



Santa Cruz County: Case Review and CQI

CREATING SOMETHING FROM NOTHING

CQI CONFERENCE, MAY 28, 2019

Our CQI Model



How did we get here?

Initial Focus 2015-16

Build the team

Understand what is being measured and how

Get on the radar

2015

Supervisor (QA) got certified

Created position classification

Recruited & Interviewed

Outreach within child welfare division and other partners

Explored new concepts and how to translate

2016

Hired two reviewers

Reviewers got certified

Developed our process & protocols

Continued to educate & inform

Explored reports available in OMS

Developed **7 Outcomes Summary**

How did we get here?

Next Focus 2017-18

Refine process

Increase expertise

Maintain relationships

Get involved

Use the data

2017*

Focused on quality of review

Refined tracking systems and protocols

Joined workgroups and steering committees

Continued emails with highlights and the **7 Outcomes Summary**

CQI: SIT Tour/Top 5 Ideas

CQI: Began quarterly checks ins with Director/Assistant Director

2018

Conducted informal roundtables with units (check in & feedback)

Continued outreach with additional partners (CBH, CASA)

CQI: Safety Plan workgroup and implementation of new templates

CQI: Began quarterly check-ins/report outs to management team

CQI: Conducted deep dive for Fatherhood engagement project

* In July 2017, we became a PIP county, receiving additional oversight and feedback from the State on an ongoing basis

How did we do it?

- **Went slow to go fast**
 - Started with a conversation, not about the numbers, but about the concepts and themes
- **Made a concerted effort – initially and ongoing**
 - Built and maintained relationships (division, department, community)
- **Took a risk**
 - Leadership supported “just try something”, allowing us to be creative and learn from what worked well and what did not
- **Got involved**
 - Made time to participate in steering committees, workgroups and more
- **Tracked our efforts, not just our outcomes**
 - Replicability versus sustainability



Where do we go from here?

2019

- Make the data transparent and available (intranet)
- Implement Practice Highlights and Tips (quarterly)
- Collaborate with staff development (new and ongoing)
- Participate in the CSA process – include case review in PQCR and SIP
- Continue to explore ways to collaborate and support program in CQI

Lessons Learned



- Build and maintain relationships
- Know your resources – Know your supports
- Develop common language and understanding
- Leverage/align with existing efforts
- Consider both replicability and sustainability
- Try something and be bold

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