NOVEMBER 7-8, 2017

2017 CQI CONFERENCE

IN PURSUIT OF QUALITY > DATA LITERACY

PRESENTED BY: THE ILLINOIS CQI COMMUNITY

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

Illinois CQI Community Group

THE ILLINOIS CQI COMMUNITY GROUP WELCOME MESSAGE

We would like to take this opportunity to THANK YOU for joining us for our third CQI Conference, "In Pursuit of Quality: Data Literacy". 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 across the nation about some of the core foundational CQI activities and processes that can support your organizations efforts to improve outcomes for children, families, and communities. You will notice our targeted focus on highlighting the unique needs of human service agencies to operationalize key CQI concepts, tools and processes. Our theme, "Data Literacy" will support your enhanced understanding of what this concept is, why it is important in CQI, and how to implement it in your day-to-day work. You will also get a national perspective on telling a story with data from our keynote speaker, Ann K. Emery, an expert and influential thought leader in data visualization best practices, dashboard design, and spreadsheet skills.

We would like to thank the new Dean Steven Anderson, 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 CQI Conference would not have been possible. We would like to extend our deep gratitude to former Dean Korr for her unwavering support and willingness to host us for the very first CQI Conference in 2015. We wish you the very best in your retirement!

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, families, and communities across the nation.

-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 email us at CQICommunity@gmail.com

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EDUCATING › INNOVATING › ADVOCATING › TRANSFORMING

STRENGTHENING VULNERABLE FAMILIES

WELCOME FROM DEAN STEVEN ANDERSON 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,

Steven G. Anderson, Dean

KEYNOTE SPEAKER:
TELLING A STORY WITH DATA
ANN K. EMERY, M.S.
EMERY ANALYTICS, LLC, WASHINGTON, DC)

Your data needs to be out in the world--actionable, utilized, talked about--instead of gathering dust in spreadsheets. This will be the most practical keynote you've ever attended. Ann K. Emery will present strategies for tailoring your data to your audience, choosing charts that support your message, and emphasizing your findings with titles, annotations, and color.

Ann K. Emery is a sought-after speaker who equips organizations around the globe to visualize their data more effectively. Within the past year, she led more than 60 workshops, webinars, and keynotes for more than 2,800 participants. Popular topics include data visualization best practices, dashboard design, and spreadsheet skills. Her design consultancy also overhauls graphs, publications, and slideshows with the goal of making technical information easier to understand for non-technical audiences. Ann chairs the American Evaluation Association's data visualization interest group, serves as an advisory member of the American Evaluation Association's Potent Presentations Initiative, and is the past Secretary for the Washington Evaluators. Prior to launching her own company, Ann measured the effectiveness of public policy projects at Innovation Network, managed a performance management system at the Latin American Youth Center, evaluated educational programs for local, state, and national education agencies at ICF International, and contributed to research-to-policy projects at the University of Virginia. She earned a bachelor's degree from the University of Virginia and a master's degree from George Mason University.

2017 CQI CONFERENCE- IN PURSUIT OF QUALITY: DATA LITERACY
SCHEDULE OF EVENTS- DAY 1

9:00-9:45 a.m.	Registration and Breakfast
9:45-10:00 a.m.	Welcome: Sabrina Townsend, Illinois CQI Community Group | Dean Steven Anderson, University of Illinois School of Social Work (CHANCELLOR BALLROOM)
10:00-11:00 a.m.	Telling a Story with Data, Keynote Speaker: Ann K. Emery (CHANCELLOR BALLROOM)
11:00-11:15 a.m.	Break

11:15-12:30- BREAKOUT SESSION 1

Breakout Sessions	Breakout Sessions	Breakout Sessions
Conducting Meaningful Cost Analysis Michael Braun & Satomi Wakita (Children and Family Research Center, IL)	Getting to Best Results: Data-Driven Decision-Making in a Statewide Private Agency Michaela Meckel, Colleen McGroarty (Children's Home + Aid, IL) & Jeremy Harvey (IDCFS, IL)	Designing Dashboards in Excel Ann K. Emery (Emery Analytics, LLC)

