

OCTOBER 17&18

2016 CQI CONFERENCE

IN PURSUIT OF QUALITY > IMPROVE...INNOVATE...ACHIEVE IMPACT

PRESENTED BY: THE ILLINOIS PRIVATE CHILD WELFARE AGENCY CQI COMMUNITY



SPONSORED BY: UNIVERSITY OF ILLINOIS SCHOOL OF SOCIAL WORK
CHILDREN AND FAMILY RESEARCH CENTER FOSTER CARE UTILIZATION REVIEW PROGRAM [FCURP]



THE ILLINOIS CQI COMMUNITY GROUP WELCOME MESSAGE

We would like to take this opportunity to **THANK YOU** for joining us for our second CQI Conference, “In Pursuit of Quality: Achieving Impact”. We have planned two full days of interactive workshops and presentations designed to enhance the knowledge and skills of quality improvement professionals throughout the human services community. We also see this as an opportunity to engage agency leaders, program staff, university partners, and other human service professionals in the CQI dialogue.

During the conference, you will hear from CQI professionals from Illinois, Texas and Missouri about some of the core foundational CQI activities and processes that can support your organization’s efforts to improve outcomes for children and families. You will notice our targeted focus on highlighting the unique needs of human service agencies to operationalize key CQI concepts, tools and processes in order to achieve impact. You will also get a national perspective on CQI from our keynote speaker, Debra Natenshon, a national expert and influential social sector thought leader in outcome management.

We would like to extend our gratitude to Dean Wynne Korr and the administrative staff at the University of Illinois–Urbana-Champaign’s School of Social Work for so graciously hosting and supporting this event. Without this support, the 2nd Annual CQI Conference would not have been possible.

This is an exciting time for our CQI community as we continue to grow and learn from one another. Thank you for attending our conference and bringing your expertise to our gathering. You, as leaders of excellence, have the vision, the knowledge, the wherewithal and the experience to pursue quality. We hope you will take full advantage of the opportunities available at the conference, and that it will be a source of information and inspiration as you continue in your efforts to improve the lives of children and families across Illinois.

-The Illinois CQI Community Group

Mission: A community of human services professionals that will promote and enhance the value of CQI by providing opportunities for professional development, peer support, and collaboration.

The Illinois CQI Community Group consists of human service agency CQI professionals throughout the state of Illinois interested in sharing resources, supporting professional development, and networking with peers in the area of continuous quality improvement. The Illinois CQI Community Group was formed in December 2013, and was modeled after a similar quality improvement group that existed from the late 1990’s to the mid-2000’s called The Quality Services Initiative. The Illinois CQI Community Group represents an expansion of the earlier initiative that includes increased structure and represents an increased desire to professionalize the field of CQI in human services. The Community meets every other month to discuss topics relevant to current CQI practice. The meeting structure consists of a presentation on a particular CQI topic selected by the group, followed by resource sharing and networking. Topics covered have included Excel Basics, Preparing for COA, Utilizing Survey Monkey, and Engaging Staff in QI Teams. Currently, there are approximately 140 CQI professionals participating in meetings which take place in-person across the state of Illinois and via web conferencing for those out of state persons interested in participating.

You can find out more information and past meeting presentations on our website: <http://cqi.cfrc.illinois.edu/>

If you are interested in participating in future meetings, please contact Jackie Schedin, CQIR Director, One Hope United, jschedin@onehopeunited.org

THANK YOU TO OUR IMPACT SPONSOR (\$1000+)



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EDUCATING > INNOVATING > ADVOCATING > TRANSFORMING
STRENGTHENING VULNERABLE FAMILIES



WELCOME FROM DEAN WYNNE KORR AND THE SCHOOL OF SOCIAL WORK

Welcome to the University of Illinois at Urbana-Champaign. We at the School of Social Work and the Children and Family Research Center are pleased to be sponsoring this conference. Bringing continuous quality improvement processes to your work on behalf of vulnerable children and families is critically important. We stand with you in the desire to enhance the safety and well-being of children who have experienced abuse and neglect.

Sincerely,
Wynne Sandra Korr, Dean and Professor

www.socialwork.illinois.edu

KEYNOTE SPEAKER:
BUILDING A LEARNING CULTURE: YOU GET IT; HOW TO SPREAD IT!?
DEBRA NATENSHON, MS



As CQI professionals, you intuitively understand the concept and practice of learning and adapting to data. In fact, you thrive on the possibilities of improvement. But you may be limited by several factors: perhaps executive or board leadership values the certainty of the status quo over the possibilities of change. Or, perhaps you face staff and colleagues with a mindset of “if it isn’t broken, don’t fix it”. We’ll explore how you can infuse the ideas of continuous improvement throughout your organization so more people breathe outcomes, think outcomes and act outcomes.

