



Office of Children's Services
Empowering communities to serve youth

Using Continuous Quality Improvement (CQI) to Make a Difference in CSA: Super Heroes Unite!

2019 Statewide CSA Conference

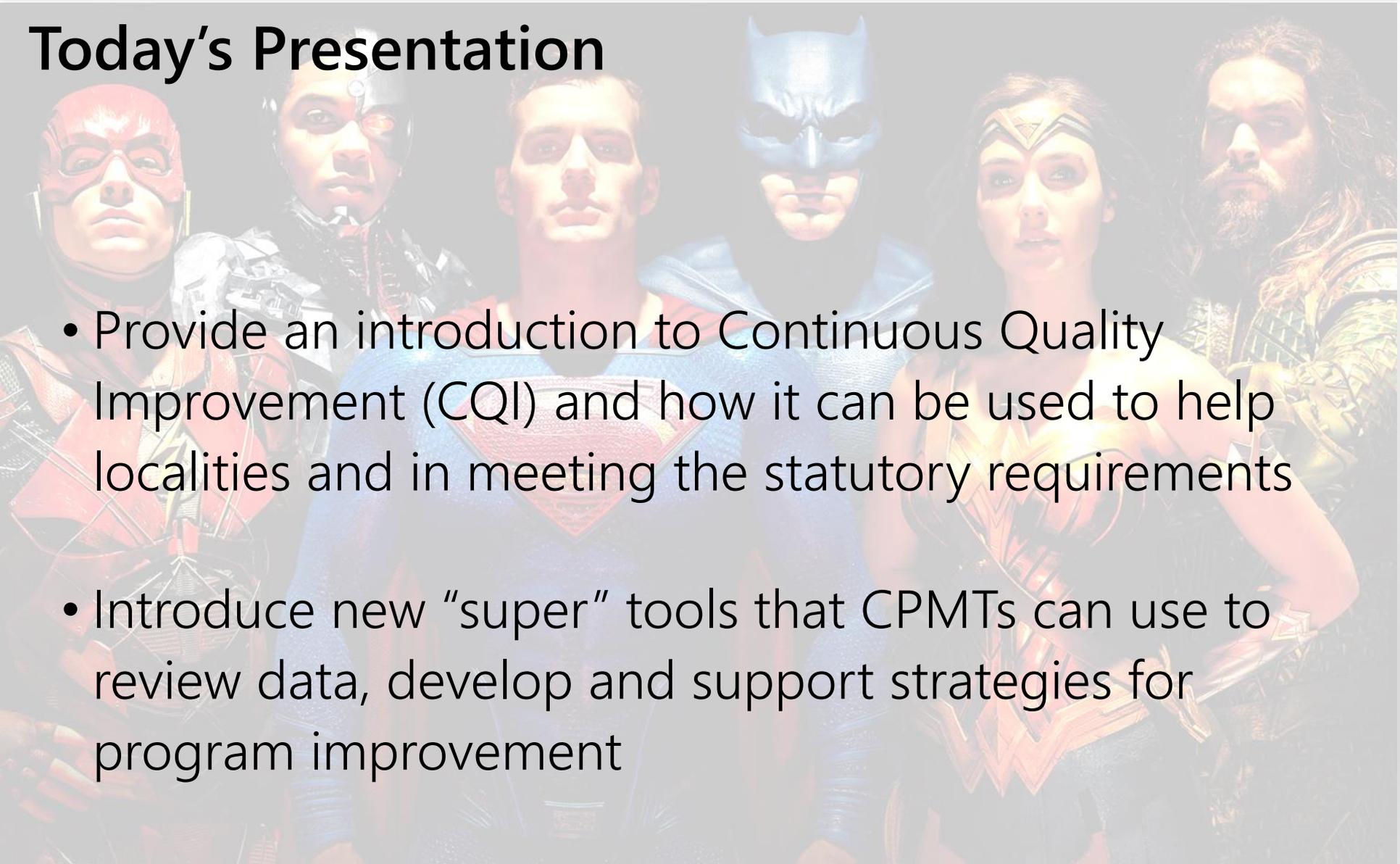
Who's Your Favorite Super Hero?



