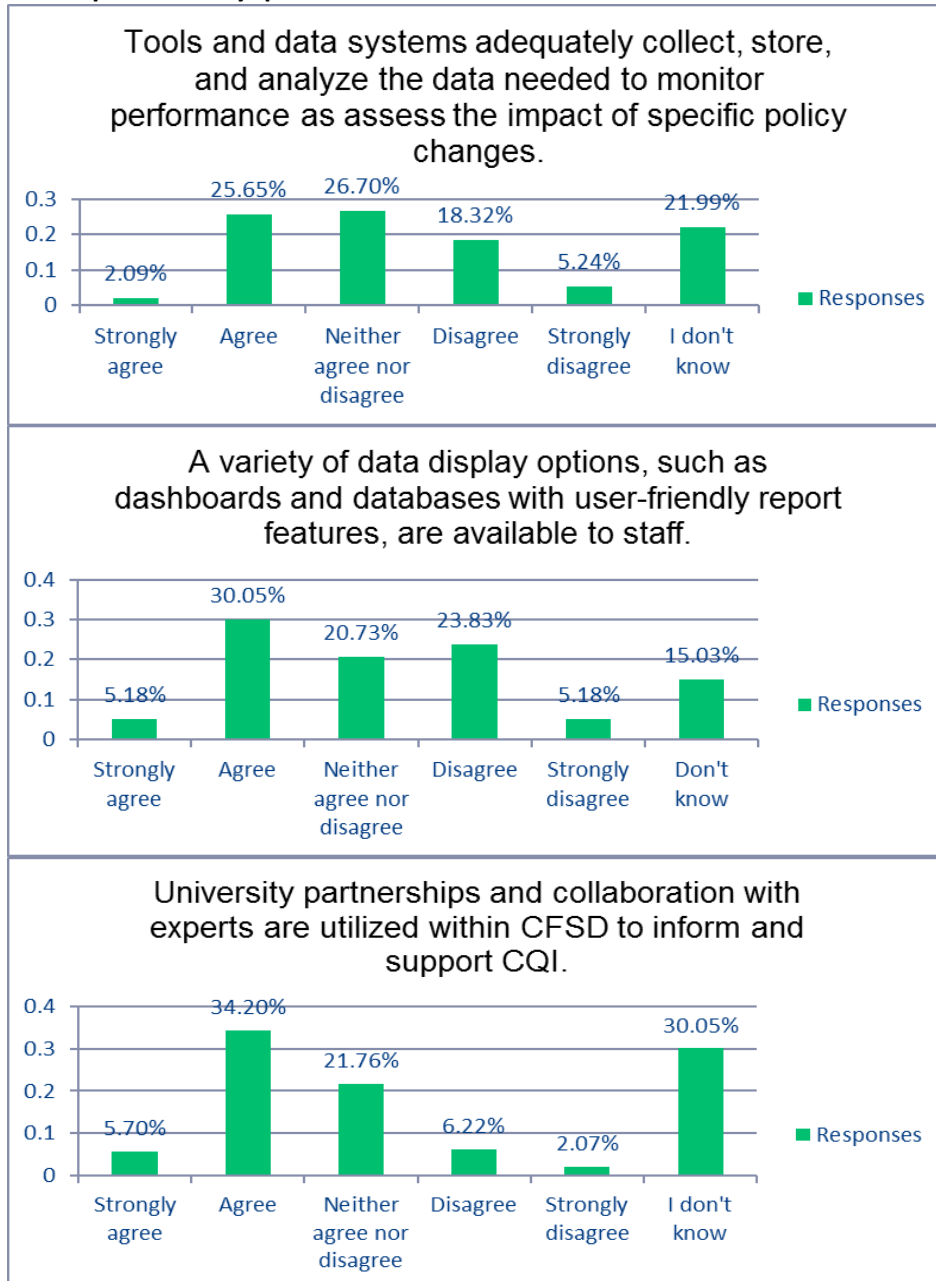


## Self-Assessment Worksheet

### Essential CQI Element: Foundational Administrative Structure to Oversee and Implement CQI

- *"Staff are afforded access to up-to-date technology and other Resources to assist in the use of data/evidence needed to make informed decisions."*
- Used Surveys and Focus Groups to gather data:

#### Developed 3 Survey questions:



**Asked 1 Focus Group Question:**

“What technology and data resources are available to you to help identify and use data or information to make decisions in your work?”