Debra is a national expert and influential social sector thought leader in outcome management. Debra leads DBN & Associates, L3C, a social purpose consultancy. She works with sector-wide efforts, cohorts, and organizations to define social change based on client results, rather than on well-intentioned programs and activities. We welcome you to explore her website at www.DBNassociates.com

2016 CQI CONFERENCE- DAY 1 SCHEDULE OF EVENTS

8:45-9:45 a.m.	Registration and Breakfast		
9:45-10:15 a.m.	Welcome: Ruann Barack (One Hope United), Mistress of Ceremonies, the Illinois CQI Community Dean Korr, UIUC School of Social Work		
10:15-11:00 a.m.	Building a Learning Culture: You Get It; How To Spread It!? Keynote Speaker: Debra Natenshon, MS		
11:00-11:15 a.m.	Break		
11:15-12:45			
Breakout Sessions	Breakout Sessions	Breakout Sessions	
Applying CQI to CQI: An Opportunity for Establishing, Activating, and Managing Improvement Efforts through Reflection and Action Planning Yolanda Green Rogers, MSW (Chapin Hall, IL)	Program Specification and Performance Summaries: Building the Foundation for the Use of Meaningful Data Sabrina Townsend, AM (Jewish United Fund) & Melissa Villegas, MSW (JCFS, IL)	Post Keynote Q&A Building a Learning Culture Debra Natenshon, MA (DBN & Associates, IL)	
12:45-1:45	Lunch and Networking		
1:45-3:15			
Breakout Sessions	Breakout Sessions		
Measuring Transformational Change at an Organizational Level and Action Planning Deborah Armstrong, MS, LCPC & Lara Raper, MS (The Baby Fold, IL)	Lean: The Value Adding Model of Continuous Improvement Tony Heath, PhD (UnitedHealth Group/Optum, IL)		
3:15-3:30	Break		
2:30-3:30			
Breakout Sessions	Breakout Sessions	Breakout Sessions	
Building Solutions With Data Brock Boudreau, PhD & Jane Burstain, PhD (Texas Department of Family and Protective Services, TX)	Trickle Down Datanomics Rena Barton Gotto, MA (Lutheran Family and Children's Services of Missouri, MO)	Yes You CANS! How to Analyze and Use Your CANS Data to Improve Outcomes for Youth Kimberly Clark, AM (One Hope United, IL) & Sabrina Townsend, AM (Jewish United Fund) & Melissa Villegas, MSW (JCFS, IL)	
6:00 p.m.	Meet & Greet at the bar in Houlihan's (in the iHotel; pay on your own)		

2016 CQI CONFERENCE- DAY 2 SCHEDULE OF EVENTS

8:00-9:00 a.m. Registration and Breakfast

9:00-11:00	
Workshop Sessions	Workshop Sessions
How Do You Know? Best Practices in Performance Measurement Brittany Orlebeke, BA, MPP (Chapin Hall, IL)	From Information to Impact: Unlocking the Power of Data Through Effective Visualization, Reporting, and Communication Patrick Needham, MSW & Matthew Plaska, MSW (Mercy Home for Boys & Girls, IL)

11:00-11:15 Break

11:15-12:45 Facilitated Roundtable Discussions		
Facilitated Roundtable	Facilitated Roundtable	Facilitated Roundtable
Key Performance Measures What is your agency measuring? Why those measures? How is your agency tracking them?	Data Management How does your agency manage data? What technology do you use? What has worked? What hasn't worked?	Improvement Cycle How does your agency manage improvement plans? What improvement activities do you engage in at your agency?

12:45-1:45 Lunch and Networking

1:45-3:45	
Workshop Sessions	Workshop Sessions
Statistics Ain't Nothing But Numbers: Using Excel to Understand Data in New and Exciting Ways Dr. Michael Braun PhD & Dr. Yu-Ling Chiu, PhD (Child and Family Research Center, School of Social Work, University of Illinois at Urbana-Champaign, IL)	Get Creative With Your Data! Data Visualization, Analysis, and Storytelling Melissa Curtis (Lawrence Hall, IL) & Candace Thier ED.D (Foster Care Utilization Review Program (FCURP), University of Illinois at Urbana Champaign, IL)

3:45-4:00 p.m. Thank You and Goodbye

2016 CQI CONFERENCE WORKSHOP | DAY 1

KEYNOTE 10:15 A.M.-11:00 A.M.

Building a Learning Culture: You Get It; How to Spread It!?
Debra Natenshon, M.S.



