

**CQI Community Meeting**  
**12/4/13**  
**Minutes**

**Present:**

*In person-* Jackie Schedin, Ruann Barack, Scott Slomka, Susan Purdie, Sabrina Townsend, Melissa Curtis, Jennifer Eblen-Manning, Melissa Villegas, Susan Stephens, Douglas Cablk, Mollie Buchanan, Emily Rawsky

*Phone-* Sylvia Coleman, Laura Palmer, Brooke Portz, Kim Clark, Elizabeth Hopkins, Linda Raczak, Brett Beck, Amy Kasper

**Discussion:**

- Babyfold can be used as a resource for presentations
- Outcome/impact focused
- Learn from each other in how we can be better in our position
- Growing agencies but CQI does not change
- How are others structuring their systems with growth within agency after acquiring more and different programs?
- Discuss topics that we want to further explore
- How to fit CQI into the organization and how to work with other departments
- Build an online forum/portal
  - Discussion
  - Post Forms
  - Share resources
- Discussion regarding CQI Capacity Assessments by DCFS
  - CQI is on a “level”
  - Foster Care is on a “level”
  - Do the two connect in regards of monitoring?
  - What is the next step with the Assessment?
  - Assessment are to help CQI and give back to how to improve systems (COA, Feds, etc)
  - DCFS will give a roadmap from what is learned from the assessments
- How does group feel with DCFS presence in our meetings?
- There needs to be a level of confidentiality within a group
- COA- standards are not as strict as earlier editions. The old standards provided CQI with a “back-up.”
- Alliance for Children and Families
  - Useful but challenging in how to integrate with current organizational process.
  - \$1000 cost
  - Monthly audio conference
  - Data shared quarterly
  - Intake and discharge surveys
  - Benchmarking
    - HR (turnover)

- Financial (cost per client)
- Compare across country
- Compare with agencies with same budget
- Organizational Climate Survey (quarterly)
  - Data shared and benchmarked

### **Future Topics:**

- Growth within the agency- how does CQI adapt
- How does CQI fit within an organization
- Implementing a client survey in a multi-service agency
- All different aspects of CQI in the agency (activities, conceptualization, etc.).
- **Data management** (databases, different tools used for different programs)
  - Layers of data
- Assessment tools for clinical services
- Benchmarks
- Communicating data that may not look good outside but good for the program
  - Looking at smaller milestones
- Key performance indicators for programs (less ones that show more quality)
  - Agency vs. program?
  - Client centered model
- How do we share reporting at the different levels:
  - Client
  - Clinical
  - Supervisor
  - Agency
- Evidence based models
- Data driven decision making- how to encourage agency to use data in making changes
- Resistance
- Common Language across agencies
- Promote learning culture (CQI vs. QA)
- Engaging staff in CQI processes
  - Finding numbers/data useful

**Each person will provide the following through survey:**

- Agency:
- Name
- Phone Number:
- E-mail:
- Number of staff:
- Number of clients:
- How many CQI staff:
- Types of programs:
- Geographic area covered:
- Core Responsibilities:
- Strong CQI processes (top 3):
- Location Preference: Downtown and/or other locations

**Action Items:**

- JCFS will complete the above items into a survey in survey monkey. *Thank you!!!*
- Online Forum possibility- OHU and Lawrence Hall will see if this is a possibility through their agencies.

**Name for Group:** CQI Community

**Frequency:** Every other month for now

**Next Meeting:** 02/06/14 at 9:30am

**Location:** Jewish Child and Family Services  
Room to be determined  
216 West Jackson, Chicago