

NOV. 6TH 2015

CQI CONFERENCE

IN PURSUIT OF  
QUALITY



IMPROVE  
INNOVATE  
IMPACT

child and family outcomes  
child safety  
quality improvement  
continuous learning  
workforce stability  
well-being

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 PRIVATE CHILD WELFARE AGENCY CQI COMMUNITY GROUP WELCOME MESSAGE

We would like to take this opportunity to **THANK YOU** for joining us for our inaugural CQI Conference, “In Pursuit of Quality”. We have planned a full day of interactive workshops and presentations designed to enhance the knowledge and skills of quality improvement professionals throughout the Illinois child welfare 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 state about some of the core foundational CQI activities and processes that can support your organizations efforts to improve outcomes for children and families. You will notice our focus on the unique needs of private child welfare agencies to operationalize key CQI concepts, tools and processes. You will also get a national perspective on CQI from our keynote speaker, Peter Watson, a noted expert on CQI and adaptive leadership.

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 CQI Conference would not have been possible.

This is an exciting time for our CQI community as we strive to build our capacity to lead the quality improvement efforts of the organizations we represent. 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 Private Child Welfare Agency CQI Community Group

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The Illinois Private Child Welfare Agency CQI Community Group (hereafter referred to as the “CQI Community Group”) consists of private agency CQI professionals throughout the state of Illinois interested in networking, sharing resources and supporting professional development in the area of continuous quality improvement. The 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 CQI Community Group represents an expansion of the earlier initiative that includes increased structure and organization 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. Currently, there are approximately 100 CQI professionals participating in meetings which take place in-person and via teleconference.

If you are interested in participating in future meetings, please contact Jackie Schedin, Director of Quality Improvement, One Hope United, [jschedin@onehopeunited.org](mailto:jschedin@onehopeunited.org)