12:30-1:30	Lunch and Networking

1:30-3:00- BREAKOUT SESSION 2

Breakout Sessions	Breakout Sessions	Breakout Sessions
Developing Data Visualizations and Dashboards to Enhance Decision-Making Greg Rafn & Cynthia Shypulski (Minnesota Department of Human Services, MN)	Big Data Principles for Smaller Agency CQI Bridgette Lery (San Francisco Human Services Agency, CA) & Jennifer Haight (Chapin Hall at the University of Chicago, IL)	Using Community Data and Mapping Tools to Learn About Your Service Population Patrick Needham (Mercy Home for Boys and Girls, IL)

3:00-3:15	Break

3:15-4:45- BREAKOUT SESSION 3

Breakout Sessions	Breakout Sessions	Breakout Sessions
Lean on Me: A Case Study Using Lean Principles in an Outpatient Mental Health Setting Joshua Carlson (Chaddock, IL)	Let's Take a Walk – a Data Walk! Jennifer Eblen Manning, Grace Smith & Candace Thier (UIUC/SSW/CFRC/Foster Care Utilization Review Program, IL)	Building a Performance and Learning Culture Vikki Rompala (Metropolitan Family Services, IL)

5:30 p.m.	Data Geek Drinks- Houlihans at the IHotel

2017 CQI CONFERENCE- IN PURSUIT OF QUALITY: DATA LITERACY
SCHEDULE OF EVENTS- DAY 2

8:00-8:45 a.m. Registration and Breakfast

8:45-9:45

Panel Discussion:
What are the Most Important Issues in CQI Today?

Question and Answer Session with Agency Executives, Practitioners, and Content Experts

Brad Kolar, Avail Advisors | Katie Reilly, SOS Children's Village | Beverly Jones, COO, Lutheran Child and Family Services of IL
Moderated by: Melissa Curtis, Lawrence Hall
(CHANCELLOR BALLROOM)

9:45-10:00 Break

10:00-12:00 Workshop 1

Workshop Sessions	Workshop Sessions
"Ize" Wide Open Data-Driven Decision-Making Protocol Lyss Welding (YMCA of Metropolitan Chicago, IL)	**Rethinking Data: Closing the Gap Between Analysis and Action** Brad Kolar (Avail Advisors, IL)

12:00-1:00 Lunch and Networking

1:00-3:00 Workshop 2

Workshop Sessions	Workshop Sessions
Decision One: A Data Based Story Katie Elseth, Stephanie Ramos & Heath Ramsey (Texas Department of Family and Protective Services-Child Protective Services, TX)	**How Do You Know? Best Practices in Performance Measurement** Sara Feldman & Emily Rhodes (Chapin Hall at the University of Chicago, IL)

3:00-3:15 p.m. Break

3:15-4:00 p.m. Closing Session: Looking Forward

Please join us for the closing session where we will develop a collective CQI Action Plan for our CQI Community! We will reflect on how we can make what we've learned during the conference actionable and then use these reflections to inform the direction of the CQI Community Group moving forward.

There will also be a raffle for one (1) free registration to the 4th Annual CQI Conference in 2018 (you must be present to win)!

Moderated by: Yolanda Rogers, Chapin Hall | Melissa Villegas, Jewish Child and Family Services

2017 CQI CONFERENCE- IN PURSUIT OF QUALITY: DATA LITERACY
WORKSHOP DESCRIPTIONS- DAY 1

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

Telling a Story with Data
Ann K Emery, M.S.
(Emery Analytics, LLC, Washington DC)

Your data needs to be out in the world--actionable, utilized, talked about--instead of gathering dust in spreadsheets. This will be the most practical keynote you've ever attended. Ann K. Emery will present strategies for tailoring your data to your audience, choosing charts that support your message, and emphasizing your findings with titles, annotations, and color.

