



# Workshop Objectives

Participants will:

- Learn the importance of developing a culture of continuous learning
- Learn strategies for creating a culture of continuous learning
- Learn how to identify “evidence” of a learning culture.

# Who's in the room?

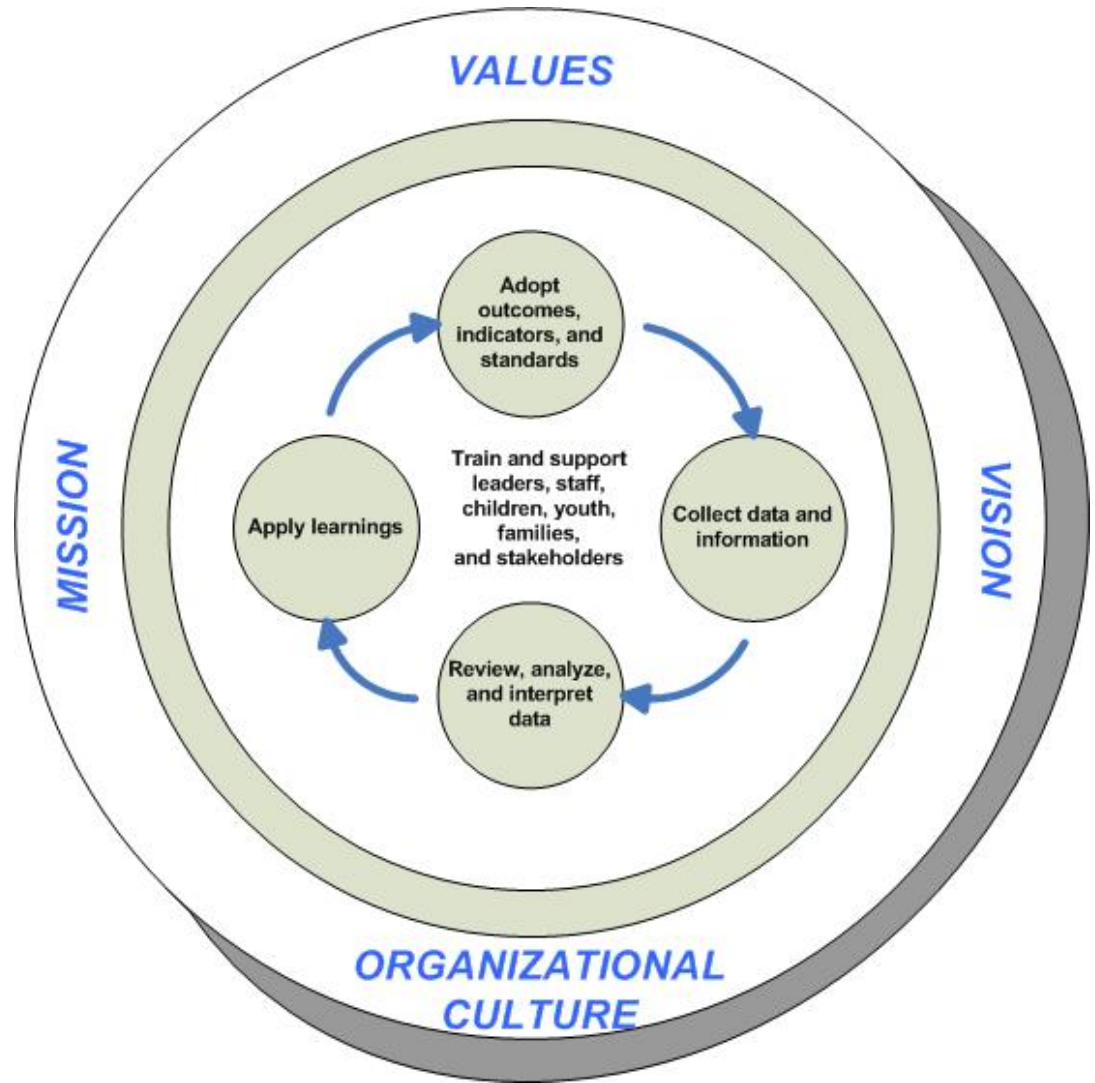
- County Director
- County CQI Director
- County CQI staff
- County supervisor or worker
- Other county staff
- County Probation Director
- County Probation staff
- State staff

# An informal definition of CQI...

CQI **engages** staff and stakeholders in a rigorous, ongoing process that **uses** data and information to **learn** what works, **determine** what needs attention and **decide** what we should do to **improve** our systems.



CQI is the most powerful catalyst for change when done right



# Why is a culture of continuous learning so important in child welfare?

- Efficient, effective responses are essential to our ability to achieve positive results
- Mid-course corrections can save time and resources
- Punitive environments contribute to high turnover

# How do you create a culture of continuous learning?

- Challenge assumptions and beliefs
- Encourage innovation and empower staff to test solutions
- Understand the problem before jumping to solutions

# How do you create a culture of continuous learning?

- Understand that risk and failure go hand in hand
- Ensure your system values grace as strongly as accountability



# What role do leaders play?

- Set expectations around reviewing and using data and information
- Model the use of data
- Communicate with staff about outcomes
- Engage leadership teams in CQI work

# What role do leaders play?

- Manage up and engage top level agency leadership in CQI
- Engage people throughout the agency and broader child welfare system
- Model and set expectations for how your CQI staff engage with people
- Look for ways to show CQI value and communicate that to people

# How will we know if we've created a culture of continuous learning?

- Change from compliance to outcome focus
- Strengths are recognized and leveraged
- Problem identification is viewed as a change opportunity
- CQI is not seen as something that “conflicts” with other priorities
- **Outcomes are improving**

# Please Contact Us with Questions

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