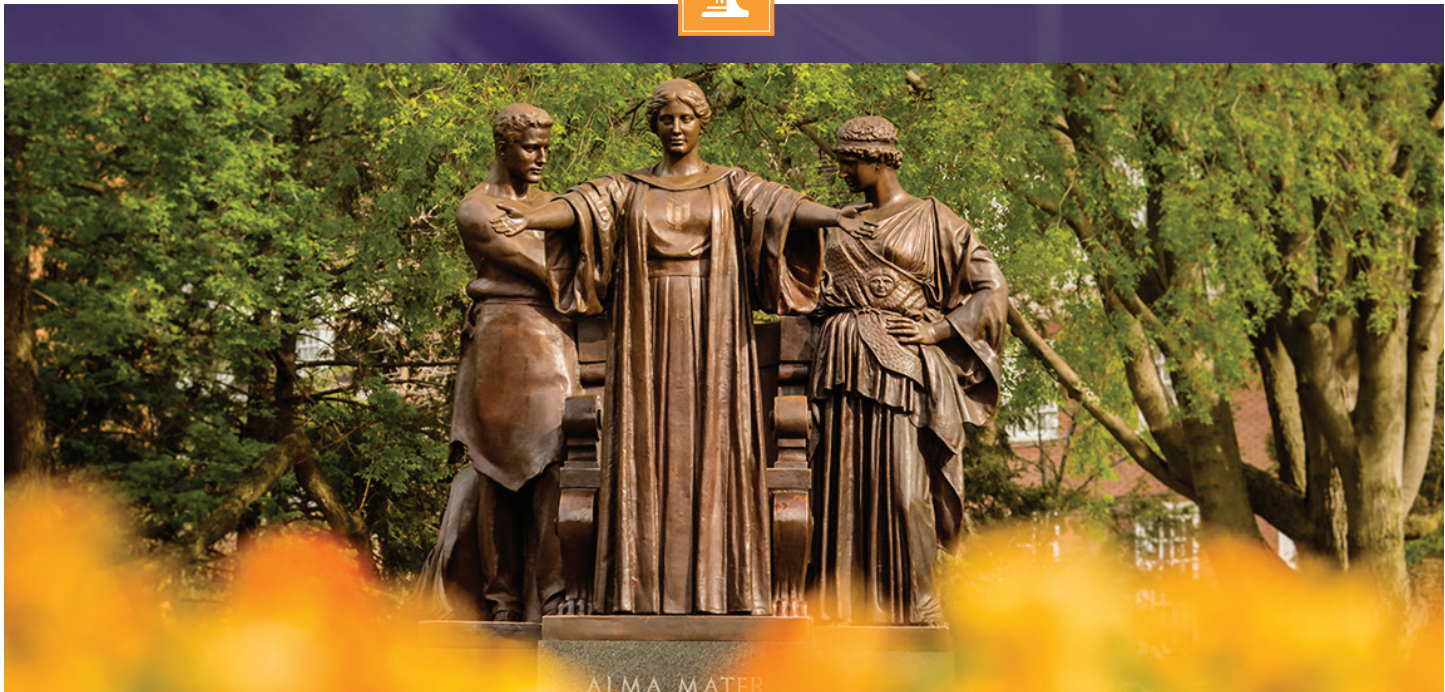
## WELCOME FROM DEAN WYNNE KORR AND THE SCHOOL OF SOCIAL WORK

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

# SOCIAL WORK

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**KEYNOTE SPEAKER:**  
**PETER S. WATSON, MPP**



Peter Watson has more than 25 years of experience in human services research, capacity building, systems change initiatives and child welfare administration. He is currently a Senior Director in the Technical Assistance Unit at Casey Family Programs. He also directed the National Child Welfare Resource Center for Organizational Improvement from 2004-2015. Much of his work has focused on helping state agencies develop and implement continuous quality improvement (CQI) systems and providing leadership coaching for other change efforts. He also has worked closely with numerous states to define and implement systemic program improvement initiatives and measurement strategies and tie them to key agency priorities. He has conducted and facilitated numerous national, regional, and state workshops and meetings on a variety of topics, including CQI, organizational change, strategic planning, and adaptive leadership approaches. Peter also served as the Director of Quality Assurance at the Massachusetts Department of Social Services (DSS). He managed DSS's research, training, policy and foster care review units, and he also served as the project manager for the development and implementation of DSS's management information system, known as FamilyNet. Earlier in his career, he focused on the evaluation side of human services with several research firms in Washington, D.C.

During the conference, Peter will deliver a keynote talk focused on the following objectives:

- Develop a shared definition and understanding of the key components of CQI
- Review the history of and lessons learned from CQI development in the child welfare field
- Identify strategies Illinois private child welfare providers can use to develop and implement CQI systems in their organizations

The keynote will include visual examples to illustrate CQI development and implementation efforts in other child welfare organizations. Peter also will engage the participants in some brief discussions to help them use concepts and ideas from the overall conference in their own agencies.

## SCHEDULE OF EVENTS

- 8:30-9:30 a.m. Registration and Breakfast (Welcome, Assessment and Keynote will take place in Room 2027)
- 9:30-9:45 a.m. Welcome: Dean Korr, University of Illinois, Urbana-Champaign, School of Social Work, and from the Illinois Private Child Welfare Agency CQI Community
- 9:45-10:15 a.m. CQI Capacity Assessment Results: Jennifer Eblen Manning, Program Director, UIUC/SSW/CFRC/Foster Care Utilization Review Program, Yolanda Green Rogers, Senior Policy Analyst, Chapin Hall
- 10:15-11:00 a.m. Keynote Speaker: Peter Watson, Senior Director, Technical Assistance Unit, Casey Family Services
- 11:00-11:15 a.m. Break