Ann K. Emery is a sought-after speaker who equips organizations around the globe to visualize their data more effectively. Within the past year, she led more than 60 workshops, webinars, and keynotes for more than 2,800 participants. Popular topics include data visualization best practices, dashboard design, and spreadsheet skills. Her design consultancy also overhauls graphs, publications, and slideshows with the goal of making technical information easier to understand for non-technical audiences. Ann chairs the American Evaluation Association's data visualization interest group, serves as an advisory member of the American Evaluation Association's Potent Presentations Initiative, and is the past Secretary for the Washington Evaluators. Prior to launching her own company, Ann measured the effectiveness of public policy projects at Innovation Network, managed a performance management system at the Latin American Youth Center, evaluated educational programs for local, state, and national education agencies at ICF International, and contributed to research-to-policy projects at the University of Virginia. She earned a bachelor's degree from the University of Virginia and a master's degree from George Mason University.

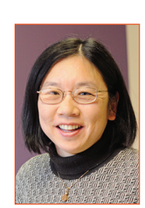
BREAKOUT SESSIONS 11:15 A.M.-12:30 P.M.

Conducting Meaningful Cost Analysis
Dr. Michael Braun &, Dr. Satomi Wakita
(Child and Family Research Center, School of Social Work, University of Illinois at Urbana-Champaign, IL)

Topics Covered: Data Quality, Data as Evidence, Data-Driven Decision-Making

CQI endeavors to improve the performance of an organization, and one metric of that improved performance is its associated costs. A program improvement plan that delivers better outcomes but is twice as expensive may be unsustainable. Therefore, it is important to consider costs when measuring service effectiveness. This workshop details the steps needed to perform a cost analysis, at both the program and individual case level. We will discuss gathering the needed data, preparing it for analysis, interpreting the results, and dealing with errors or inaccuracies in the data. Our presentation will draw upon experience of the presenters in conducting cost analyses as part of state-level evaluation projects conducted by the Children and Family Research Center.

Dr. 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.



Dr. Satomi Wakita holds a master's degree in consumer sciences and a Ph.D. in agricultural and consumer economics, with concentrations in family and consumer economics, from the University of Illinois at Urbana-Champaign (UIUC). Prior to joining the Children and Family Research Center at the School of Social Work, she served as the project coordinator for the Illinois Assessment and Accountability Project in the Department of Educational Psychology at UIUC. She also previously worked as a research data analyst at the Center for Prevention and Research Development at UIUC.

Getting to Best Results: Data-Driven Decision-Making in a Statewide Private Agency

Michaela Meckel, M.S., Colleen McGroarty (Children's Home and Aid, IL) & Jeremy Harvey (Department of Child and Family Services, IL)

Topic Covered: Data-Driven Decision-Making

Over five years ago, Children's Home + Aid decided to become a data-driven agency. Since that time, the organization has invested significant resources in information systems and analysts, and developed and implemented a structured agency process, known as the Best Results process, to collect and use data to improve program impacts. The Best Results process emphasizes working directly with programs to better understand their outcomes data and drive improvement. This workshop will provide an overview of Children's Home + Aid's journey towards becoming a data-driven organization, highlighting its Best Results process and sharing successes, lessons learned, and next steps.

Michaela Meckel has worked throughout her career to facilitate the development and use of data and evidence by non-profits to help improve their work. She has a master's in Public Affairs from the University of Wisconsin-Madison and currently leads the Performance Team at Children's Home + Aid. Her team is working to help the agency use data to achieve the best possible results for the children and families they work with.

Colleen McGroarty has worked in the field of data analytics for nine years, the past five of which have been concentrated in child welfare. She has held roles in both the non-profit world and the governmental sector, and in her current position with Children's Home + Aid, focuses on out-of-home care and youth services. Colleen is primarily responsible for the performance monitoring of multiple programs and meeting agency analytic needs.