As CQI professionals, you intuitively understand the concept and practice of learning and adapting to data. In fact, you thrive on the possibilities of improvement. But you may be limited by several factors: perhaps executive or board leadership values the certainty of the status quo over the possibilities of change. Or, perhaps you face staff and colleagues with a mindset of “if it isn’t broken, don’t fix it”. We’ll explore how you can infuse the ideas of continuous improvement throughout your organization so more people breathe outcomes, think outcomes and act outcomes.

Debra Natenshon is a national expert and influential social sector thought leader in outcome management. Debra leads DBN & Associates, L3C, a social purpose consultancy. She works with sector-wide efforts, cohorts, and organizations to define social change based on client results, rather than on well-intentioned programs and activities. We welcome you to explore her website at www.DBNassociates.com

BREAKOUT SESSIONS 11:15 A.M.-12:45 P.M.

Applying CQI to CQI: An Opportunity for Establishing, Activating and Managing Improvement Efforts through Reflection and Action Planning



Yolanda Green Rogers, M.S.W.
(Chapin Hall at the University of Chicago, IL)

This session will explore what it takes to establish, activate and maintain a well-functioning CQI program. Participants will also be introduced to a CQI self-assessment tool and process that can help identify strengths and gaps in the CQI program, and support efforts to make the adjustments necessary for optimal performance and impact. Participants will explore the key organizational structures that support a well-functioning CQI program and learn about: establishing alignment between the strategic goals and outcomes of interest to the organization and what is targeted for measuring and monitoring; activating the CQI process with quality data, and tracking, and adjusting action plans and interventions as needed.

Yolanda Green-Rogers is a Senior Policy Analyst at Chapin Hall at the University of Chicago. Her work focuses on supporting public and private human service agencies in implementing Continuous Quality Improvement (CQI) practices and protocols to support decision-making and performance monitoring. Yolanda’s work involves assessing CQI processes within public and private child welfare agencies, designing and implementing efforts to increase the capacity of CQI staff to use CQI principles and techniques, and making recommendations to organizational leaders on the use of the CQI process given system context and capacity.

Program Specification and Performance Summaries: Building the Foundation for the Use of Meaningful Data
Sabrina Townsend, A.M. (Jewish United Fund, IL) and Melissa Villegas, M.S.W.
(Jewish Child and Family Services, IL)

Program employees have to know what they are doing, why, and how before they can measure how well they are doing it. Participants will gain tools for how to structure a collaborative process across multi-levels of staff to define programs and identify outcomes. Participants will learn how to translate the results of this process into a document that can be used on an ongoing basis to inform program planning and decision-making. Presenters will provide time for discussion of what some of the potential challenges and benefits are in engaging in a program specification process; they will share knowledge and experience of engaging in these processes across a variety of different types of programs.



Sabrina Townsend is the Director of Evaluation and Quality Improvement for Jewish United Fund of Metropolitan Chicago. Until recently, she was the Assistant Director of Quality Improvement and Evaluation for Jewish Child and Family Services located in Chicago, IL. In her 13 years with JCFS, she grew the department to meet the changing needs of the organization, which serves individuals and families of all ages. Her areas of specialization include program evaluation, research design, and program development. She provided direct quality improvement support to the outpatient counseling, foster care, therapeutic nursery, adoption preservation, and foster placement stabilization programs. She served as liaison to both the IT and Development teams, and chaired the Institutional Review Board (IRB). Sabrina earned her Master Degree of Social Service Administration from the University of Chicago School of Social Service Administration in 2003 where she specialized in the areas of family support and policy analysis.



Melissa Villegas has over 10 years of social service experience working in direct service and administrative capacities. She has experience in community organizing, program evaluation, educational workshop facilitation, and has provided trainings on assessment tools and research methods. She is currently a Quality Improvement Associate at Jewish Child and Family Services (JCFS) located in Chicago, IL. Melissa earned a Master of Social Work degree from the University of Michigan at Ann Arbor with a focus in Social Policy and Evaluation and a specialization in child welfare.

Building a Learning Culture Q&A



Debra Natenshon, M.S.
(DBN & Associates, IL)

This informal Q&A session led by our keynote speaker will provide an opportunity for participants to expand the discussion related to the key concepts introduced during the keynote presentation about building a learning culture.

Debra Natenshon is a national expert and influential social sector thought leader in outcome management. Debra leads DBN & Associates, L3C, a social purpose consultancy. She works with sector-wide efforts, cohorts, and organizations to define social change based on client results, rather than on well-intentioned programs and activities. We welcome you to explore her website at www.DBNassociates.com

BREAKOUT SESSIONS 1:45 P.M.-3:15 P.M.

