

Building the Plane and Flying Out

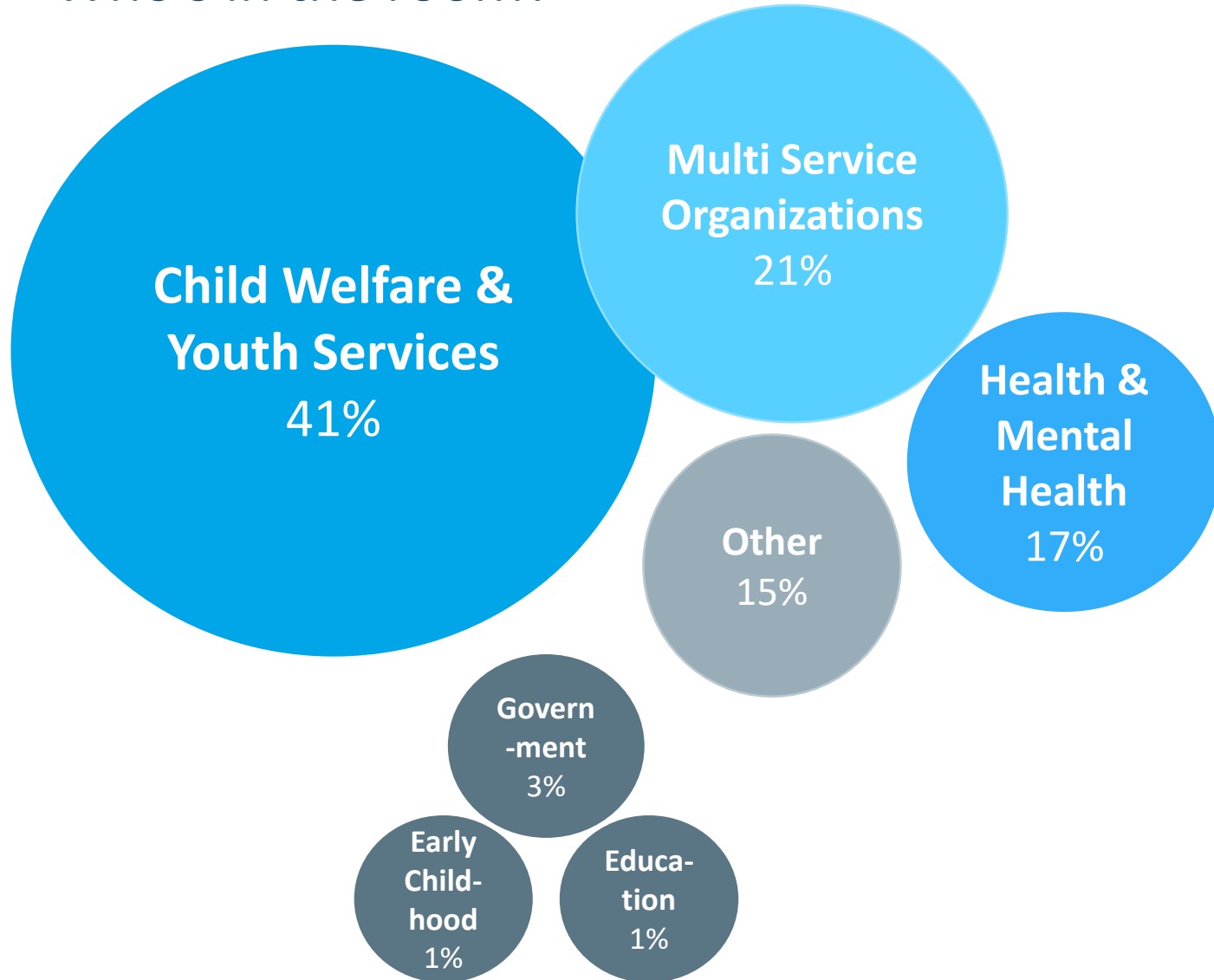
The Start of a Continuous Quality Improvement Journey



The Crew: Who We Are



Who's in the room?



Learning Goals

- Sharing insights on effective strategies for partnering and engaging with program staff
- Reflecting on CQI implementation successes and opportunities for growth

Our Destination:

Family First Prevention Services Act of 2018

- Landmark legislation that dramatically **alters the federal financing structure** for child welfare programming
- Includes federal funding for evidence-based kinship navigation programs
- Requires continuous quality improvement



Poll Break

Two quick polls



What is OhioKAN?