Jeremy Harvey is the Deputy Director of Strategic Planning and Innovation at Illinois DCFS. He comes to this role with direct experience with the DCFS system; from the age of 4 to 23 he was a youth in IDCFS's care. In spite of long-term involvement with the child welfare system, he was able to succeed and has dedicated his career to improving the child welfare system. In the over seven years he worked for the Cook County Office of Public Guardian, he conducted hundreds of hours of trainings for attorneys, case workers, and youth on education, housing, and employment. He has also provided consultation on how to improve the therapeutic interaction with youth, young adults, and families to organizations nationwide.

Designing Dashboards in Excel

Ann K Emery, M.S.
(Emery Analytics, LLC, Washington DC)

Topics Covered: Data Visualization, Data Management

Why wait until the end of the year to write a lengthy report when you can share data early and often with dashboards? During this workshop, you'll learn the common types of dashboards--comparing categories, monitoring trends over time, and tracking progress towards goals, among others--and then create one dashboard from scratch inside of Excel. This workshop is interactive; laptops strongly encouraged.

Ann K. Emery is a sought-after speaker who equips organizations around the globe to visualize their data more effectively. Within the past year, she led more than 60 workshops, webinars, and keynotes for more than 2,800 participants. Popular topics include data visualization best practices, dashboard design, and spreadsheet skills. Her design consultancy also overhauls graphs, publications, and slideshows with the goal of making technical information easier to understand for non-technical audiences. Ann chairs the American Evaluation Association's data visualization interest group, serves as an advisory member of the American Evaluation Association's Potent Presentations Initiative, and is the past Secretary for the Washington Evaluators. She earned a bachelor's degree from the University of Virginia and a master's degree from George Mason University.

BREAKOUT SESSIONS 1:30 P.M.-3:00 P.M.

Developing Data Visualizations and Dashboards to Enhance Decision- Making

Greg Rafn, M.A., & Cynthia Shypulski, M.A.
(Minnesota Department of Human Services, MN)

Topics Covered: Data Visualization, Data Driven-Decision Making

Well-executed data visualization can translate big data into meaningful program and policy improvements; however, this is only one part of the continuous quality improvement (CQI) process. A critical next step is accurately interpreting data and providing strong technical assistance for program staff and policymakers to make meaningful change. The State of Minnesota is promoting a culture of utilizing data to inform decision making within its child protection system. We will highlight how to effectively communicate insights from data in collaboration with Quality Assurance staff at the state and local levels. Additionally, we will explore some of the challenges of adopting and spreading a data-driven culture in a state-supervised, county-administered child protection system.

Gregory Rafn is a Research Analysis Specialist, Senior for the Child Safety and Permanency Division at the Minnesota Department of Human Services. He has been a child welfare professional in both direct service and research capacities in Wisconsin and Minnesota since 2010. He earned a B.S. from the University of Wisconsin – La Crosse and a M.A. from the University of Chicago. He is interested in translating data analysis into meaningful practice improvement within child welfare by developing strong partnerships with system partners. Outside of child welfare, he is a private pilot and always thinking of his next adventure.

Cynthia Shypulski is a Research Analyst Specialist Senior for the Child Safety at the Minnesota Department of Human Services. She has been a Child Welfare professional since 2000- formerly in direct practice and training. She earned a B.A. from Concordia University and a M.S.W. from the University of Minnesota Duluth as a Title IV-E Scholar. She is passionate about multi-directional translation and between systems in child welfare- with a focus on practice, data analysis, and data system collaborations. When not thinking about queries or continuous quality improvement, she is planning her next family vacation.

Big Data Principles for Smaller Agency CQI

Bridgette Leary, M.S.W., Ph.D, (San Francisco Human Services Agency, CA,) & Jennifer Haight, M.S., (Chapin Hall at the University of Chicago IL)

Topics Covered: Data Quality, Statistical Literacy, Data as Evidence, Data Management, Data-Driven Decision-Making

This workshop will interactively review critical implementation activities that adhere to four principles of administrative "big" data practice: (1) start by asking a question, (2) arrange and analyze data in ways that maximize knowledge development (3) be disciplined in converting data to evidence, and (4) use evidence to build a theory of change. By the end of the session, you will understand the core principles of good administrative data practice, be able to describe the differences between data, evidence, and knowledge, and understand how triage applies to intervention design and evaluation.

