



CQI Structure

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Revised: 5/30/2023

Agenda

1. Background
2. CQI Structure
3. Assessing and Improving





Background

- Founded in 1902
- Mission: to promote the right of every child to a permanent, safe, and loving family
- 15+ programs served children, youth, families, and professionals throughout North Carolina





**Children's
Home Society**

of North Carolina

Spectrum of Services



Family & Preservation

Family Education and Support
Intensive Family Preservation Services (IFPS)
HealthySteps
Child First
Community Navigation
Substance Abuse Prevention



Foster Care to Permanency

Foster Care
Child-Focused Recruitment (CFR)
Therapeutic Foster Care
Caring For Our Own
SaySo
Sexual Health for Youth In Care (SYNC)



Adoption Services

Contract Adoption Service
Infant Connections Program
Confidential Intermediary Services
Lifelong Post Adoption Services
Supportive Post Adoption Network (SPAN)



Advancing Change

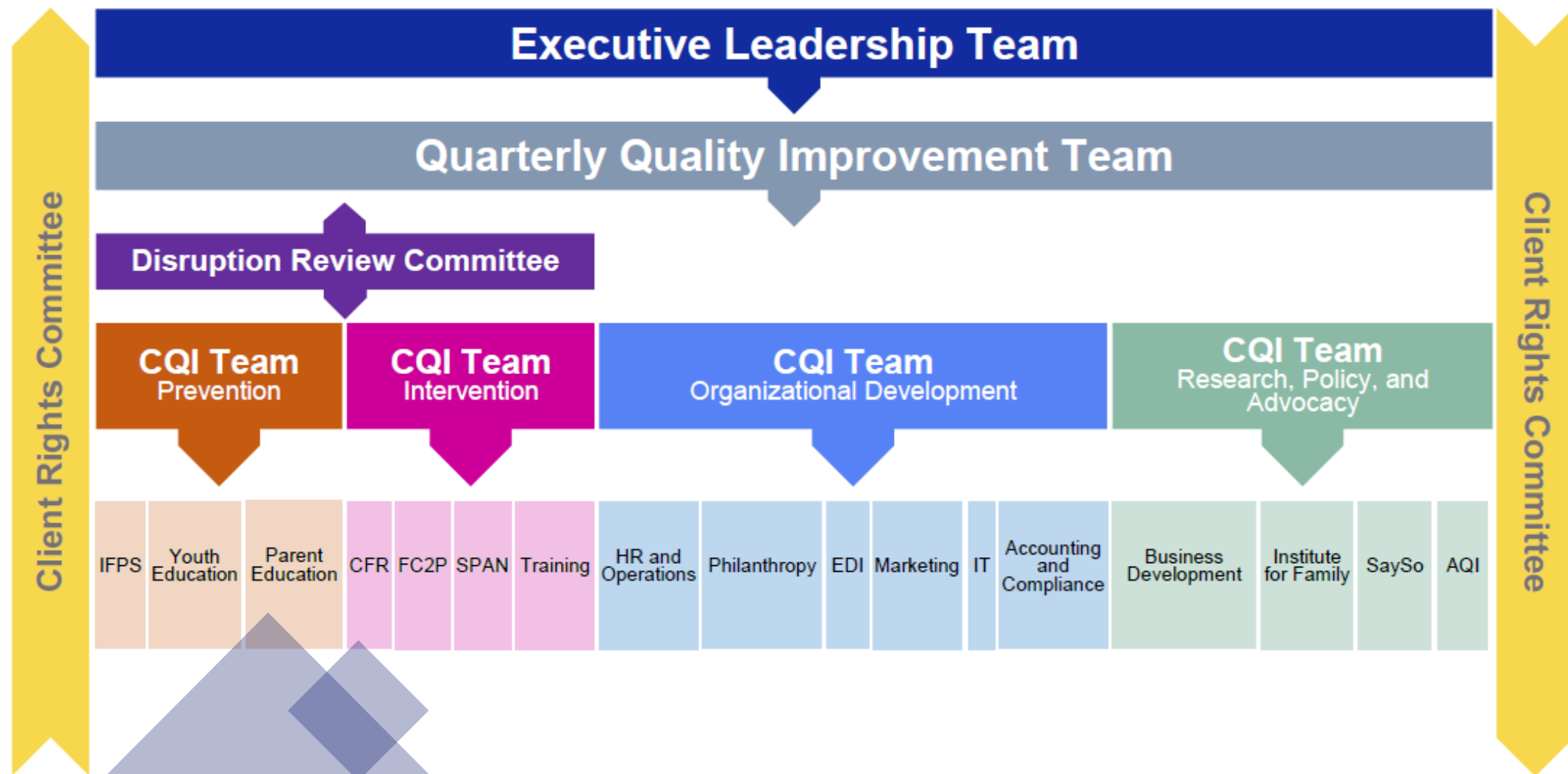
Institute For Family
Professional Training

CQI Background

- Formal CQI structure began about 1.5 years ago
- Overall Goals:
 - Enhance service delivery to improve outcomes
 - Improve cross-department communication and learning



Continuous Quality Improvement Structure



Disruptions Committee

The goal of the Disruptions Committee is to understand what causes disruptions through analyzing data in order to **predict** and **prevent** future disruptions.