OhioKAN is a new statewide flexible and responsive kinship and adoption navigator program designed to assist children, caregivers, families.

OhioKAN Partners with systems like education, health, mental health, housing, legal, and judicial to identify and develop collaborative strategies to address knowledge and capacity gaps

Communities and Systems Build Capacity



Develop awareness of K&A families' experiences and build strategies and capacity to better support them

Become interconnected networks with the knowledge and material resources to serve K&A families

Increase their service array and develop sustainable solution to support K&A families

Communities & Systems Build Capacity



Families Build Confidence & Connection



OhioKAN Provides Families...

Information and referrals to meet K&A family's individual needs

Trauma-informed navigation services to address complex challenges

Access to material resource to care for the child

Families Build Confidence and Connections

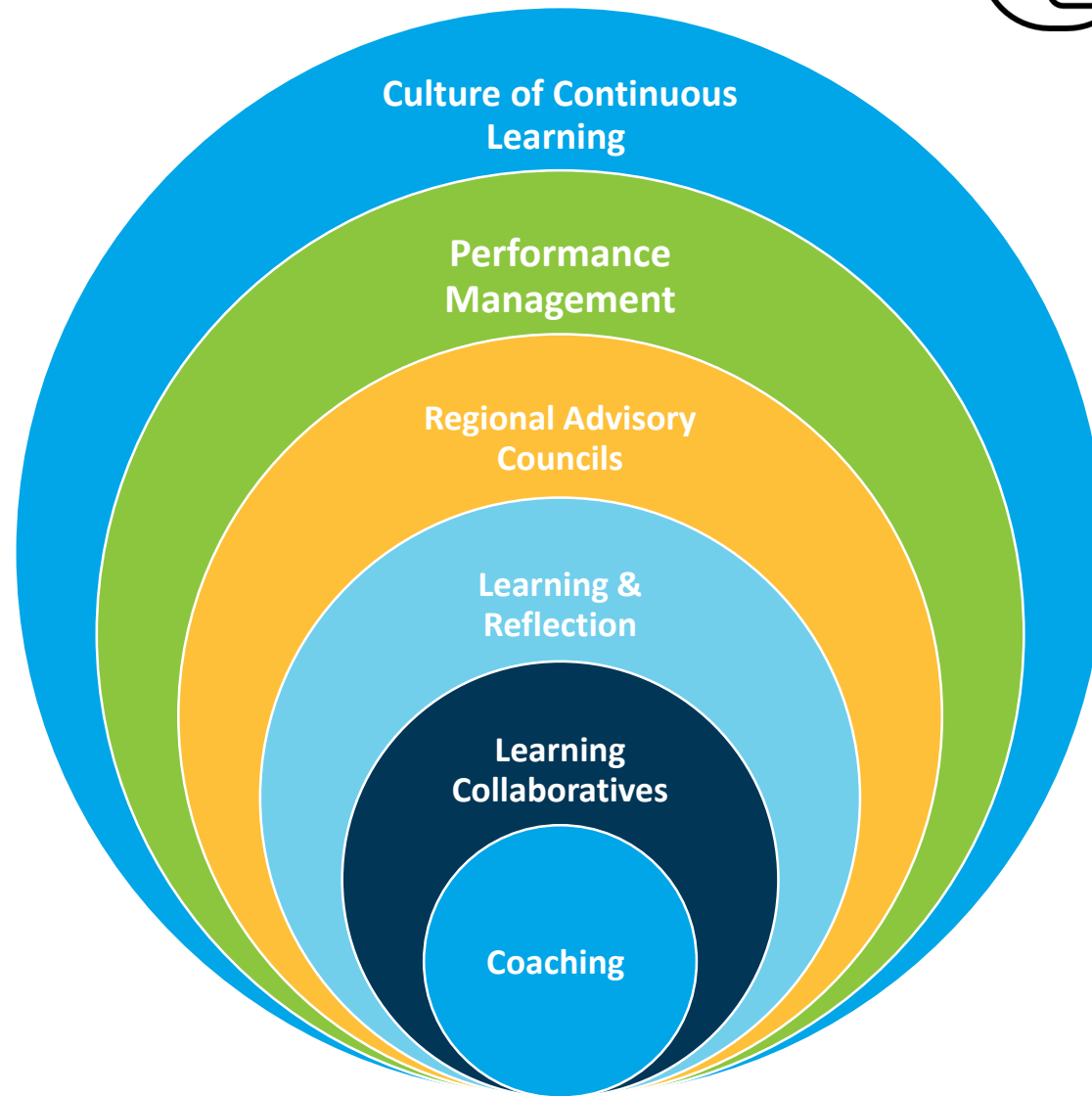


Gain knowledge and access to the human services and resources they need to achieve positive health and wellbeing outcomes