Bridgette Lery, M.S.W., Ph.D. directs research and evaluation for the San Francisco Human Services Agency. She uses administrative data to plan, implement, and understand the effects of child welfare and other human service interventions using a continuous quality improvement approach. Much of that work includes using linked data such as child welfare, homelessness, juvenile probation, mental health, and the U.S. Census. Bridgette holds a Ph.D. from the University of California at Berkeley's School of Social Welfare, an M.S.W. from Columbia University, and a B.A. in psychology from the University of California at Santa Cruz.

Jennifer M. Haight is a Senior Researcher at Chapin Hall at the University of Chicago, and a senior staff member of the Center for State Child Welfare Data. She has worked extensively with public and private child welfare agencies, focusing particularly on the development of administrative data to support program monitoring and evaluation, the development of program and policy initiatives, and the implementation of those initiatives in a context that supports continuous learning and program improvement. Additionally, she currently directs two local evaluations for federal demonstration grants, each of which is intended to identify targeted interventions that show promise in effectively serving vulnerable, multi-system-involved families and young persons.

Using Community Data and Mapping Tools to Learn About Your Service Population

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

Topics Covered: Data as Evidence, Storytelling with Data, Data Visualization

Public data sets about our clients' communities can be very useful in helping us understand the contexts they come from and what experiences they may have had prior to encountering our organizations. These data sets are available from a variety of sources, including local governments, research institutes, policy institutes, universities, and consultants. We can combine these public data with data we collect internally about our clients to paint fuller pictures of their contexts and where they come from. Lastly, leveraging free, open-source software tools to analyze, visualize, and map these data, we can generate new learnings about our clients at zero or very low cost to our organizations.

Patrick Needham works as the Director-Program Evaluation 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 MSW from the University of Illinois at Chicago. Patrick has worked at Mercy Home since 2009.

BREAKOUT SESSIONS 3:15 P.M.-4:45 P.M.

Lean on Me: A Case Study Using Lean Principles in an Outpatient Mental Health Setting

Joshua Carlson, M.S.W.
(Chaddock, IL)

Topics Covered: Data Visualization, Data-Driven Decision-Making

Providing mental health services as a not-for-profit agency in the current financial climate is challenging. Using data to make informed decisions is key in facing these challenges. Incorporating Lean principals can allow an agency to understand concepts like value streams, waste, and standard work practices to thrive. Chaddock's Family Solutions, an outpatient mental health center, had the opportunity to take part in a community based learning collaborative to bring Lean to their agency. Family Solutions used these principals to identify what brings value to the programs consumers, uncover and remove waste, and use data to make decisions and make continuous improvements.

Joshua Carlson is a Licensed Clinical Social Worker and is the Clinical Supervisor for Family Solutions, Chaddock's outpatient therapy program. He has worked with children and families at Chaddock for over 13 years. He has a Bachelor of Arts Degree in Youth and Family Ministry from Midland Lutheran College as well as a Masters in Social Work from the University of Illinois at Urbana-Champaign. He is currently pursuing his Doctor of Social Work from Walden University. In addition to providing clinical services and supervision at Chaddock, he also has experience in providing training and consultation with early childhood centers on topics related to trauma and attachment.

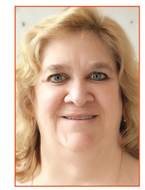
Let's Take a Walk – a Data Walk!

