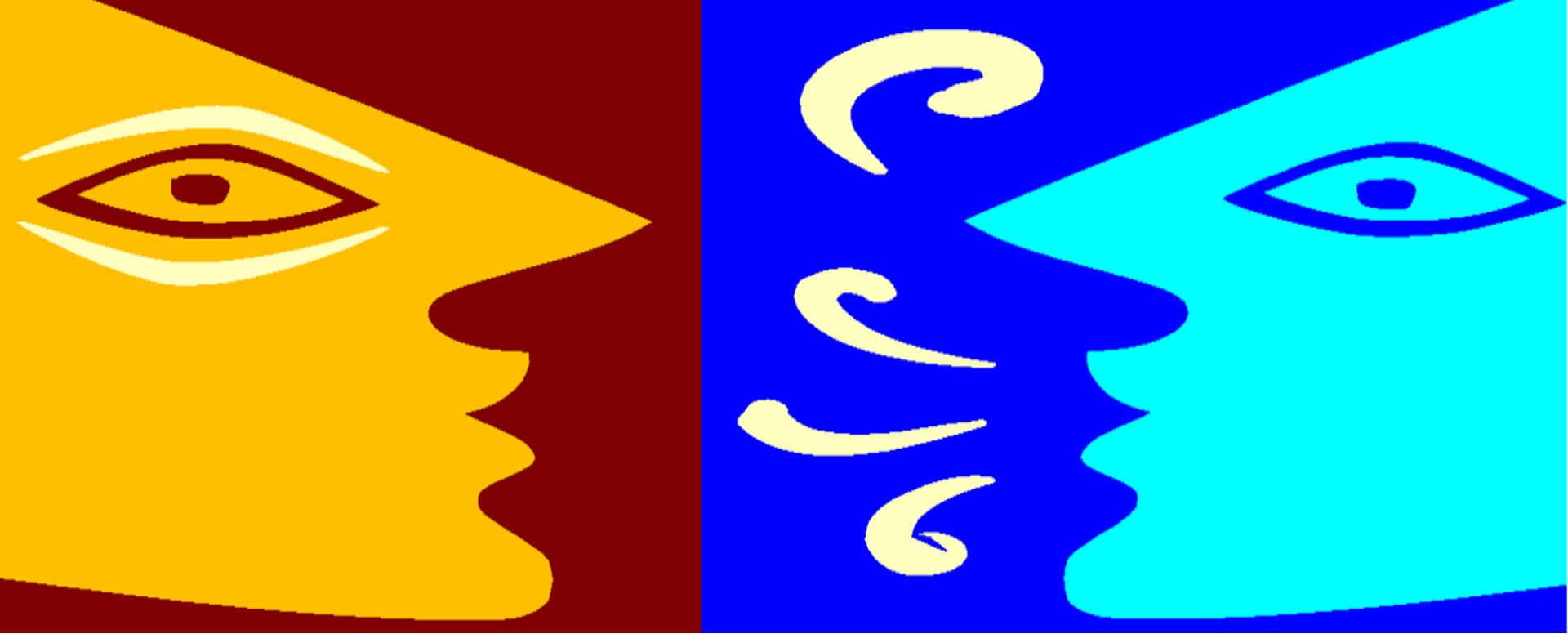
- Staff and constituents don't typically interact in this way. How to train both groups to provide experiences, needs, and perspectives that are respectful, not defensive, and open to what each has to offer. (score of 24)
- Opportunities for the youth to engage will not be given to them due to their situation in foster care (high needs youth) (score of 23)
- Getting constituents involved and maintaining their involvement. (score of 22)
- It's difficult to do good CI within normal business hours and to ask staff to work later/ weekends poses both financial and other issues. How do you strike a balance of constituent needs and staff needs? (score of 22)
- Constituent involvement is hiding behind data. Constituents aren't broken down into groups and really engaged with community via group talks. (score of 21)
- How to initiate/ begin the conversation regarding findings. (score of 21)
- What to do when constituent values (ie resource parents who don't want to work with bio families of support reunification) conflict with best practice/ agency vision. (score of 20)
- Constituent lack of trust... contagion of lack of trust from group to group. (score of 20)
- Getting over the fear that "we are providing ammunition for further retaliation". Time to prep staff and stakeholders to use data. (score of 17)
- My county includes constituents in planning groups and events. However, we don't do a good job of including them in ongoing work. (score of 17)
- Having young people or parents be prepared to be in the room with staff that are resistant to young people/ parents being at table. (score of 17)
- Social workers don't see themselves as part of a CQI process. They perceive a history of just being told to implement changes without input, which they resent but also accept. (Score of 16)
- Balancing and validating the hurt experienced by constituents with the support and validation needed by staff in doing their work. (score of 14)
- Readiness to engage understanding of system/ roles/ mandates/ preparation/ education (score of 16)
- When talking to stakeholders and focusing on the flaws or areas of improvements which sometimes results in losing engagement (score of 14)
- Believe that CPS is not protecting children. (score of 13)

Debrief

What are the major anxieties that stand out?

Are there patterns?





Conversation Cafe

Engage everyone in making sense of profound challenges





6 Conversation Café Agreements

- Suspend judgment as best you can
- Show respect one another through curiosity, patience, and deep listening
- Seek to understand rather than persuade
- Invite and honor diverse opinions
- Speak what has personal heart & meaning
- Go for honesty and depth without going on, on, and on

What is your experience, feeling, or orientation to all of the anxieties that we just revealed?

Are there principles, ideas, must do's or not do's that come to mind as you think about CI in CQI?

Round 1 One-by-one each person shares their perspective on the question or topic. Pass the object around the circle so that everyone has a chance to contribute. [10 mins]

Round 2 Open discussion.

Round 3 Go around the circle with each person describing what they are taking away from the conversation. [5 mins]

Top Takeaways/ Ideas from Each Group

1. Being deliberate about who we have at the table over time. Our agency is changing, our participants should change. Address issues we have now, not from 5 years ago.
2. Staff are constituents, too--they have a lot to offer. They are often overlooked in these conversations and get the “crunch” in the middle, between executive leadership and advocates.
3. Trust building with all partners. How do we think about building relationships and working partnerships over time?
4. Groups to include: judges, SWs, youth, families, policy. People, management. Provide training, support, pay, food, transportation. Ask for feedback. Create a dashboard. Fund and partner with organizations that are experts in engagement. Utilize technology.

Debrief

What did hear in your conversations?

What stands out? What feels important?



Learn More about Liberating Structures

Tools and Resources



Tools and Resources

- Central Texas Liberating Structures User Group
 - Meets monthly, free of charge. Every other month is virtual.
 - <http://www.meetup.com/Central-TX-Liberating-Structures-User-Group/>
- Liberating Structures Website
 - Summary of every LS, videos, stories, TONS of information.
 - www.liberatingstructures.com
- Book, *The Surprising Power of Liberating Structures*
- Liberating Structures App
- Slack: <https://goo.gl/u5YTWq>