



CQI Community Group

**October 2, 2014
Minutes**

Present In person: Melissa Curtis, Christina McCaffrey, Jennifer Mannng, Christy Levine, Mike Wojcik, Jackie Schedin, Sarah Tunning, Katie Reilly, Melissa Villegas, Mike Stiehl, Becky Schedin, Yolanda Rogers, Susan Stephens, Doug Cabik

Via Conference Call: Annette Gannaway, Gabrielle Meyer, Linda Fox, Scott Hassett, Jacque Marks, Christ Brueske, Viviane Ngwa, Scott Slomka, Amber Williams, Jeri Laureano, Vicki Tello, Terry Young

Key Performance Indicators: Residential Programs

Presentation: Lawrence Hall Youth Services-Melissa Curtis

1 Handout (LHYS-KPI-Residential-2014.10.02)

- Difficulty getting data due to turnover
- Has relied on DCFS data
- Outcome domains (12)
 - Feel safe (measured through client satisfaction surveys)
 - Outputs (assist in getting information for outcomes)
 - Data from client satisfaction surveys (annual basis)- may increase to quarterly due to turnover:
 - Clients feels safe
 - Clients believe they are improving and becoming healthier due to services received
 - Clients believe their ability to care for themselves improved as a result of services.

- Use Outcome Domain Tables (cheat sheet to understand what is measured- indicators)
- New Logic Models used (identify problem that we are trying to solve and then able to identify impact services have)
- Due to decrease in “feeling safe” result in the school- CQI survey the children with additional questions to get to the root of why they were not feeling safe (peers, neighborhood, etc.)
- How do you collect and store information?
 - Kept on the intranet for all staff to view
 - Word data tracking sheets
 - Well-Being Outcomes
- ACF-Information Memorandum- Promoting Well-Being for Children and Youth Receiving Child Welfare Services (will be emailed to group)
 - Provides Framework
 - LCYS choose three of the most popular ITP Goals
- CANS- Jennifer.Conat@northwestern.edu with Northwestern is able to assist with CANS analysis per your request.

Presentation: Lutheran Child and Family Services of Illinois-Doug Cabik

1 Handout (LCFS-KPI-Residential-2014.10.02)

- KPIs
 - State Mandates
 - Benchmarking Data
- Domains
 - Partnering
 - Strengths
 - Belonging
- Reports
 - Quality Indicator Data Report Form
 - Survey Results
 - Bulletin Board displays results/reports
- Line Staff have a lot of input and are vested in data
 - Given ability to discuss
 - Analyze the data
- Building Bridges Initiative
- What is making staff motivated with the data
 - Staff involvement and owning the information
 - Staff interpret and analyze the data
 - Identifying problems which data supports the issue identified
 - Leadership – staff follows it and helps engagement

- Ideas in increasing staff engagement and getting buy-in in CQI process
 - CQI writes reports; staff present the data and reports; CQI is present to provide support and assist in identifying trends, etc.
 - Translate data into information (make it visual)
- Reliability of data collection
 - Have a system in place for Quality Control
 - Bring data to the meeting to discuss questions regarding data
 - Do not need to figure it out ourselves (CQI)- we can engage staff to resolve and answer questions
 - This provides us an opportunity to engage staff and complete data clean up
- Outcomes measured elsewhere
 - Casey Lifeskills Data (change over time)
 - Family involvement (internal satisfaction)

Other Discussion:

- Center for Youth Program Quality (cypq.org)
- Impact Genome Project lead by Mission Measurement (missionmeasurement.com)
- Performwell.org (assessment tools, etc)
- CQI Community Google Group has been developed (Thank you Becky Schedin!) and will be shared with this group to share resources.
- Presenters- for next meeting: possibly Jennifer with Northwestern (CANS), Sabrina with JCFS.
- Location tentatively at Lawrence Hall- Melissa will confirm
- Reminder- CANS Conference November 12-14 in Chicago.

Upcoming Meetings:

- 12/18/14- Key Performance Indicators- Counseling/Therapy
- 02/19/15- Key Performance Indicators- Adoption/Therapeutic Day Schools
- 04/16/15- Key Performance Indicators-Foster Care