Measuring Transformational Change at an Organizational Level

Deborah Armstrong, M.S., LCPC and Lara Raper, M.S.
(The Baby Fold, IL)

The workshop will provide an example of how a mid-sized agency has worked with the Alliance for Strong Families and Communities to develop a three-year blueprint for agency-wide transformational change. A dashboard will be presented with examples of indicators as well as overall outcomes which were developed and being used to measure the agency's progress towards transformation in three key areas: trauma-informed treatment, community and family based programming, and adaptive leadership. The workshop session will engage participants in a process of developing a method to drive and measure change initiatives at the organizational level. Participants will be introduced to the concept of using a transformation blueprint to drive change at the organizational level.



Deborah (Debi) Armstrong has worked in the field of child welfare for 31 years. She provided direct service in foster care, adoption, and pregnancy counseling and then supervised these programs for 13 years. As the Vice President of Quality and Information Systems at The Baby Fold, she has worked for the past 19 years in all facets of quality improvement, as well as creating measurement systems and implementing data base systems for collecting program information and outcomes. She is responsible for overall structure and implementation of the Quality Improvement plan throughout the organization and also serves as the Corporate Compliance Officer and HIPAA Security Officer. She has conducted numerous training events for internal and external staff as well as presented at several national conferences. She is a COA peer reviewer, EAGLE peer reviewer and Hague International adoption peer reviewer.



Lara Raper began her career in Child Welfare Services in 1989. She has worked in several areas: residential treatment, treatment foster care, special needs adoption, infant adoption, Intercountry adoption, pregnancy counseling, post adoption search and reunion, and quality information services. Lara has been a direct service worker as well as a supervisor, and now serves as the Quality Coordinator. She has provided training for federal service programs, state programs, and foster/adoptive parents and for direct service workers. Lara earned a master's degree in psychology and has worked for The Baby Fold for 24 years. She is also a Social Welfare/Social Work Professor at a local college.

Lean: The Value Adding Model of Continuous Improvement

Tony Health, Ph.D.
(UnitedHealth Group/Optum, IL)

Today, Lean is the dominant model of Continuous Quality Improvement in world manufacturing and is quickly gaining a foothold in every other industry, including government and healthcare. Focused on the elimination of waste, Lean gives you the tools to help your organization streamline care and save resources. Lean saves companies billions by removing waste while improving customer – and employee – value. Some of the better known tools are the 8 wastes, value stream maps, Kanban boards, Kaizen events, PDSA maps, and A3s. But the tools are not as important as the idea here: Simple solutions can often solve big problems. This workshop will teach you how to begin your journey.



Tony Heath is a certified Lean black belt for Optum, a business of UnitedHealth Group. He has led QI within the insurance industry for 18 years. He holds a Ph.D. in Family Therapy from Purdue University and most of an M.B.A. from Benedictine University. He is a Certified Professional in HealthCare Quality and has held a variety of positions for National Association for Healthcare Quality and is the current President of the Illinois Association for Healthcare Quality. Previously he was a family therapy manager in a non-profit social service agency, a behavioral scientist in a family practice residency, a college professor, a Best Buy salesperson, and a landscape worker. Tony is married to Nancy (35 years) and has two adult sons. He enjoys native gardening, making great coffee, driving his GTI, and drinking great beer and good whiskey. He is a Lean fixer of everything broken. His motto is Better, better, better.

BREAKOUT SESSIONS 3:30 P.M.-5:00 P.M.

Building Solutions with Data

Brock Boudreau, Ph.D., and Jane McClure Burstain, Ph.D.
(Texas Department of Family and Protective Services, TX)

Continuous Quality Improvement is about finding ways to allocate your resources for the best outcomes. Assessing your CQI Team's capabilities is part of this process. You can never solve all of the problems of your agency; so it's best to determine which problems your team is best suited to solve that are also priorities for your agency. We will provide real world examples of data driven solutions for child welfare agencies (e.g. retention, maltreatment while in care). This session will discuss how to consider which problems to solve and examples of how to design solutions, implement them and measure their success.



Brock Boudreau has served as the Division Administrator for the Analytics and Evaluation team since 2015. Brock manages a team of Ph.D. level analysts and evaluators that support the Systems Improvement Division's mission to provide in-house strategic consulting to TX Child Protective Services. In this position, he oversees the development of predictive models to prevent problems before they occur and Continuous Quality Improvement applications to make course corrections in near real time. His focus is on helping executive leadership to find solutions, measure progress, and communicate results. Prior to coming to DFPS, Brock was an associate professor at Dalhousie University where he held a cross appointment in the Faculty of Medicine and the Department of Psychology. In that position, he oversaw a surveillance study of high risk behaviors among adolescents in Atlantic Canada. He taught courses in health disparities and multivariate statistics. He is a published author in a wide variety of peer reviewed professional journals. Brock has an M.S. and Ph.D. in educational psychology from Texas A&M University at Commerce and a B.A. in experimental psychology from the University of Texas at San Antonio.