Jennifer Eblen Manning, M.S.W., Grace M. Smith, M.A., & Candace Thier, Ed.D
(Foster Care Utilization Review Program (FCURP), a unit of the Children and Family Research Center, School of Social Work, University of Illinois-Urbana, IL)

Topics Covered: Storytelling with Data, Data Visualization, Data-Driven Decision-Making, Data Utilization

Agency quality improvement staff, program staff, leadership, and researchers have long struggled with how to present data in ways that make it accessible and interesting enough for stakeholders to engage with and make use of effectively. A Data Walk can be a very powerful way of achieving these goals. In a Data Walk, key stakeholders participate in a joint review of data presentations in small groups, interpret the data and what it means, and collaborate to improve services, policies, programs, or any other goal. Participants will be provided with tools with which to develop Data Walks back at their agencies, and will participate in a live Data Walk to better support the transfer of knowledge learned in the workshop.

Jennifer Eblen Manning joined FCURP as a Research Data Analyst in 2000 and is currently the Program Director. She holds a BA from the University of Wisconsin-Madison, and a M.S.W. from Hunter College School of Social Work in New York City. She has 28 years of child welfare experience in direct service provision (child protection and foster care), and quality improvement. Currently, she supports the child welfare community in the achievement of positive safety, permanency and well-being outcomes for children and families through the provision of project management, training and technical assistance to the Illinois Department of Children and Family Services and private sector partners.



Grace M. Smith earned a B.A. in Psychology from Barrington College and an M.A. in Counseling from the University of Northern Iowa, in addition to Education and Biblical studies at Emmaus Bible College. She has over 25 years of child welfare experience. In 1999 she began work as a research specialist and statewide consultant for the Illinois Subsidized Guardianship Waiver Study, continuing this project with the Children and Family Research Center. In this capacity she assisted with compliance issues, the development of policy and practice, and served as the liaison for cases returning to Juvenile Court. She joined the Foster Care Utilization Review Program as a Research Data Analyst in 2010.

Candace Their's Argosy University School of Business doctorate degree in organizational leadership is the capstone in her educational endeavors. She holds a Master of Arts degree 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 loves research and is passionate about the education and welfare of disengaged and dropout students.

Building a Performance and Learning Culture

Vikki Rompala, M.S.W., Ph.D (ABD)
(Metropolitan Family Services, IL)

Topics Covered: Data as Evidence, Data Management, Data Compliance, Data-Driven Decision-Making

Understanding what is important to look at within your organization is often an art and a puzzle. This workshop will help you think about ways to shift into a Performance and Learning culture. Exercises will be used to help create critical success factor conversations within their setting and examples within one organization will be used to form the foundation for ongoing development and shifts in culture. Real world scenarios will be used to provide applications to conceptual learning about key performance indicators, critical success factors and cascading learning across departments and roles within an organization. This workshop will assist audience members with ways of shifting paradigms in building performance measurement and learning with their organization.

Vikki Rompala, LCSW, Ph.D (ABD) is the Director of Quality and Outcomes at Metropolitan Family Services. In her current role, she provides leadership in the program and professional development of staff, program implementation, performance management, safety concerns and auditing, and analysis of outcome and program evaluation agency wide along with providing leadership in promoting Metropolitan Family Services as a practice leader by outcome dissemination in a multiplicity of forums. She manages the Institutional Review Board (IRB) process for the agency. Ms. Rompala has extensive clinical and program experience as a licensed clinical social worker including over 16 years of work in low-income high risk settings in Chicago and Baltimore

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2017 CQI CONFERENCE- IN PURSUIT OF QUALITY: DATA LITERACY
WORKSHOP DESCRIPTIONS- DAY 2

CQI PANEL DISCUSSION 8:45 A.M.-9:45 A.M.

What Are the Most Important Issues in CQI Today?

Question and answer session with organization executives, CQI practitioners, and content experts on important issues in CQI today.

Panelists:
Brad Kolar, Avail Advisors | Katie Reilly, SOS Children's Village | Beverly Jones, COO, Lutheran Child and Family Services of IL
Moderated by: Melissa Curtis, Lawrence Hall

MORNING WORKSHOPS 10:00 A.M.-12:00 P.M.