11:15-12:15 Session 1		
Track 1: Foundation	Track 2: Intermediate	Track 3: Advanced
<p><b>The CQI Process: Using the Plan-Do-Study-Act Cycle to Improve Outcomes</b> Yolanda Green-Rogers, MSW &amp; Lily Alpert, PhD (Chapin Hall, IL) Room 2027</p>	<p><b>Making a Difference: Social Impact and Theory of Change (Logic Models)</b> Deborah Armstrong, MS, LCPC &amp; Lara Raper, MS (The Baby Fold, IL) Room 2015</p>	<p><b>Collaboration: Lighting the Path with Numbers</b> Brenton Diers, LCSW, ACSW (Lutherbrook Child and Adolescent Center, IL); Susan Stephens, LCSW and Douglas E. Cablk, BA (Lutheran Child and Family Services, IL) Room 2018</p>

- 12:15-1:15 Lunch: Food will be available in the hallway. Seating is available in the lounge area and rooms 2015, 2018 and 2030.

1:15-2:15 Session 2		
Track 1: Foundation	Track 2: Intermediate	Track 3: Advanced
<p><b>Building a Blueprint for Success: Using a Logic Model to Drive an Organization's Mission</b> Patrick Needham, MSW &amp; Matt Plaska, MSW (Mercy Home for Boys, IL) Room 2015</p>	<p><b>Program Driven CQI: How to Structure the CQI Process so that Program Staff are in the Driver's Seat</b> Ruann Barack, MA (One Hope United, IL) &amp; Sabrina Townsend, MA (JCFS, IL) Room 2027</p>	<p><b>The Rest of the Story: Post-Discharge Data Collection</b> Shannon Stokes, MPS; Sarah Tunning, MA, LMHC; Nikki Quandt, MS. Ed, LCPC; and Penny Hanks (One Hope United: MO, IL &amp; FL) Room 2018</p>

- 2:15-2:30 Break

2:30-3:30 Session 3		
Track 1: Foundation	Track 2: Intermediate	Track 3: Advanced
<p><b>The Peer Review Cycle – From Creating Tools to Effective Follow-Up for Quality Improvement</b> Deborah Pillers, MSW, LSW &amp; Laura Tinker, LCSW (Children's Home + Aid, IL) Room 2015</p>	<p><b>CQI Built the Team that Builds the Program: Using QI to Improve Youth Workforce Development Programs</b> Sean McGinnis, MSW &amp; Jevita Northern, LCSW (Lawrence Hall, IL) Room 2018</p>	<p><b>How to Use Excel to Create Visually Appealing Automated Reports</b> Kimberly D. Clark, MA (One Hope United, IL) Room 2023</p>

- 3:30-3:45 p.m. Break
- 3:45-4:30 p.m. Closing Event: Where do we go from here? (Closing Event and Wrap Up will take place in Room 2027)
- 4:30-5:00 p.m. Wrap Up/Next Steps: Illinois CQI Community Group

## SESSION 1:

### The CQI Process: Using the Plan-Do-Study-Act Cycle to Improve Outcomes

Yolanda Green-Rogers, MSW, and Lily Alpert, PhD, (Chapin Hall at the University of Chicago, IL)

A critical part of building capacity for Continuous Quality Improvement (CQI) in private child welfare agencies is developing a shared understanding of what the CQI process is and the role it plays in agencies' efforts to improve outcomes for children and families. This session aims to promote that common understanding by defining core CQI concepts and working with participants to use those concepts to articulate their current CQI priorities, efforts, and challenges. Because a common language for discussing CQI and its elements facilitates shared meaning among agency staff and helps different types of staff identify their unique responsibilities within the CQI process, this session is applicable to all types of agency staff (leadership, designated CQI staff, program managers, supervisors, etc.). We will use interactive techniques to engage participants, both in learning the presented concepts and in applying those concepts to their own work. Handouts will be distributed containing models and templates for guiding the CQI process that participants can take back to their agencies and use as they design and develop their own CQI activities.