Jane McClure Burstain currently works as the Director Systems Improvement at the Child Protective Services (CPS) division of the Texas Department of Family and Protective Services. Prior to joining CPS in 2012, she was a senior policy analyst at the Center for Public Policy Priorities where she was responsible for CPS policy and budget issues. Before joining the Center, she served as an Adjunct Professor at Pepperdine University, where she taught a family policy class in the Masters of Public Policy Program. Prior to that, she worked as an attorney representing children in the Los Angeles child welfare system. She earned a Ph.D. in Policy Analysis from the Pardee RAND Graduate School in 2008 with her dissertation addressing how to improve outcomes for adolescent mothers in the child welfare system. Jane also earned a Juris Doctorate, magna cum laude, Order of the Coif, in 1995 from the University of California, Hastings College of the Law, and a Bachelor of Science in Finance from the University of Virginia in 1989.

Trickle Down Datanomics

Rena Barton Gotto, M.A.
(Lutheran Family and Children's Services of Missouri, MO)

As funders and other stakeholders become increasingly savvy to the impact of social programs, they are demanding more results-based evidence. How much or how little should staff, management, and stakeholders be privy to? It can be suggested that as an agency reports "up" the detail behind the report becomes more finite. This is when it's crucial to provide information that they are interested in and where "knowing your audience" becomes important. This workshop will provide CQI experts with the opportunity to discover and discuss the various levels of reporting inside and outside their agencies. We will explore the variants between what is appropriate, beginning at the direct service level and concluding with stakeholders, using discussion, handouts, and specific examples.



Rena Barton Gotto is a Data and Quality Specialist at Lutheran Family and Children's Services of Missouri. Rena's educational and early work background is in social work. She quickly discovered an interest in quality and data and has made this her career for the past 16 years. Rena works to assist staff in collecting and using data and honing quality improvement efforts. Rena also manages the agency's annual United Way report, co-writes the annual PQI report, works on a team that coordinates COA reaccreditation, and maintains the client database.

Yes You CANS! How to Analyze and Use Your CANS Data to Improve Outcomes for Youth

Kimberly Clark, A.M. (One Hope United, IL), Sabrina Townsend, A.M. (Jewish United Fund, IL) and Melissa Villegas, M.S.W. (Jewish Child and Family Services, IL)

An overview of the main components necessary for successful CANS implementation will be covered, focusing on local trainers/coaching, standardized multilevel feedback reports, and system improvements. Specific strategies for successful implementation of these components will be shared, providing a road map for how to enter data, analyze data, identify key outcome indicators, report data, and how this data can be used within a quality improvement system. During this session, data analysis strategies and report examples from two agencies in different stages of CANS implementation will be shared. Participants will learn how to use CANS data to identify research questions and develop quality improvement plans.



Kimberly D. Clark graduated from Providence College with a Bachelor’s Degree in Social Work in 2005 and graduated with a Master’s Degree from the School of Social Service Administration at the University of Chicago in 2007. While in school, she volunteered and interned in many different areas of Social Work including: School Social Work, Counseling, Policy Advocacy, Grant-Making, Coalition Building, and Program Evaluation. She spent 4.5 years as the Community School Evaluation Coordinator for Family Focus, a non-profit in the city of Chicago. She came to One Hope United in 2012 as the Systems Analyst for the CQIR department where she manages all of the CQIR data including record reviews, incidents, and outcomes.



Sabrina Townsend is the Director of Evaluation and Quality Improvement for Jewish United Fund of Metropolitan Chicago. Until recently, she was the Assistant Director of Quality Improvement and Evaluation for Jewish Child and Family Services located in Chicago, IL. In her 13 years with JCFS, she grew the department to meet the changing needs of the organization, which serves individuals and families of all ages. Her areas of specialization include program evaluation, research design, and program development. She provided direct quality improvement support to the outpatient counseling, foster care, therapeutic nursery, adoption preservation, and foster placement stabilization programs. She served as liaison to both the IT and Development teams, and chaired the Institutional Review Board (IRB). Sabrina earned her Master degree of Social Service Administration from the University of Chicago School of Social Service Administration in 2003 where she specialized in the areas of family support and policy analysis.



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2016 CQI CONFERENCE WORKSHOP | DAY 2

MORNING WORKSHOPS 9:30 A.M.-11:30 A.M.

How Do You Know? Best Practices in Performance Measurement

Brittany Orlebeke, B.A., M.P.P.
(Chapin Hall at the University of Chicago, IL)

This workshop covers three fundamental practices required for accurate, representative, and actionable child welfare performance measurement. Participants will learn how to (1) articulate key performance questions, (2) identify the correct analytic populations required to answer those questions, and (3) examine how outcomes vary based on child and case related characteristics.