Disruptions Committee



Project Oriented CQI Teams

Prevention

Participants: 9

Last Meeting: 12/12/2022

Next Meeting: 4/18/2023

Project: Identify client survey(s) and create survey process for HealthySteps to obtain data on outcomes and satisfaction.

Stage: Plan (PDSA) Cycle 2

Intervention

Participants: 6

Last Meeting: 2/6/2023

Next Meeting: 5/1/2023

Project: Research and propose process for screening potential foster parents.

Stage: Plan (PDSA)

Research, Policy, and Advocacy

Participants: 7

Last Meeting: 1/12/2023

Next Meeting: 4/6/2023

Project: Identify Outputs and Outcomes for each program. Recommend additional Outputs and Outcomes as needed.

Stage: Plan (PDSA)

Organizational Development

Participants: 8

Last Meeting: 2/2/2023

Next Meeting: 4/26/2023

Project: Research demographic categories and recommend which should be used.

Stage: Plan (PDSA)

Project Oriented CQI Teams

1. Members list program or department needs
2. Members use the Project Prioritization worksheet to narrow down list to top 5
3. Members vote for which project they would like to complete
4. PDSA



Prevention CQI Team: Department Needs

Project
Oriented CQI
Teams

| Need | Department(s) | Date Added |
|--|---------------|------------|
| Increase referrals for services from all counties served | IFPS | 1/20/2022 |
| Ability to track progress and services | Training | 1/20/2022 |
| Ability to track outcomes (ex: training correlated with reduction in disruptions?) | Training | 2/11/2022 |
| Ability to track outcomes (ex: are services correlated with reduction in abuse/neglect?) | CN/HS | 2/11/2022 |
| Increase number of schools served | Wise Guys | 2/11/2022 |
| Increase in referrals from all counties served | IFPS | 2/14/2022 |
| Track referrals to case openings with outcomes (track referrals to opening rates – ex: 30 referrals but do not know what happened to them if they do not open services <u>and also</u> need to find out why people do not open services) | IFPS | 2/14/2022 |
| Increase the number of sites/participates served | Wise Guys | 2/14/2022 |
| Systematic way to track parental impact | PE/HS | 2/14/2022 |

Project Prioritization Worksheet

| Criteria | | Impact | | Feasibility | | Cost | | Urgency | | | |
|---|------------|--------|-------|-------------|-------|-------|-------|---------|-------|------------------|---------|
| Weighting | | 3 | | 2 | | 1 | | 3 | | | |
| Project Name | Department | Score | Total | Score | Total | Score | Total | Score | Total | Overall Priority | Notes |
| Track CFR clients after case closure at 6 months and at 12 months | CFR | 4 | 12 | 3 | 6 | 3 | 3 | 2 | 6 | 27 | example |
| Increase therapeutic services offered | SPAN | 5 | 15 | 2 | 4 | 2 | 2 | 3 | 9 | 30 | example |
| Create standardized employee training FC | FC2P | 5 | 15 | 1 | 2 | 0 | 0 | 3 | 9 | 26 | example |
| Tracking progress and services Training Team | Training | 3 | 9 | 3 | 6 | 2 | 2 | 2 | 6 | 23 | example |
| Fully functioning electronic file system | FC2P | 5 | 15 | 1 | 2 | 0 | 0 | 4 | 12 | 29 | example |

| | |
|----------------------|--|
| Instructions: | Rate each Criteria between 0-5 points. Criteria and specific scoring information is below. |
| | Total: multiply the assigned criteria score by the weighting for the criteria (excel will automatically do this). |
| | Overall Priority: Add the criteria total scores together (excel will automatically do this). |
| Criteria: | |
| Impact: | Impact on our mission which is to promote the right of every child to a permanent, safe, and loving family. 0 points = Low Impact, 5 points = High Impact |
| Feasibility: | State or degree that this can be easily or conveniently done. 0 points = Very difficult to complete, 5 points = Very easy to complete |
| Cost: | Financial cost of project, including employee time and effort. 0 points = High expense and/or employee time, 5 points = Low expense and/or employee time |
| Urgency: | State of requiring immediate action or attention. Extremely urgent means that there is risk involved if the task is not completed. 0 points = Not urgent, 5 points = Extremely urgent |



Project Title:

Cycle Number:

CQI Team:

Project Lead:

Start Date:

Background

What are we trying to accomplish? (Describe the problem/issue.)