**Lily Alpert** is a Researcher at Chapin Hall at the University of Chicago. Her work focuses primarily on research evidence use by child welfare agency administrators and the development of interventions that promote the adoption and diffusion of longitudinal methods in child welfare performance measurement. Lily is responsible for education, outreach, and engagement efforts for The Center for State Child Welfare Data at Chapin Hall. In this role she works with individual public child welfare agencies to generate evidence about system performance and apply that evidence to rigorous and effective Continuous Quality Improvement activities.

**Yolanda Green-Rogers** is a Senior Policy Analyst at Chapin Hall at the University of Chicago. She works with the Implementation Collaborative Team at Chapin Hall supporting states across the country as they monitor progress toward improving outcomes for children and families through Title IV-E waiver demonstration projects. Her work focuses on supporting public and private agencies in implementing Continuous Quality Improvement (CQI) practices and protocols. Yolanda is responsible for assessing CQI processes within public and private child welfare agencies, supporting efforts to increase the capacity within public and private agencies to use the CQI process, and making recommendations to child welfare leadership on the use of the CQI process given system context and capacity.

### Making a Difference: Social Impact and Theory of Change (Logic Models)

Deborah Armstrong, MS, LCPC, and Lara Raper, MS, (The Baby Fold, Normal, IL)

It is becoming increasingly important for funders and stakeholders to know what social impact is being made by a program both to the service recipients as well as the community and society at large. Logic models have traditionally driven process and client outcome measures as program evaluation methods. This workshop session will introduce the concept of social impact and how individual programs as well as coordination and collaboration of services can increase the social impact. We will also present a Theory of Change model and how it can be used to refine and increase program outcomes and drive social impact. Key differences in traditional pipeline logic models and theory of change models will be reviewed. The practical steps of implementing a Theory of Change model will be presented as well as this organization's experience in implementation of the model at the program level.

This workshop will promote interactive learning with discussion, brainstorming and examples to promote practical application to organizational CQI program evaluation processes. We will provide useful examples as well as discuss experiences with implementation of the theory of change model in our own organization. Participants will be able to determine whether implementation of this model can be applied to the programs within their organizations and will be provided with the tools necessary to do so.

**Deborah (Debi) Armstrong** has worked in the field of child welfare for over 30 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 17 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 been a presenter 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 is now working in administration. She has provided training for federal service programs, state programs, foster/adoptive parents and for direct service workers. Lara has her 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.



### Collaboration: Lighting the Path with Numbers

**Brenton Diers, LCSW, ACSW, (Lutherbrook Child and Adolescent Center, IL)**

**Susan Stephens, LCSW, and Douglas E. Cablk, BA, (Lutheran Child and Family Services, IL)**

This presentation will describe how LCFS has created a robust CQI process in a residential treatment program (Lutherbrook) and is in various stages of implementing it with other programs (including foster care).

We will:

1. Describe the current CQI process in our residential treatment program, which captures crucial data regarding key performance domains, organizes and presents the data in ways that are easy to understand and engages staff at all levels of the organization in performance discussions and improvement strategies.
2. Identify the key factors in CQI development, including the communication, collaboration and commitment to data among program, information services and quality improvement staff.
3. Discuss the challenges and opportunities associated with the implementation of this model in the broader organization recognizing the advantages of increased availability of data measuring well-being in all programs, while acknowledging the need for programmatic growth in integrating the crucial role of data.

**Brent Diers, LCSW, ACSW** is the Executive Director of Lutherbrook Child and Adolescent Center in Addison, Illinois, where he oversees the residential, educational and foster care services on a campus devoted to serving the needs of traumatized youth. Brent is on the Executive Committee of the American Association of Children's Residential Centers, is the chairperson of the NASW Illinois Chapter's Ethics Committee and a peer reviewer with the Council on Accreditation.