Superman, Wonder Woman or Batman?

Text OFFICEOFCHIL to 22333

Today's Presentation

- 
- A background image featuring a group of DC superheroes: The Flash, Cyborg, Superman, Batman, Wonder Woman, and Aquaman. They are all looking forward with serious expressions. The image is semi-transparent, allowing the text to be overlaid.
- Provide an introduction to Continuous Quality Improvement (CQI) and how it can be used to help localities and in meeting the statutory requirements
 - Introduce new “super” tools that CPMTs can use to review data, develop and support strategies for program improvement

Answering the Call: UM/CQI Workgroup



SEC Representatives

Mary Biggs & Greg Peters

VML & VACo

Janet Areson & Katie Boyle

CSA Coordinators

Crystal Bell

Rachel Lewis

Mills Jones

Jackie Zemmitt

OCS Scott Reiner, Exec. Director

Stephanie Bacote, Audit

Howard Sanderson, Research

Analyst & Creator, CQI Dashboard

Workgroup Goals and Priorities

To support and equip localities with:

- Clear and consistent terminology
- Easy-to-use tools to assist CPMTs with meeting COV requirements
- Program improvement strategies

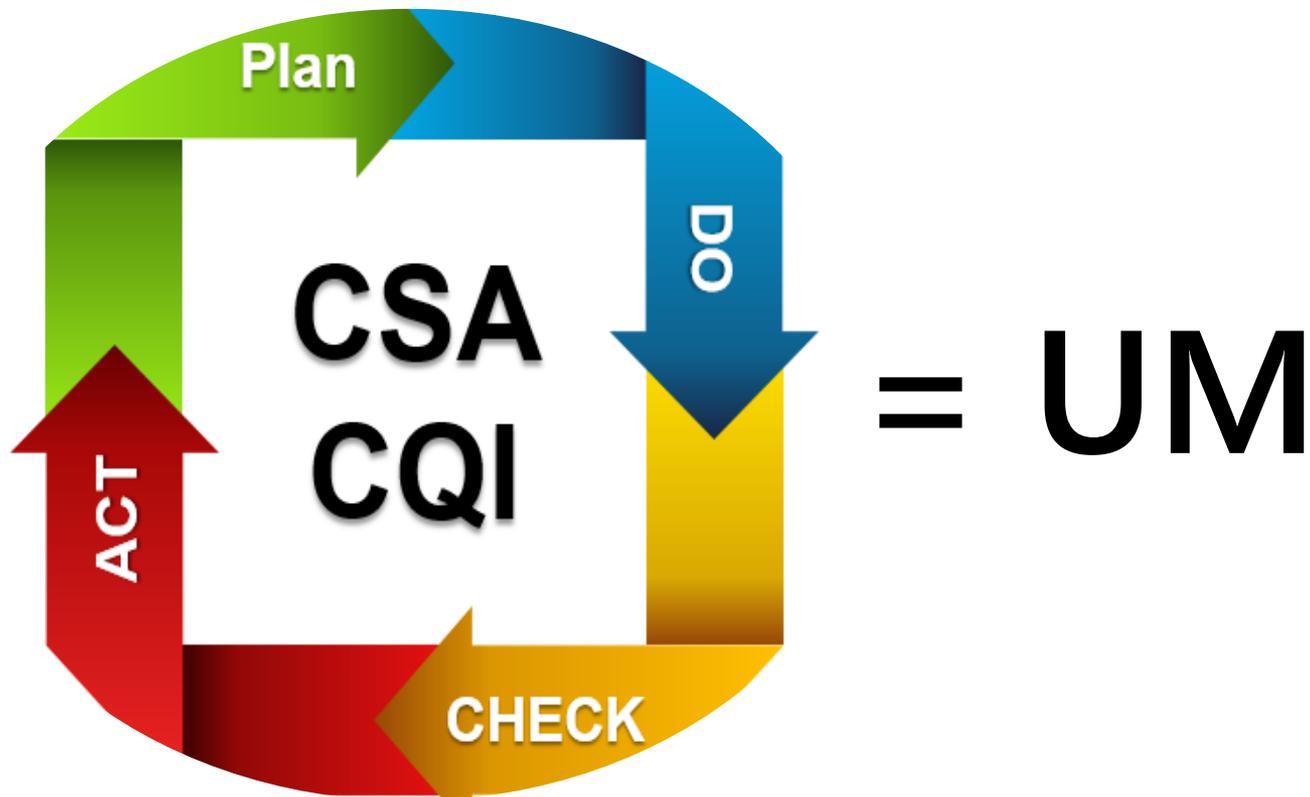


CSA CQI Toolkit

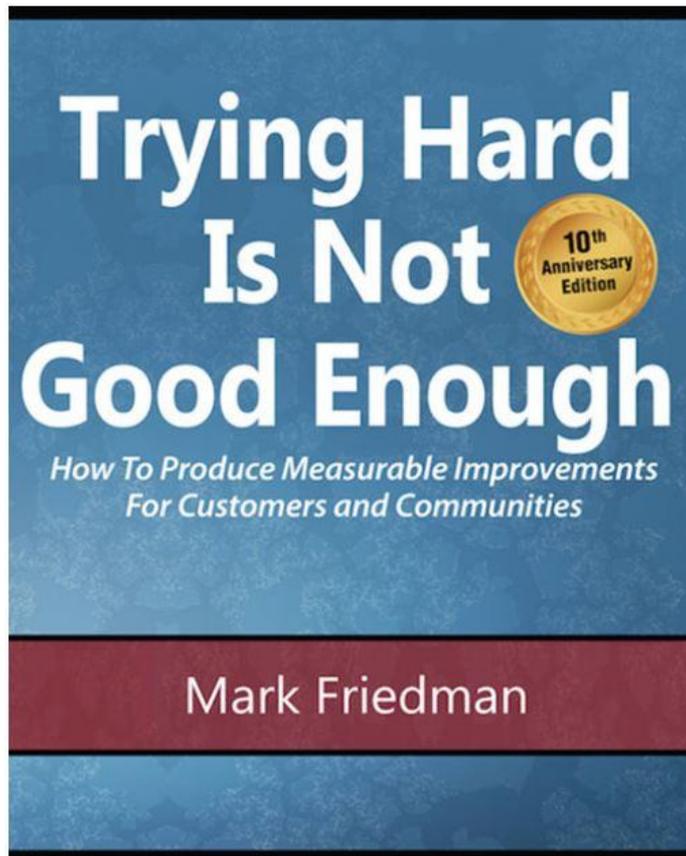


- Standard Terms and Definitions
- Data Dashboard
- Documentation Template
- Training Curriculum
 - Results-Based Accountability

Use CQI to Meet UM Requirements



CQI is reviewing data and using it to make plans and decisions to improve programs and outcomes



Results Based Accountability (RBA)

“A framework for getting from talk to action quickly and making a difference, not just trying hard and hoping for the best.”