Understand all their options and are confident, capable, and committed to providing a stable permanent home

Connect and build community with other K&A families, and they have the continuous support they need

Optimal Take Off Conditions: Culture of Continuous Learning



Wordcloud

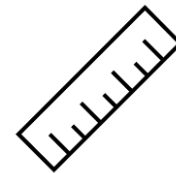
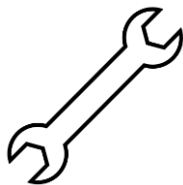
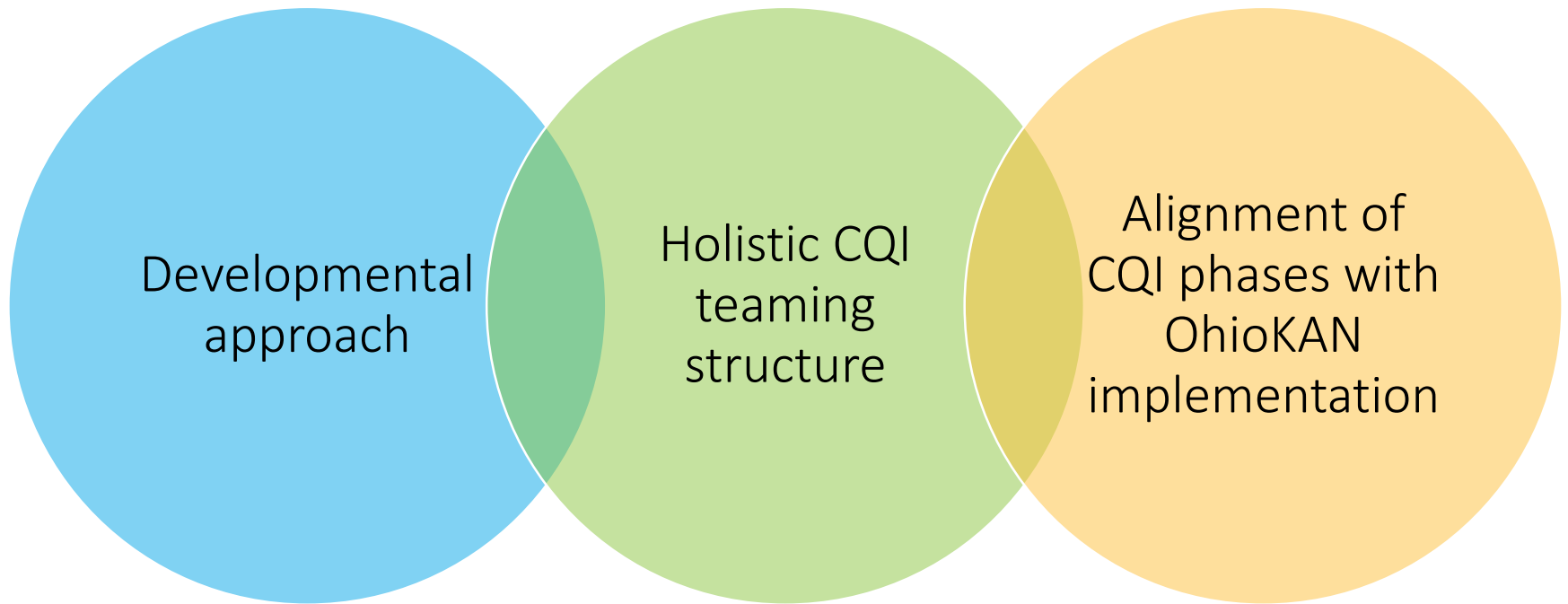
Join at [Vevox.app](https://vevox.com)