**Susan H. Stephens, LCSW** is the Vice President/Chief Organizational Development & Support Officer at Lutheran Child and Family Services of Illinois. As VP & Chief Organizational Development and Support Officer, Susan is responsible for overseeing the LCFS' performance and quality improvement, staff development and training, interns, external compliance, accreditation, information services/systems, program evaluation and serves as an internal consultant. She joined LCFS in 1982 after working in child protective services for the Illinois Department of Children and Family Services. At LCFS, she worked in direct service and leadership roles in child welfare, clinical, and residential services, before moving into administrative roles, including Director of Quality. Susan is a licensed clinical social worker, a licensed child welfare services employee and also has been a Council on Accreditation peer reviewer. Susan received her master's degree in social work from George Williams College and a bachelor's in human behavior from The University of Chicago.

**Douglas E. Cablk, BA** is the Director of Data and Information Services at Lutheran Child and Family Services of Illinois. Douglas began with LCFS in 1995 supervising the client information system team. In 2004, he became the Director of Data and Information Services and began overseeing Information Technology as well as Data Analysis. He has a passion for all things research and statistics, and loves to bring numbers alive to the human services field.

## SESSION 2:

### Building a Blueprint for Success: Using a Logic Model to Drive and Organization's Mission

**Patrick Needham, MSW & Matt Plaska, MSW, (Mercy Home for Boys, IL)**

A Logic Model is a visual representation of the scope of work an organization does. We believe that a good logic model is the basis for a strong QI culture. Additionally, a logic model helps ground an organization's decision-making in its mission because of how it helps one understand how elements of an organization interact with each other. The logic model template that we have developed is accessible for people of all QI backgrounds (whether experienced or not).

This workshop teaches a template for a logic model that can be adapted to any organization. The template was developed at Mercy Home for Boys and Girls by consulting many references already in existence (all of which are cited). The logic model visually shows the relationship between the different components of an organization, and they are ordered using "if, then" statements to drive home the logical nature of a logic model. The logic model is grouped into three major sections ("What we believe", "What we do", and "What participants achieve"). During the workshop, participants will fill in a worksheet as we go along in order for them to create small logic models for their own workplaces that they can walk away with and drive further discussion at their organizations after the workshop. The workshop also touches on how to use a logic model to drive measurement and evaluation and the differences between outcomes, indicators, and measurement tools.

**Patrick Needham** works as the Manager of Quality Improvement at Mercy Home for Boys and Girls in Chicago, IL where he is focused on using measurement and evaluation to improve the organization's work with young people. Patrick earned his BA from the University of Notre Dame, and an MSW from the Jane Addams College of Social Work at the University of Illinois – Chicago.

**Matt Plaska** is the Manager of Organizational Development at Mercy Home for Boys and Girls in Chicago, IL, a role in which he provides a variety of support and resources to his coworkers across the Agency. Through his work with data collection and analysis, logic models, quality improvement, team building, and leadership development, Matt enables teams to deliver the most effective, evidence-based treatment possible to the youth and families of Mercy Home. Matt earned his BA in Sociology and Theology from the University of Notre Dame, and an MSW from the Jane Addams College of Social Work at the University of Illinois – Chicago. Matt currently lives in Chicago with his wife and two children, and is training for his third marathon.





## Program Driven CQI: How to Structure the CQI Process so that Program Staff are in the Driver's Seat

**Ruann Barack, MA (One Hope United, IL) & Sabrina Townsend, MA (JCFS, IL)**

During this session, participants will learn about two methods for structuring the quality improvement process and the necessary tools to empower program staff to facilitate the process. Practical tools will be shared for setting the agenda for a quality improvement team meeting, sharing data, and action planning. Active learning will be encouraged by having participants form small groups to discuss ways in which to apply new information in their agency setting. These small group discussions will be followed by a large group discussion where ideas are shared.

**Ruann Barack** earned her Master's Degree in Clinical Psychology through the Illinois School of Professional Psychology (now known as Argosy University) in 2000. She has had over 20 years of experience in the field of child welfare/human services. Ruann has had over 10 years of direct service experience with clients in residential, specialized foster care and therapy services. In the last 15 years, she has been involved in the Quality Improvement Department at One Hope United. Ruann is currently the Executive Vice President of CQIR at One Hope United. She has also participated in the development of the CQI University training that covers the basic quality components of a CQI program and addresses some of the strengths and challenges of building a CQI culture in an agency.