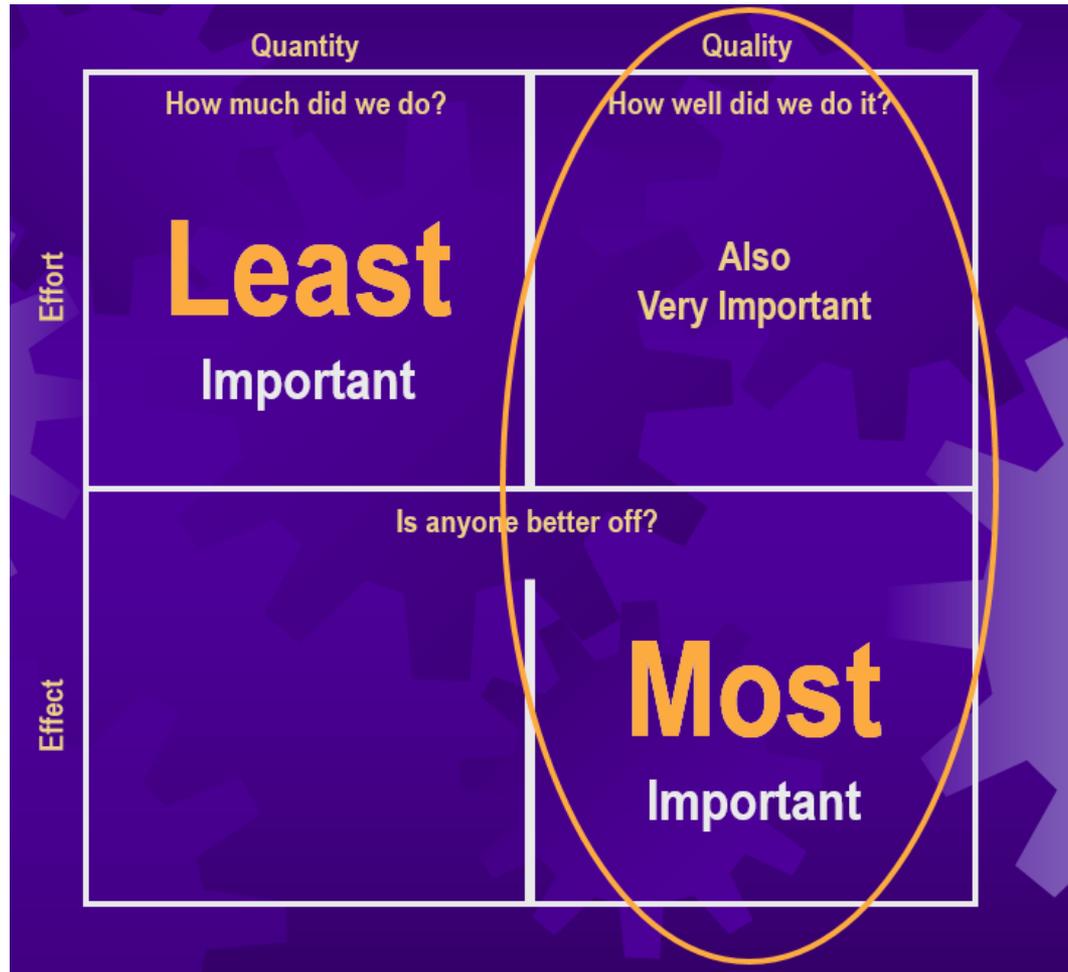
Asks three key questions?

- How much did we do?
- How well did we do it?
- Is anyone better off?