What has been done in the past?

What is the current state?

Plan

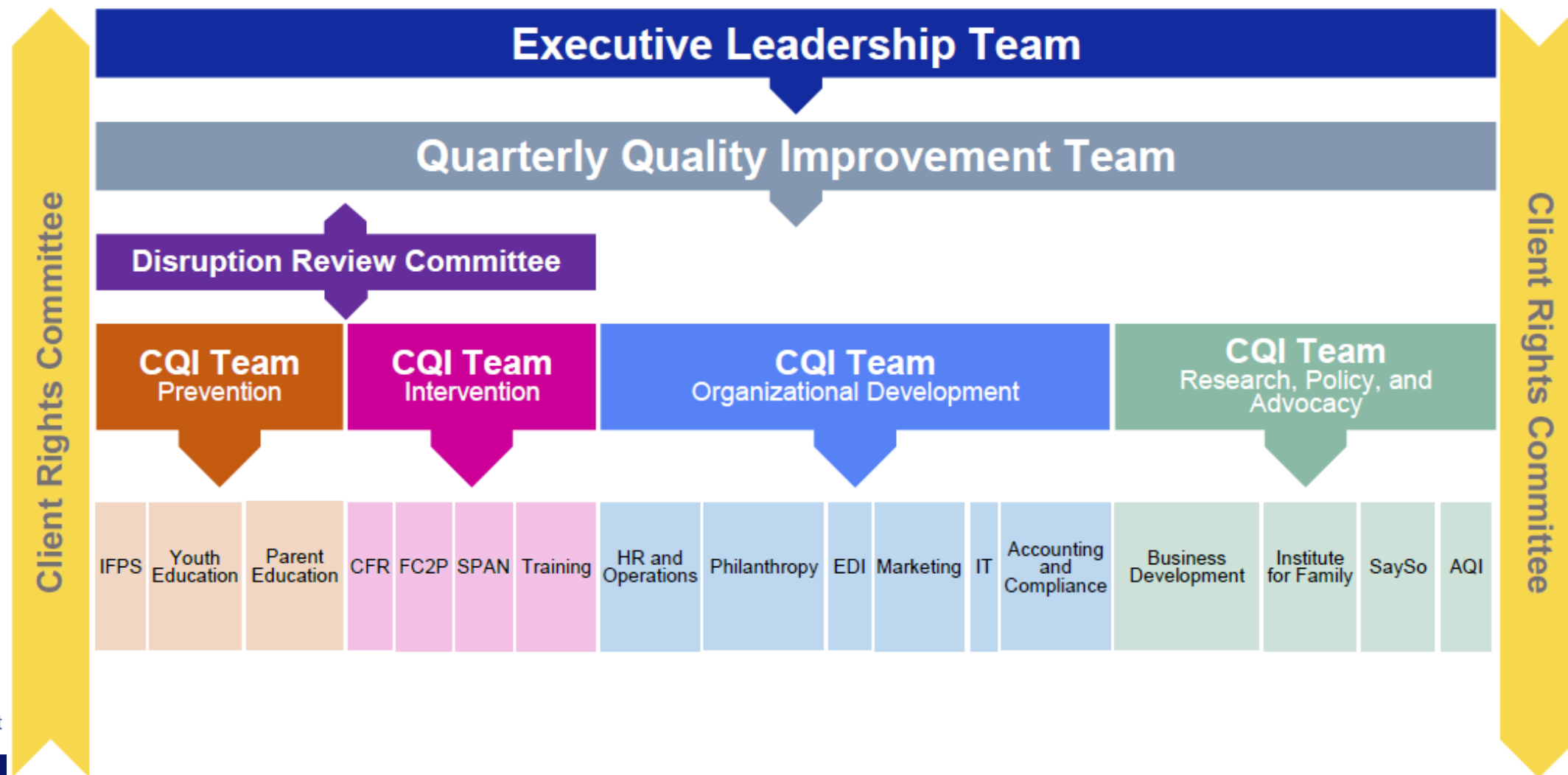
What intervention is being conducted?

What measurable outcomes would we like to see?

What is the baseline? What will the intervention be compared to?

Who will be involved?

Continuous Quality Improvement Structure



Assessing and Improving

- Feedback survey sent out Spring 2023
 - Limitation: 37% response rate
- Current status: discussing feedback and restructuring CQI teams



Questions