Britany Orlebeke is a Senior Researcher at Chapin Hall at the University of Chicago. Her research focuses on using foster care data to understand and monitor state and local child welfare outcomes. Ms. Orlebeke is a senior staff member at the Center for State Child Welfare Data, housed at Chapin Hall, and she has extensive experience in evaluation and developing analytic databases from administrative records and using those databases to create outcome measures, financial projections, and performance improvement plans for child welfare agencies across the country. In the last several years, she has worked with the Tennessee Department of Children’s Services, the New York State Office of Court Administration, the New York State Office of Children and Family Services, and the New York City Administration for Children’s Services. Orlebeke serves as one of the lead researchers on three Title IV-E waiver evaluations: Colorado, Pennsylvania, and Ohio. In addition, she is the developer and one of the faculty of the Advanced Analytics for Child Welfare Administration, a five-day course designed to teach child welfare policymaker’s best

practices in performance measurement.

From Information to Impact: Unlocking the Power of Data through Effective Visualization, Reporting, and Communication

Patrick Needham, M.S.W. & Matthew Plaska, M.S.W.
(Mercy Home for Boys and Girls, IL)

In organizations of all sizes and types, the amount of information available is growing exponentially. At the same time, demands for excellence and transparency are also growing as a diverse group of stakeholders seek evidence of impact. All of these factors are resulting in an increased premium on the capacity of an organization to harness the power of its data – to analyze, visualize, and communicate about the data in a way that facilitates quality improvement, drives evidenced-based decision making, and ultimately enables organizations to deliver a greater impact. Participants in this hands-on workshop will learn techniques that can be quickly applied to enable the effective visualization and communication of data to a variety of stakeholder audiences.



Patrick Needham works as the Manager of Quality Improvement at Mercy Home for Boys and Girls where he is focused on using measurement and evaluation to improve the agency’s work with young people. He earned a bachelor’s degree from Notre Dame and his M.S.W. from the University of Illinois at Chicago. Patrick has worked at Mercy Home since 2009.



Matt Plaska currently works in the Organizational Development department at Mercy Home for Boys & Girls, where he provides support to coworkers through trainings, team and leadership development, data, and quality improvement. Prior to working in OD, Matt worked as a Youth Care Worker and Supervisor in an 11-14 year-old boys’ residential program at Mercy Home. He earned a bachelor’s degree from Notre Dame, and a M.S.W. from UIC. Matt has worked at Mercy Home since 2007.

AFTERNOON WORKSHOPS 1:45 P.M.-3:45 P.M.

Statistics Ain’t Nothing But Numbers: Using Excel to Understand Data in New and Exciting Ways

Dr. Michael Braun, Ph.D. and Dr. Yu-Ling Chiu, Ph.D.
(Child and Family Research Center, School of Social Work, University of Illinois at Urbana-Champaign, IL)

Statistics can be scary when you learn them the wrong way. In this workshop, we will see statistics as they really are: tools that help you get the most out of your data. We will cover basic statistical terms so that you have the knowledge to understand what statistics are and why they are used. We will use real child welfare data in Excel to find the story that the data is telling. Some Excel topics that will be covered: prepping data for analysis, using functions like Pivot Tables, descriptive statistics and why they matter, correlations, and more. Truly, statistics ain’t nothing but numbers. Without you and your knowledge of your program, statistics are meaningless. In this session, you will get to combine your expertise with Excel’s tools to take your CQI practice to a new level.



Michael T. Braun received his bachelor’s degree in English literature from the University of Wisconsin-Madison in 2006. He then worked for two years at Epic Systems Corporation, the nation’s leading provider of healthcare software. In 2008, Dr. Braun began graduate school in the Department of Communication Arts at the University of Wisconsin-Madison. He earned his master’s degree in 2011 and Ph.D. in 2013. After two years as a visiting assistant professor in the Department of Communication at Millikin University, Dr. Braun joined the Children and Family Research Center in 2015. Dr. Braun’s research focuses on family communication, specifically how families make choices regarding the multiple means of communication available to them.



Yu-Ling Chiu received her master’s in social work from the Tung-Hai University of Taiwan in 2001 and her master’s in applied social sciences from Case Western Reserve University in 2008. In 2014, she earned her Ph.D. in social work from the University of Illinois at Urbana-Champaign. She received considerable practical experience in research conducted through her involvement on several research projects at the Children and Family Research Center at UIUC during her Ph.D. study. She also had four years of post-master’s practice experience in Taiwan before coming to the United States. As a social worker, she worked with both victims and perpetrators of child maltreatment and domestic violence, as well as immigrant mothers. She currently works as a research specialist at the Children and Family Research Center.

