Welcome

Let's get to know each other!

Based on your position/ role within your county, please take a corresponding sticker and place it in your county on the map.

Director/ Program Manager: Red
Supervisor: Green
Case Review staff: Yellow
Analyst: White
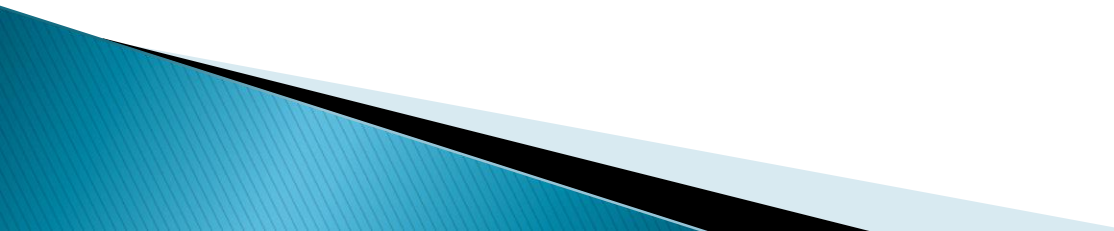Social Worker/ Probation Officer/ all others: Blue
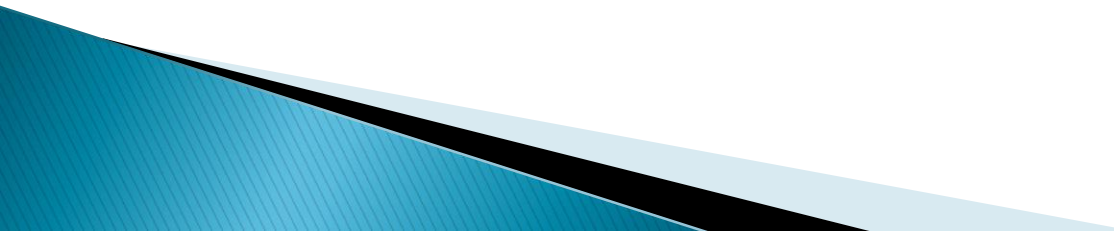
Introductions

- Who are you?

- What county are you from?

- What is your position/role?
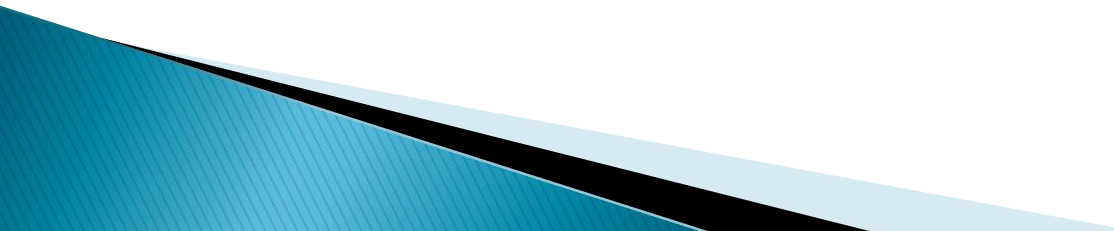
- What do hope to get out of this workshop?

AGENDA

- Welcome and Introductions
- The 5 Steps of CQI and the C-CFSR Process
- County Sharing of their C-CFSR Process
- Group Activity
- Closing

The California–Child and Family Services Review (C-CFSR):

Pursuant to Assembly Bill 636 (Chapter 678, The Child Welfare System Improvement and Accountability Act of 2001), the Child Welfare Outcomes and Accountability System was established in California to improve child welfare outcomes for children and their families.

- This system includes continuous quality improvement, interagency partnerships, community involvement, and public reporting of program outcomes
- Data is used to inform and guide both the assessment & planning processes, and to analyze policies & procedures.

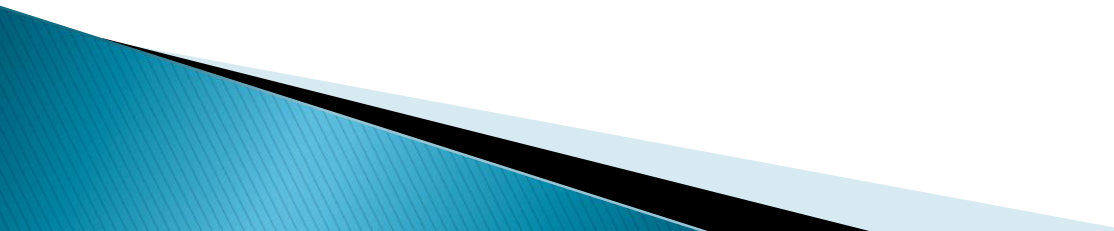# CQI : Step 1 Define the Problem

- It is important to spend time at this step making sure you have identified exactly what it is you want to know.

