

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

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TOP ANXIETIES GENERATED

- Staff and constituents don't typically interact in this way. How to train both groups to provide experiences, needs, and be 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 union 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 county staff in 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 the 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 the 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 engagements (score of 14)
- Believe that CPS is not protecting children. (score of 13)

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.