**Sabrina Townsend** is the Assistant Director of Quality Improvement and Evaluation for Jewish Child and Family Services located in Chicago, IL. In her 12 years with the organization, she has helped the Department grow to meet the changing needs of the organization, which serves individuals and families of all ages. She provides direct quality improvement support to the outpatient counseling, foster care, therapeutic nursery, adoption preservation, and foster placement stabilization programs. She also serves as the agency's chair for the Institutional Review Board (IRB). Sabrina earned her Master's Degree in 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.

## The Rest of the Story: Post-Discharge Data Collection

**Shannon Stokes, MPS; Sarah Tunning, MA, LMHC; Nikki Quandt, MS, Ed, LCPC; and Penny Hanks, (One Hope United, MO)**

Gathering post discharge data allows programs to assess client progress after services have ended. The data collected post discharge can be used to improve the quality of services.

Most CQI processes focus on data collected while clients are in service. There is a wealth of data that can be collected post-discharge that also can be utilized to improve client services. Due to billing restraints and other contractual obligations, operations staff has limited time to commit to these processes. However, the relationships established between direct staff and clients can also contribute to better response rates. Therefore, in order for post-service data efforts to succeed, the approach must work well for operations staff. Ideally, the approach must be streamlined and employ tools that are easy to use, can be accessed from a variety of settings, and require minimal time to complete. CQI and operations staff at One Hope United partnered to design a solution and develop the tools, procedures, and policies that support the collection of post-service data. While still in the early phases, this partnership provides an example of one way to tackle post-service data collection challenges.

**Shannon Stokes** is the Director of Special Projects at One Hope United. She started at One Hope United seven years ago as the Director of Programs in Missouri. In that capacity, she led the implementation of the Circle of Hope, a federally-funded grant that provided services to families affected by substance abuse. Ms. Stokes recently joined the Continuous Quality Improvement and Human Resources Departments at One Hope United to lead cross-agency project teams and enhance internal policies and procedures. Prior to One Hope United, Ms. Stokes worked as a Research Analyst for the Truman School of Public Affairs at the University of Missouri-Columbia. She has a Master of Public Administration and a BA in Political Science from the University of Missouri-Columbia.

**Sarah Tunning** is the Director of Research at One Hope United. She has worked for One Hope United and in the Continuous Quality Improvement Department for 6 years. Sarah has 15 years of experience in the mental health, substance abuse, and child welfare fields. Her passion is to enhance services provided to children and families in all aspects that impact their lives. Sarah Tunning is licensed by the State of Florida as a Licensed Mental Health Counselor and Certified Addiction Professional. Sarah Tunning received her B.A. in Social Work from Malone College in Canton, OH and a Masters of Counselor Education degree from University of South Florida in Tampa, FL. She has presented at regional and national conferences.

**Nikki Quandt** is a Director of Programs at One Hope United. She has worked at One Hope United for 16 years in a variety of capacities, but has been in her current role for 8 years. Ms. Quandt has led the implementation of many programs, including Functional Family Therapy, Multi-Systemic Therapy and Screening, Assessment and Support Services. She is a Licensed Clinical Professional Counselor with the state of Illinois. Ms. Quandt earned her Undergraduate degree from McKendree College and her Master's degree in Educational Counseling from Eastern Illinois University.

**Penny Hanks** is the Coordinator of the Comprehensive Community Based Youth Services at One Hope United. She provides program implementation and supervision for a 13 county service area. Ms. Hanks has been with the agency for 15 years in a few different capacities, including Foster Care Case Management, and Foster Care Licensing. She has a Bachelor's Degree from Eastern Illinois University.