<b><u>Theme 1: Reference Materials</u></b>	<b><u>Theme 2: Data/databases</u></b>	<b><u>Theme 3: Equipment</u></b>
<ul style="list-style-type: none"> <li>▶ LegInfo</li> <li>▶ Google</li> <li>▶ LAS</li> <li>▶ Legislation</li> <li>▶ Intranet</li> <li>▶ Book of Laws</li> <li>▶ List of Data Contacts</li> <li>▶ Policies</li> <li>▶ Data Slam Training</li> <li>▶ Lexus Nexus</li> <li>▶ Google Maps</li> <li>▶ Child Welfare Information Gateway (CWIG)</li> <li>▶ Project Management</li> <li>▶ JIRA</li> <li>▶ Sharepoint</li> <li>▶ Salesforce</li> <li>▶ iManage</li> </ul>	<ul style="list-style-type: none"> <li>▶ SDM</li> <li>▶ Salesforce</li> <li>▶ CWS/CMS</li> <li>▶ CWDAB</li> <li>▶ RPS Staff</li> <li>▶ CWIP – Outcomes Data</li> <li>▶ SafeMeasures</li> <li>▶ Efforts to Outcomes (ETO)</li> <li>▶ ICPC Database</li> <li>▶ MTS</li> <li>▶ Local level data (OCAP)</li> <li>▶ ETOOL</li> <li>▶ Excel</li> <li>▶ VCC</li> <li>▶ CCR Dashboard</li> <li>▶ MAI</li> <li>▶ Adoption 200</li> <li>▶ Adoption database</li> <li>▶ Microsoft Access</li> <li>▶ Conference Calls</li> <li>▶ Survey Monkey</li> <li>▶ DHCS Data</li> <li>▶ CSSR Dashboard</li> </ul>	<ul style="list-style-type: none"> <li>▶ Scanner</li> <li>▶ Telephone</li> <li>▶ Computer</li> <li>▶ Cellphone</li> <li>▶ Laptops</li> <li>▶ Calendar</li> <li>▶ Printer</li> <li>▶ Email</li> <li>▶ PowerPoint</li> </ul>

<b><u>Theme 4: Areas Needing Improvement</u></b>
<ul style="list-style-type: none"> <li>▶ No centralized system</li> <li>▶ Have data but not used or analyzed</li> <li>▶ Different language for all tools (Silos)</li> <li>▶ CWS/CMS Data Quality</li> <li>▶ No standard training</li> <li>▶ Not enough automation</li> <li>▶ Too many Excel documents</li> <li>▶ No input from end-user regarding technology</li> <li>▶ No follow-up when form completed incorrectly</li> <li>▶ Updated technology (laptops, Java, Adobe Pro accessibility for all employees, System updates to technology, Accessibility for New Case Entry Database</li> </ul>

**Quotes from Focus Groups**

- “We work with a lot of data, but I feel it would be beneficial to go over the data with the person providing it to me within CDSS so that I can have a meaningful conversation with the county.”
- “There can be a disconnect between the language utilized between the department, counties and local service providers regarding the meaning of data, how to track data, and how to interpret data.”
- “We have these data sources, but there are significant data quality issues with CWS/CMS, which is the origin of all the data.” ‘

## Rating Categories:

**4: Excellent:** The agency's commitment to providing an array of technology resources that support decision-making and service delivery efforts of staff is evident. The agency keeps information systems up to date, and staff at all levels have ready access to data that is reliable and easy to use. Staff, including contracted private agency staff, are supported by a wide range of available data to make evidence-based decisions. The agency values university partnerships and readily leverages them to support key programs and initiatives through the use of data analytics and specialized program evaluation. Having easy access to the kinds of information that support full participation in the CQI process is a given.

**3: Good:** The agency may have invested in the development or upgrading of its internal data systems but is facing challenges in coordinating data exchanges with external entities. The agency may have partnerships with universities for data-related support, but the focus generally is limited to specialized agency projects or initiatives that do not target or support the agency's broader mission and outcome goals.

**2: Emerging/Developing:** The agency is aware of its technological challenges but does not have a clear path toward addressing the issues. Limitations may include that plans to address challenges are in the early stages of implementation. A limited menu of data reports may be available, but does not provide the depth or quality of information needed to genuinely assist staff. Staff with more knowledge of the agency's data systems may be able to procure ad hoc reports more readily. University partnerships lack a clear agenda/purpose or target a specific project that does not resonate with or impact the majority of agency staff in their day-to-day work.

**1: Minimal/Not Present:** The agency's technical infrastructure is extremely limited, and the agency does not have a plan in place to address the issue. Data reports are not available to staff, and even requests for ad hoc reports pose a genuine challenge. The agency does not engage in formal partnerships with universities for support in the analysis and use of data. Case reviews and surveys, if used, must be completed with pen and paper, and data are not easily compiled for analysis.

## Resources

<https://capacity.childwelfare.gov/states/focus-areas/cqi/self-assessment/>

[https://www.acf.hhs.gov/sites/default/files/acyf/qualitative\\_research\\_methods\\_in\\_program\\_evaluation.pdf](https://www.acf.hhs.gov/sites/default/files/acyf/qualitative_research_methods_in_program_evaluation.pdf)