Get Creative with Your Data! Data Visualization, Analysis, and Storytelling

Melissa Curtis (Lawrence Hall, IL)

Candace Their, ED.D (Foster Care Utilization Review Program (FCURP), University of Illinois at Urbana-Champaign, IL)

Presenting data doesn’t have to be boring. Data can be persuasive, engaging, and even exciting. At this workshop, you will learn how to create visual charts that tell a data story and present it in ways that are clear and show impact. You will learn how to craft a data story and present it in a few simple ways using Microsoft Word and Excel (and learn about what charts are available for the data and which are best for your needs). You will learn how to recognize patterns and trends through data visualization. You will learn what a data walk is and participate in one. You will learn how to unlock your creative side (and yes, you have one!) to start having fun with data and tell stories that everyone will want to hear.



Melissa Curtis received her Bachelor of Fine Arts in painting from the University of Illinois at Urbana-Champaign. She worked for over 3 years at Alden Town Manor, a nursing and rehabilitation center where she was introduced to the concept of Quality Assurance. In 1999, Melissa joined Lawrence Hall as the Administrative Support Specialist to assist in launching a new team-based approach to implementing a Continuous Quality Improvement model. Promoted in 2001 to Quality Improvement Specialist, she has now been leading the CQI process at Lawrence Hall at a Manager or Director level since 2004. Melissa systematically collects, aggregates, analyzes, and communicates data by developing data collection tools, databases, dashboards, and reports; created the first annual QI report for Lawrence Hall in 2002 (which summarizes key performance measures and outcomes) and has been continually redesigning the report to meet staff and governing board needs annually; and assists the agency in achieving strategic and program goals.



Candace Thier’s Argosy University School of Business doctorate degree in organizational leadership is the capstone in her educational endeavors. Dr. Thier’s non-profit leadership dissertation, guided her to strengthen the leadership of social and educational organizations toward fulfillment of their mission and to build a talented and prepared workforce. She holds a Master of Arts for counseling psychology, is a licensed professional clinical counselor, and obtained a child welfare specialist license. Throughout over 25 years of experience working in community-based organizations serving youth and families, she has held multiple positions of leadership at one of Chicago’s leading social service agencies including, clinical behavior program manager, quality improvement director, and the director of child welfare for that organization. Candace has been a presenter at the OBTC Teaching Society for Management Educators conference. She loves research and is passionate about the education and welfare of disengaged and dropout students. She spent her earlier college years playing competitive sports around the country and was training for an Olympic run in volleyball. Dr. Thier is nature enthusiast, loves to travel, enjoys her family and friends, and calls beautiful Lisle, IL, home.

ACKNOWLEDGMENTS

The “2016 CQI Conference: In Pursuit of Quality: Achieving Impact” would not have been possible without the help and support of many people. The Illinois CQI Community Group wishes to express gratitude to the University of Illinois Urbana-Campaign, School of Social Work, especially **Dean Korr**, for hosting and sponsoring the event, providing equipment and support. We extend extra-special Thank You’s to UIUC staff members, **Heidi Meyer** for coordinating and assisting with all the little details that are crucial for making a successful event, to **Becky Ponder** for her design work and creativity on all of our communication materials, to **Adam LeGrande** for creating the registration form, to **Amy Hiles** for being our business office, and to **Daniel Phillips** for creating a welcoming and easy-to-use conference website.

We are most honored to have **Debra Natenshon** deliver the keynote address and set just the right tone for making this conference a unique learning and networking experience true to its purpose.

We would also like to thank all of the presenters who volunteered their time to develop and deliver informative presentations. Last but not least, we acknowledge the vision and hard work of the Illinois CQI Community Conference Planning Committee:

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Christina McCaffrey, Performance and Quality Improvement Supervisor and Administrator, Rutledge Youth Foundation

Judi Bradley, President, Judi Bradley Consulting

-The Illinois CQI Community

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The Child Care Association of Illinois congratulates our private agencies for their leadership in CQI efforts and for organizing this conference. Well Done!