## SESSION 3:

### The Peer Review Cycle – From Creating Tools to Effective Follow-Up for Quality Improvement

Deborah Pillers, MSW, LSW & Laura Tinker, LCSW, (Children's Home + Aid, IL)

Quality Improvement staff from Children's Home + Aid will guide participants through the peer review process used by the agency. The concentration will be on child welfare programs, including Foster Care, Foster Care Licensing and Intact Family Services; however, the information shared is applicable to all types of programs. The presentation will provide instruction on how to develop record review tools, staff engagement in the file review process, data reporting and how the data can be effectively used by programs to improve the quality of services, and corrective actions for peer reviews. The role of Quality Improvement staff in the entire process will be discussed. Record review tools, various data reporting tools and procedures that guide our work in this important and impactful supportive service will be shared with participants.

**Deborah Pillers, MSW, LSW**, is the Quality Improvement Manager for Children's Home + Aid and works with child welfare programs in the agency's northern and central regions. She also supervises QI staff in the agency's Metropolitan (Chicago) region. Deborah joined Children's Home + Aid in 2006 as a Quality Improvement Associate and became the Quality Improvement Manager in 2013. Her professional career includes experience as a foster care case manager and she has supervised foster care, licensing, intact family services, residential, and other home-based programs. Deborah has a wealth of QI and child welfare knowledge and experience and provides training on numerous topics to all levels of staff in programs across the state.

**Laura Tinker, MSW, LCSW**, is a QI Associate at Children's Home + Aid and works with child welfare, clinical, parent support, youth services, and delinquency intervention programs in the agency's southern and central regions. Her professional career began at Children's Home + Aid as a Family Counselor and Advocate Coordinator. She has been with Children's Home + Aid for over 10 years and supervised several Youth Services programs, including CCBYS, prior to moving into her role in QI. Mrs. Tinker has experience in public speaking through the United Way and as the co-facilitator for the Madison County Continuum of Care for the Homeless, where she served two terms. She holds a Master's Degree in Social Work and is a Licensed Clinical Social Worker in Illinois and Missouri.

### CQI Built the Team that Builds the program: Using QI to Improve Youth Workforce Development Programs

Sean McGinnis, MSW, and Jevita Northern, LCSW, (Lawrence Hall, Chicago, IL)

Participation in the Continues Quality Improvement process is a valuable tool that shows all levels of participants in a program, from leadership to clients, where the program has been, what the program has done and where the program is going. Not only does this demonstrate the growth of a program and its participants, it also highlights on a regular basis the outstanding work direct care staff are doing daily while promoting a future direction for the program. The CQI process in MY TIME, a youth employment program, has been a driving force behind the program doubling in the number of youth served over the past three years. The CQI process also has helped the program demonstrate impact well beyond youth job placements and job retention.

This workshop will focus on the use of research and data to develop an effective model and how QI continues to strengthen the program. Participants will learn how to get direct care staff involved and invested in the QI process, and how an outcome driven model can include youth satisfaction, youth development and program growth.

**Sean McGinnis, MSW**, is the Vice President of Specialized Services at Lawrence Hall. Sean has been working at Lawrence Hall for 6 years, using research, youth voice and outcomes to develop a unique trauma informed workforce development program for youth in DCFS care. During his time at Lawrence Hall, Sean has had oversight of a variety of program including two youth advisory councils. In addition to developing the MY TIME program, Sean has presented on the workforce development needs for youth in care at National Association of Workforce Development Professionals Youth Symposium and was the Co-Chair of the DCFS Workforce Development Taskforce.

**Jevita Northern, LCSW**, is the MY TIME Program Manager. Ms. Northern holds a Bachelor's of Social Work from Clark Atlanta University in Atlanta, Georgia and a Master's in Social Work from Georgia State University. While in Atlanta, Georgia, Ms. Northern worked at Nicholas House Inc., a transitional housing shelter for homeless families. Ms. Northern played a key role in program development and evaluation. Ms. Northern was hired by LHYS as the MY TIME Supervisor in 2012. Ms. Northern has direct supervision of the MY TIME Employment Mentors, Employment Specialist and Program Secretary. During her time with the MY TIME program, she has played a significant role in the development of the Career Readiness Training curriculum and Individualized Mentor Plans, as well as the development and retention of employer relationships and youth recruitment. Under her leadership the program has experienced significant growth and achieved all program outcomes: youth served, Career Readiness Training completion, attendance, job placement, job retention and youth satisfaction. Ms. Northern earned her License in Clinical Social Work in 2015.