- What is the problem you are trying to solve? Is it a Child Welfare outcome? A policy issue? A practice concern?

- What type of data will get the answer you are looking for? (i.e., administrative data, programmatic data, survey, etc.)

CQI : Step 2 Understand Underlying Conditions

- Examine data to understand the problem.

- Assess missing data that is needed.

- Root Cause Analysis (RCA) is a process or procedure that helps guide people to discover and uncover the initiating causes of a problem

C-CFSR : The County Self-Assessment (CSA)

➢ Completed every five years by a county in coordination with our local community partners.

➢ A comprehensive review of the child welfare and probation placement programs, from prevention and protection through permanency and aftercare.

➢ Identifies themes discovered during the assessment process.

➢ Consists of an analysis of the federal and state data measures (CCWIP & SafeMeasures), qualitative data (Case Reviews & Peer Review), systemic factors, as well as all program areas.
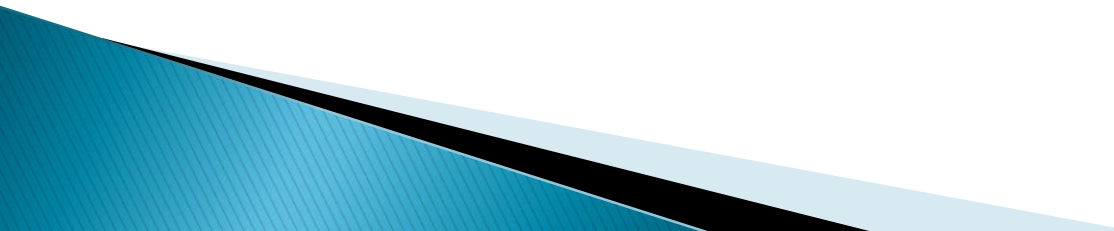
Federal Outcome Measures:

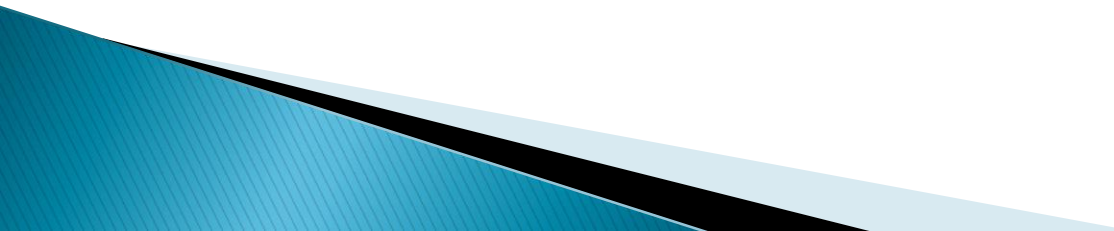| Outcome Measure	National Standard
S1: Maltreatment in Foster Care	< 8.5
S2: Recurrence of Maltreatment	< 9.1%
P1: Permanency in 12 Months (Entry Cohort)	> 40.5%
P2: Permanency in 12 Months (12-23 moths)	> 43.6%
P3: Permanency in 12 Months (24+ Months)	> 30.3%
P4: Re-entry to Foster Care in 12 Months	< 8.3%
P5: Placement Stability	< 4.12

Systemic Factors:

- Management Information Systems
- County Case Review System
- Foster and Adoptive Parent Licensing, Recruitment and Retention
- Staff, Caregiver and Service Provider Training
- Agency Collaboration
- Service Array
- Quality Assurance

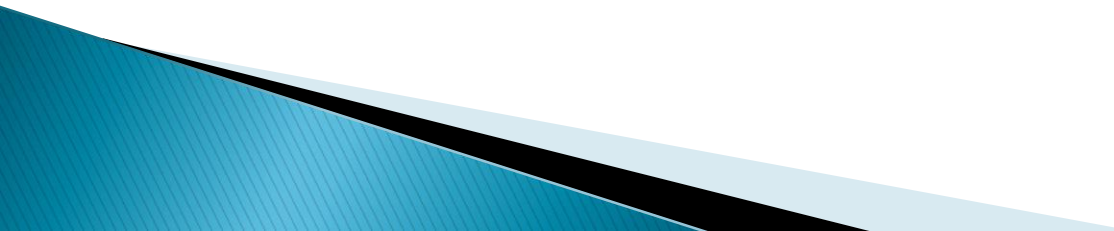# CQI : Step 3 Identify a Solution

- Actionable strategies should be grounded in the evidence you found in step 2.

- It is important to keep in mind that if the strategy or tool does not address the conditions in your system, it will not help to change outcomes in the way that you are seeking.

- Strategies should focus on the root cause and target the identified problem.

CQI : Step 4 Implement the Solution

- Once your strategies/tools have been selected, it is important to establish a plan for implementation.

- The plan must first delineate those tasks that are needed to effectively change the system or practice.