"Ize" Wide Open Data-Driven Decision Making Protocol

Lyss Welding, B.A.
(YMCA of Metropolitan Chicago, IL)

Topics Covered: Data-Driven Decision-Making

Participants will participate in a modular data-driven decision making protocol with mock data, designed to scaffold data-thinking with an audience of users who are still novice data users. Within the protocol itself, participants begin by attending to some objective features of the data. Next, they reflect on gaps and other contexts surrounding the data. Following that, participants summarize strengths and growth areas, analyze root causes, and wrap by create actionable next steps. Finally, we will discuss adaptations and applications into other settings. This workshop allows participants to engage in each step of the protocol for reading and making action out of data followed by a period for session participants to reflect on their experience completing the protocol. Together, we will formulate understandings around the purpose of the steps and the different levels of thinking that occur at each stage.

After completing a bachelor's degree in linguistics at the University of Chicago, **Lyss Welding** assisted research as part of a longitudinal study based on the University's campus and reaching across the country. In 2013, Lyss joined the YMCA of Metropolitan Chicago's Office of Learning and Evaluation to support the implementation of practice that is research-proven to enhance children's health and learning throughout their lives. Today, Lyss oversees the wellness demonstration programming at the Y, designs curricula, and designs and facilitates continuous improvement systems across The Metro Chicago YMCA's signature cooking and gardening programs.

Rethinking Data: Closing the Gap Between Analysis and Action

Brad Kolar, M.A., M.S.
(Avail Advisors, IL)

Topics Covered: Storytelling with Data, Data Visualization, Data-Driven Decision-Making

You've probably been asked to be more "data-driven." But where do you start? Having more data doesn't necessarily make you a better decision-maker. In fact, excess data may be slowing you down. You don't need more data; you need the right data. This workshop provides an overview of how to shift from being data-driven to being decision-driven: 1) quickly and efficiently finding the data that you need, 2) formatting and reporting that data to make decisions and actions "pop" out, 3) telling a simple business-driven story that is fact-based and logical, and 4) overcoming the most common biases that distort our decisions. Data-driven organizations focus on numbers. Decision-driven organizations are able to quickly transform data into actions that drive results. Rethinking Data helps you close the gap between analysis and action.

Brad Kolar is the founder of Avail Advisors. Over the last 20 years, he has focused on one thing - bringing clarity, simplicity and resolution to complex issues. Brad holds a B.A. in Economics and a M.A. in Communication from the University of Illinois at Urbana-Champaign. In addition, Brad holds a M.S. in Computer Science from Northwestern University. Prior to founding Avail Advisors, Brad served as the Director of Learning and Performance Strategy for Accenture and as the Chief Learning Officer for The University of Chicago Medical Center. He is the co-author of the book, The Brain Advantage: Become a More Effective Business Leader Using the Latest Brain Research.

AFTERNOON WORKSHOPS 1:00 P.M.-3:00 P.M.

Decision One: A Data Based Story

Katie Elseth, LMSW, Stephanie Ramos, LCSW, LCDC-I & Heath Ramsey, B.A.
(Texas Department of Family and Protective Services-Child Protective Services, TX)

Topics Covered: Storytelling with Data, Data-Driven Decision-Making, Working with Messy Data

Stories are powerful; they motivate us by giving purpose to our "why", unite us with a shared "how", and direct us to "what we need to do". Data needs the power of story in a messy world where people can easily be overwhelmed with data's complexity and seemingly conflicting interpretations. Using data to manage a system is an accepted practice that is often unfocused in its outcome and application because people are not moved by numbers, but by stories. This session frames storytelling in the context of using data-driven decisions to achieve positive outcomes. We will illustrate how to use stories to make data accessible in a messy environment. We will give several examples of how to use data based stories to move people from "what is" to "what could be". All of this will be in the context of real, systems level, child welfare agency problems.