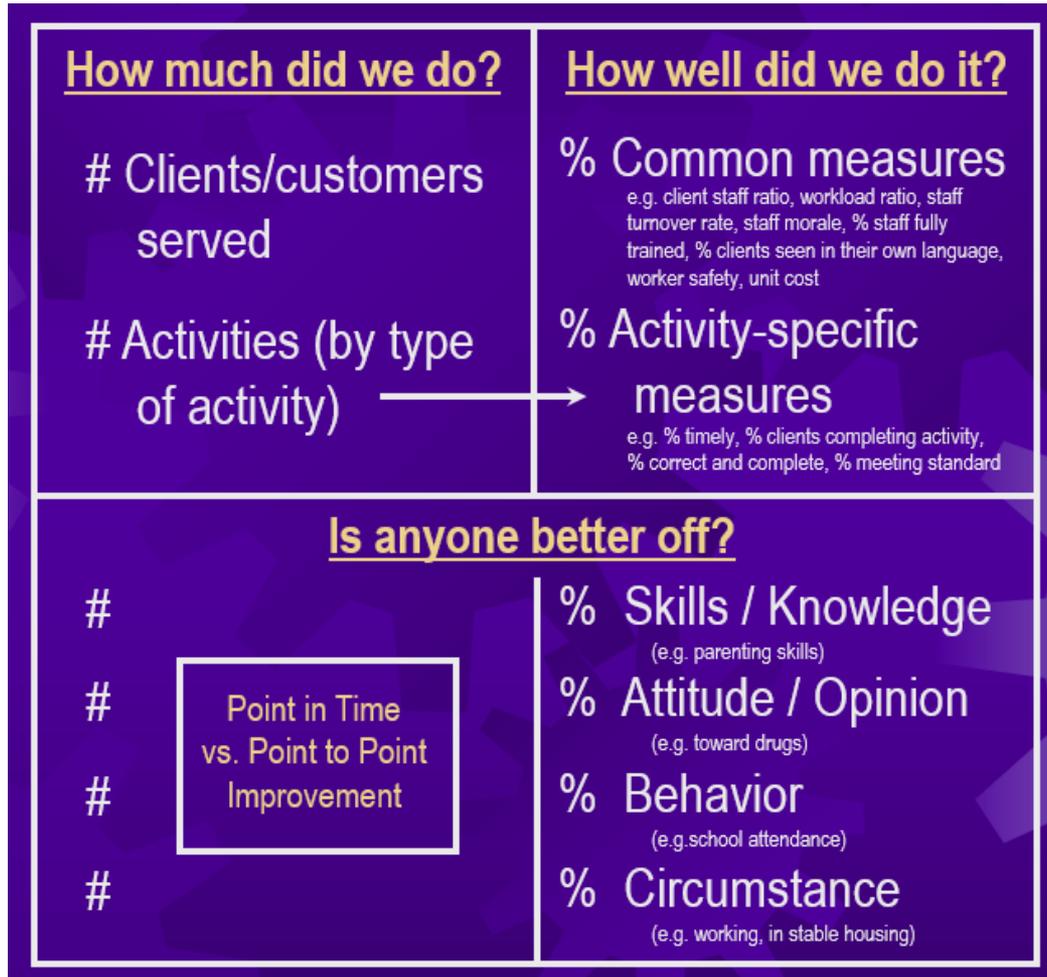
“All performance measures that have ever existed for any program in the history of the universe involve answering two sets of interlocking questions.”

	Quantity	Quality
Input Effort	How much service did we deliver?	How well did we deliver it?
Output Effect	How much change / effect did we produce?	What quality of change / effect did we produce?

Not All Performance Measures Are Created Equal



Data and Performance Measures in Each Quadrant



Percent of Children with Improved CANs Strengths Scores in FY 2018

A = How much did we do? (#)

B = How well did we do it? (%)

C = Is anyone better off? (# or %)

Total number of children/families receiving Intensive Care Coordination services

A = How much did we do? (#)

B = How well did we do it? (%)

C = Is anyone better off? (# or %)

Percent of CSA youth who were served exclusively in community-based settings

A = How much did we do? (#)

B = How well did we do it? (%)

C = Is anyone better off? (# or %)

CSA CQI Dashboard



Finance

Demographics/Utilization

Outcome Measures

Location
All

At-A-Glance

	FY 2017	FY 2018
	15,743	15,744
Distinct Child Count		
	391.3M	415.7M
Gross Expenditures		
	381.7M	394.0M
Net Expenditures		
	\$24,855	\$26,405
Average Expenditure		
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Base Match Rate		
	0.3440	0.3430
Effective Match Rate		

CSA CQI Documentation Template

CSA CQI Documentation Template For:						
Data Point Reviewed	CPMT Observations	Date Reviewed by CPMT	Planned Responses/Goals	Assignments and Responsibility (Assigned to)	Timeframe for Planned Action	Date Completed
Number of Children Served (Distinct Child Count)						
Total Gross/Net Expenditures						
Number of Children Served (Distinct Child Count)						
Demographics (Child Count or Percent by Race, Gender, Age)						
Child Count/Percent by Service Placement Type						
Total Gross Expenditures by Service Placement Type						
Outcome: CANS Child School Domain (upward trend=improvement)						
Outcome: Community-Based Services (upward trend=improvement)						

**CSA CQI.
Yes!**

**Thank
you!!**

Questions?

*Your super
powers are
showing!*