## How to Use Excel to Create Visually Appealing Automated Reports

Kimberly D. Clark, MA, (One Hope United, IL)

In this hands-on workshop participants will learn some Excel formulas that will make creating a beautiful and quick report in Excel easy (Survey Monkey will also be used). Please bring your laptop to make the most of this interactive workshop.

This workshop is meant to answer the question, “how do I aggregate, analyze, report, and utilize data” in an efficient and effective manner. Quality Improvement staff are often very busy collecting a lot of data and information from programs. With a lot of data comes two challenges:

- 1) How to analyze the data
- 2) How to use the data to improve programming

This workshop is meant to assist with challenge 1 so QI staff can spend more time on challenge 2. Not all QI staff members are “Excel Experts”; however, with a little bit of practice, trial and error, and a basic understanding of some excel formulas aggregating and analyzing a lot of information can become easier. By investing the time learning some basic functions in Excel, QI staff can spend more time and energy working with service delivery staff to improve programs and processes which ultimately benefits service recipients.

**Kimberly D. Clark, MA** 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. Through all of these experiences she quickly learned that she LOVES DATA! Whether it was using data to show that a client had improved at an individual level or to show that an entire program is having impact on the clients served, she wanted to get her hands on the data and make the information “real” and “useful” for service delivery staff. 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. In her non-work life she enjoys spending time with her 3 year old son, her 2 teenage step children, and husband.

## ACKNOWLEDGMENTS

The “2015 CQI Conference: In Pursuit of Quality” 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, thus providing the space, equipment and support. We extend extra-special Thank You’s to UIUC staff members, **Amy Hiles** 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, and to **Daniel Phillips** for creating a welcoming and easy-to-use conference website.

We are most honored to have **Peter Watson** 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:**

**Jennifer Eblen-Manning**, Program Director, Foster Care Utilization Review Program (FCURP) at the University of Illinois, Urbana-Champaign, School of Social Work, Children and Family Research Center

**Yolanda Green Rogers**, Senior Policy Analyst, Chapin Hall

**Jackie Schedin**, CQIR Director, One Hope United

**Melissa Curtis**, Director, Performance and Quality Improvement, Lawrence Hall

**Judi Bradley**, Judi Bradley Consulting

**Melissa Villegas**, Quality Improvement Associate, Jewish Child and Family Services

**Carolyn Mullas**, QI Associate, Lutheran Social Services of Illinois

**Peter Woodbine**, Director of Quality Assurance and Monitoring, Youth Services Bureau of Illinois Valley

**Sabrina Townsend**, Assistant Director of Quality Improvement and Evaluation, Jewish Child and Family Services

**Scott Slomka**, Director of Performance & Quality Improvement, Maryville Academy

**Susan Stephens**, Vice President/Chief Organizational Development & Support Officer, Lutheran Child and Family Services of Illinois

**Mike Wojcik**, Associate Executive Director of Quality Improvement, Lutheran Social Services of Illinois

**Douglas Cablk**, Director of Data and Information Services, Lutheran Child and Family Services of Illinois

**Amber Rakoczy**, Director of Compliance & QA, Camelot Care Centers

**Deb Armstrong**, Vice President of Quality and Information Systems, The Baby Fold

**Christina McCaffrey**, QI Coordinator, Rutledge Youth Foundation

**Sherri Nestmann**, Quality Improvement Coordinator, Youth Services Bureau of Illinois Valley

**Vanessa Baie**, Director, Quality Assurance, Volunteers of America

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