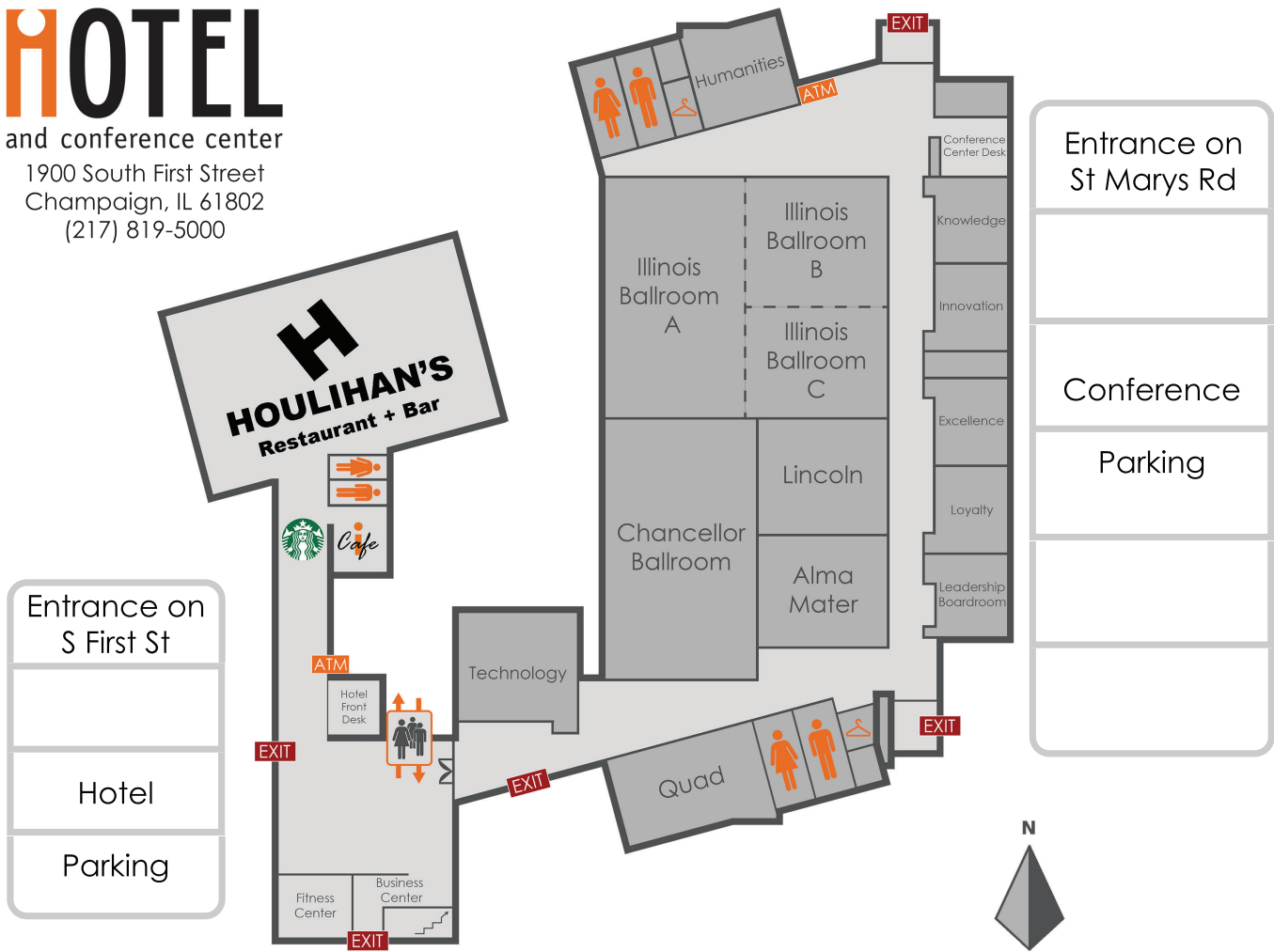


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CONFERENCE CENTER MAP:



the 1990s, the number of people in the world who are under 15 years of age has increased by 1.2 billion (United Nations 1999). The number of children in the world is projected to increase to 2.5 billion by the year 2025 (United Nations 1999). The United Nations (1999) also predicts that the number of children in the world will increase to 3.5 billion by the year 2050.

There are a number of factors that are likely to contribute to the increase in the number of children in the world. One of the most important factors is the increase in the life expectancy of people in the world. As people live longer, they are more likely to have children. Another factor is the increase in the number of people who are in the reproductive age group (15-49 years of age). The number of people in this age group is projected to increase from 1.2 billion in 1990 to 2.5 billion in 2025 (United Nations 1999).

The increase in the number of children in the world is a major concern for many people. One of the reasons for this concern is that the increase in the number of children will place a greater burden on the world's resources. Another reason is that the increase in the number of children will lead to a greater demand for education and health care. The United Nations (1999) has identified a number of strategies that can be used to address the increase in the number of children in the world. These strategies include: (1) increasing the life expectancy of people in the world, (2) increasing the number of people who are in the reproductive age group, and (3) increasing the number of people who are educated and healthy.

The increase in the number of children in the world is a complex issue that requires a number of different strategies to address it. The United Nations (1999) has identified a number of strategies that can be used to address the increase in the number of children in the world. These strategies include: (1) increasing the life expectancy of people in the world, (2) increasing the number of people who are in the reproductive age group, and (3) increasing the number of people who are educated and healthy. The United Nations (1999) also predicts that the number of children in the world will increase to 3.5 billion by the year 2050.

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