- The plan should also include steps to put in place the data reports/benchmarks for an evaluative component designed to provide measures of initial and intermediate outcomes

C-CFSR : The System Improvement Plan (SIP)
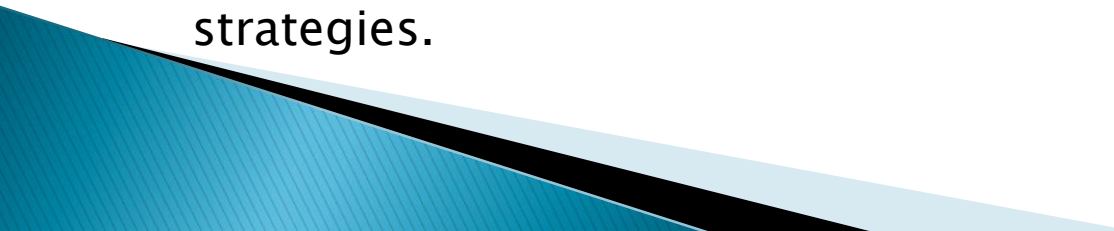
- ➤ Operational agreement between the CDSS, County Child Welfare Departments and Probation Placement Agencies to improve their Child Welfare system.

- ➤ Provides an outline for how the county will improve their system of care for children and families.
  - ▪ Action steps
  - ▪ Target implementation/completion dates
  - ▪ Identifies the person/people responsible

- ➤ Is a commitment to specific measurable improvements (target improvement goals).

Step 5. Test and Revise

- It is critical to incorporate a monitoring process to assess whether the strategy has been successful.

- Similarly it is important to have in place a way to monitor for unintended consequences.

C-CFSR : Monitoring Data & the SIP Progress Reports

- Quantitative outcome data is monitored on a quarterly basis.

- Progress on strategy and action step completion are reported yearly (for 4 years) in the SIP Progress Reports.

- Linking program processes and performance with outcome measures helps evaluate progress and modify the program/practices as appropriate.

- A flexible approach to planning for system change and may be adjusted to address ongoing barriers and challenges to completing strategies.

- Data is used to make decisions about future program goals and strategies.

CQI Process

1. Define the Problem
"What is our current performance?"

2. Understand Underlying Conditions
"What underlying conditions contribute to current performance?"

3. Identify a Solution and Plan for Implementation
"Given the conditions underlying current performance, what can we do to improve the outcome?"

4. Implement the Solution
"How do we ensure fidelity to the implementation plan?"

5. Test the Solution and Revise Approach as Needed
"Did the solution lead to the desired change? What strategic decisions should we make in light of the results?"

The C-CFSR Five-Year Cycle

YEAR 5/Planning

1st 6 Months
CSA and Peer Review

2nd 6 Months
SIP Development

CAPIT/CBCAP/PSSF Annual Report
Data Analysis
Stakeholder Engagement
Case Reviews

YEAR 1

1st Progress Report Due

CAPIT/CBCAP/PSSF Annual Report

Data Analysis

Stakeholder Engagement

Case Reviews

YEAR 2

2nd Progress Report Due

CAPIT/CBCAP/PSSF Annual Report

Data Analysis

Stakeholder Engagement

Case Reviews

YEAR 3

3rd Progress Report Due

CAPIT/CBCAP/PSSF Annual Report

Data Analysis

Stakeholder Engagement

Case Reviews

YEAR 4

4th Progress Report Due

CAPIT/CBCAP/PSSF Annual Report

Data Analysis

Stakeholder Engagement
Case Reviews

CQI
Define
Understand
Identify a
Solution/Plan
Implement
Test and Revise

*ACIN No. I-77-18E: C-CFSR Five-Year Schedule (provides due dates for reports for each county)

County Example

1. **Define the Problem**
"What is our current performance?"

2. **Understand Underlying Conditions**
"What underlying conditions contribute to current performance?"

3. **Identify a Solution and Plan for Implementation**
"Given the conditions underlying current performance, what can we do to improve the outcome?"

4. **Implement the Solution**
"How do we ensure fidelity to the implementation plan?"

5. **Test the Solution and Revise Approach as Needed**
"Did the solution lead to the desired change? What strategic decisions should we make in light of the results?"

Group Activity

➤ **Form teams based on your position**

Director/ Program Manager: Red

Supervisor: Green

Case Review staff: Yellow

Analyst: White

Social Worker/ Probation Officer/ all others: Blue

➤ **Review the example provided regarding Fake County's C-CFSR process.**

➤ **Brainstorm what your responsibility would be based on your position if this was your county's CSA and SIP.**

➤ **Discuss your thoughts within your group.**

➤ **Be prepared to report out on a few of examples.**

Wrapping up

- Questions?

- Learn more about your county's C–CFSR process. Where in the process is your county? What is your connection or role within the process? How does you work connect?

Thank you!