Katie Elseth has worked for the Texas Department of Family and Protective Services, Child Protective Services (CPS), for 11 years. In December, 2015, Katie joined the Regional Systems Improvement Division, as Regional Systems Improvement Specialist for Child Protective Services, Region 08. The Regional Systems Improvement Division uses specialized knowledge of regional data to assist CPS staff in understanding their local system. Katie has a bachelor's degree of Science in Family and Consumer Science from the University of Georgia at Athens, GA and a master's degree in Social Work with a focus on Administrative Leadership from Texas State University- San Marcos.

Stephanie Ramos has worked for the Texas Department of Family and Protective Services, Child Protective Services (CPS), for 17 years. In December, 2016, Stephanie joined the Regional Systems Improvement Division, as Regional Systems Improvement Specialist for Child Protective Services, Region 10. In addition to working with Child Protective Services, Stephanie has a private practice for psychotherapy. She is a Texas State Board of Social Work Examiners Board Approved Clinical Supervisor, providing supervision to Licensed Master Social Workers pursuing their clinical license. Stephanie has a bachelor and master's degree in Social Work from Our Lady of the Lake University - San Antonio, Texas - Worden School of Social Service.

Heath Ramsey is a Regional Systems Improvement Specialist (RSI) for the Texas Department of Family and Protective Services. Using experience from working with Child Protective Services (CPS) in Conservatorship as well as past business management, Heath supports regional leadership in continuously improving safety, permanency, and well-being for the children and families CPS serves. As part of the newly formed CPS Regional Systems Improvement Division, RSI's use data to help regional leadership identify what parts of their CPS system work well and areas to target for improvement. Heath has a B.A. in Biblical Text from Lubbock Christian University and recently began a M.B.A. program with Texas Tech University.

How Do You Know? Best Practices in Performance Measurement

Dr. Sara Feldman, Ph.D, & Emily Rhodes, M.P.P.
(Chapin Hall at the University of Chicago, IL)

Topics Covered: Statistical Literacy, Data as Evidence, Storytelling with Data, Data-Driven Decision-Making, Performance Measurement

Interactive exercises will guide participants through two fundamental practices required for accurate, representative, and actionable performance measurement: (1) Know your question: Performance metrics answer essential questions about how well an agency achieves certain outcomes for the children and families it serves. Picking the right measure requires you to be crystal clear about the question you want that metric to answer. In a CQI context, the most important questions are those that ask about the typical likelihood of "success"—i.e., short lengths of stay, placement stability, permanent exit, etc.—and how effective we are at boosting those odds. (2) Know your population: Not all measures provide correct information about typical outcomes or change in performance over time. In almost all cases, the best performance measures are based on entry cohorts. Questions about likelihood or how long something takes always require you to make your observation over a prospective window of time.

Sara Wolf Feldman is a Senior Researcher at Chapin Hall at the University of Chicago. Dr. Feldman uses both administrative data and qualitative methods to understand private and public child welfare agency performance. Dr. Feldman also serves as an instructor for Chapin Hall's signature course, Advanced Analytics for Child Welfare Administration, wherein child welfare agency administrators learn how to convert data into evidence that can be used to inform policy and practice decisions in a Continuous Quality Improvement context. Dr. Feldman is currently serving as PI on the evaluations of two large-scale Title IV-E Waiver demonstration projects. Dr. Feldman holds M.S.W. and Ph.D. degrees from Columbia University.

Emily Rhodes is an Associate Researcher at Chapin Hall at the University of Chicago. Her work currently focuses on helping public and private child welfare agencies use administrative data to assess and improve child welfare systems. Prior to joining Chapin Hall, Emily contributed to internal evaluation and quality assurance of human services and criminal justice programs for state government. She also has previous experience analyzing federal policy, and has recently staffed policy workgroups for state and local government. Emily holds a B.A. in Public Policy Studies and Master of Public Policy (M.P.P.) degrees from the University of Chicago.

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

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Last but not least, we acknowledge the vision and hard work of the **Illinois CQI Community Conference Planning Committee**:

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-The Illinois CQI Community

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