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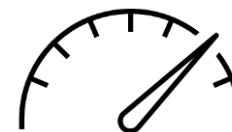
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Building our Plane's Frame: Aspirations for the CQI Framework



Fueling our Plane: Quantitative CQI Data Sources



Administrative Program Data

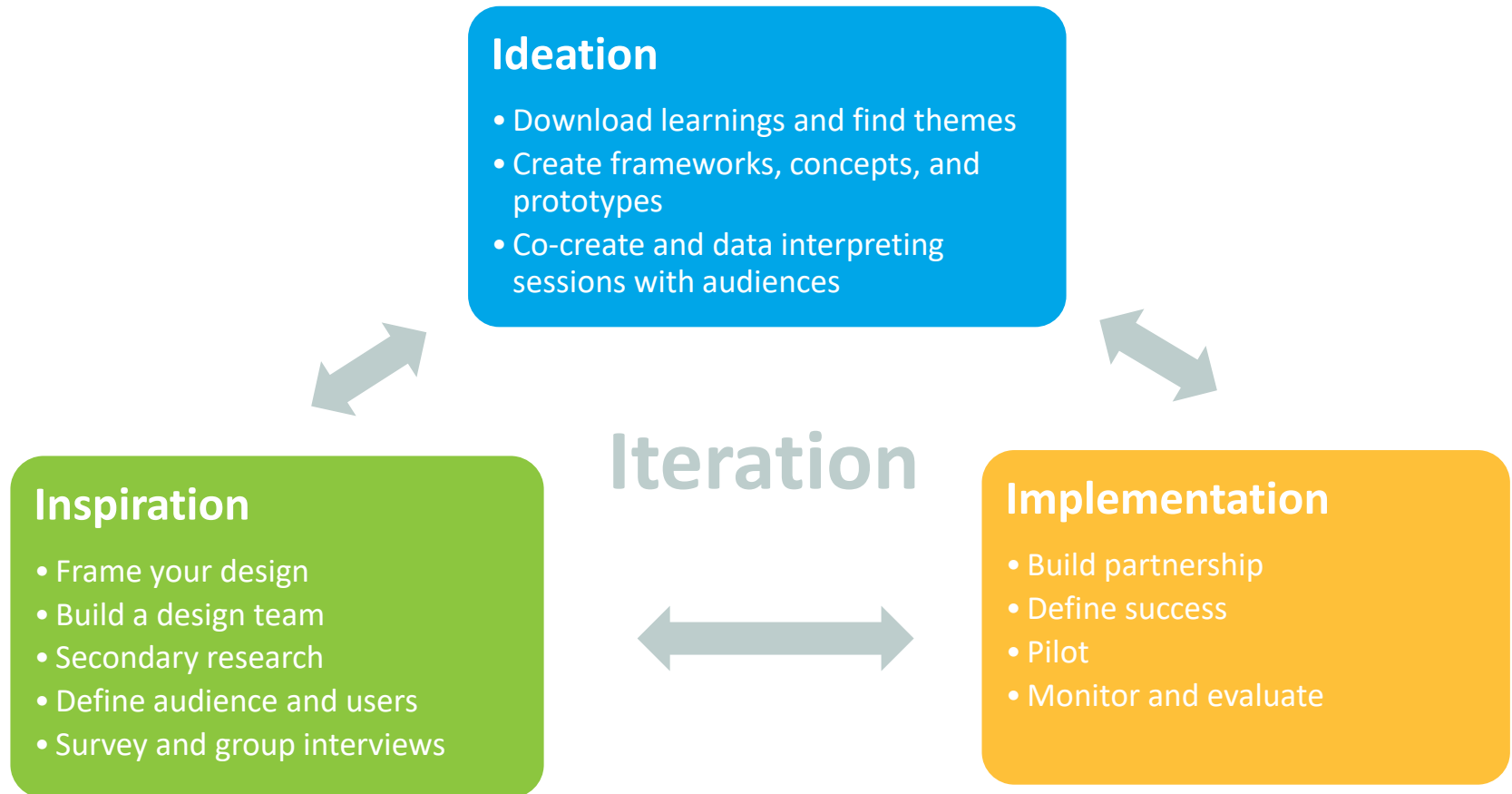
- Program Eligibility
- Caregiver demographics
- Family composition
- Referrals sent

BASICS*

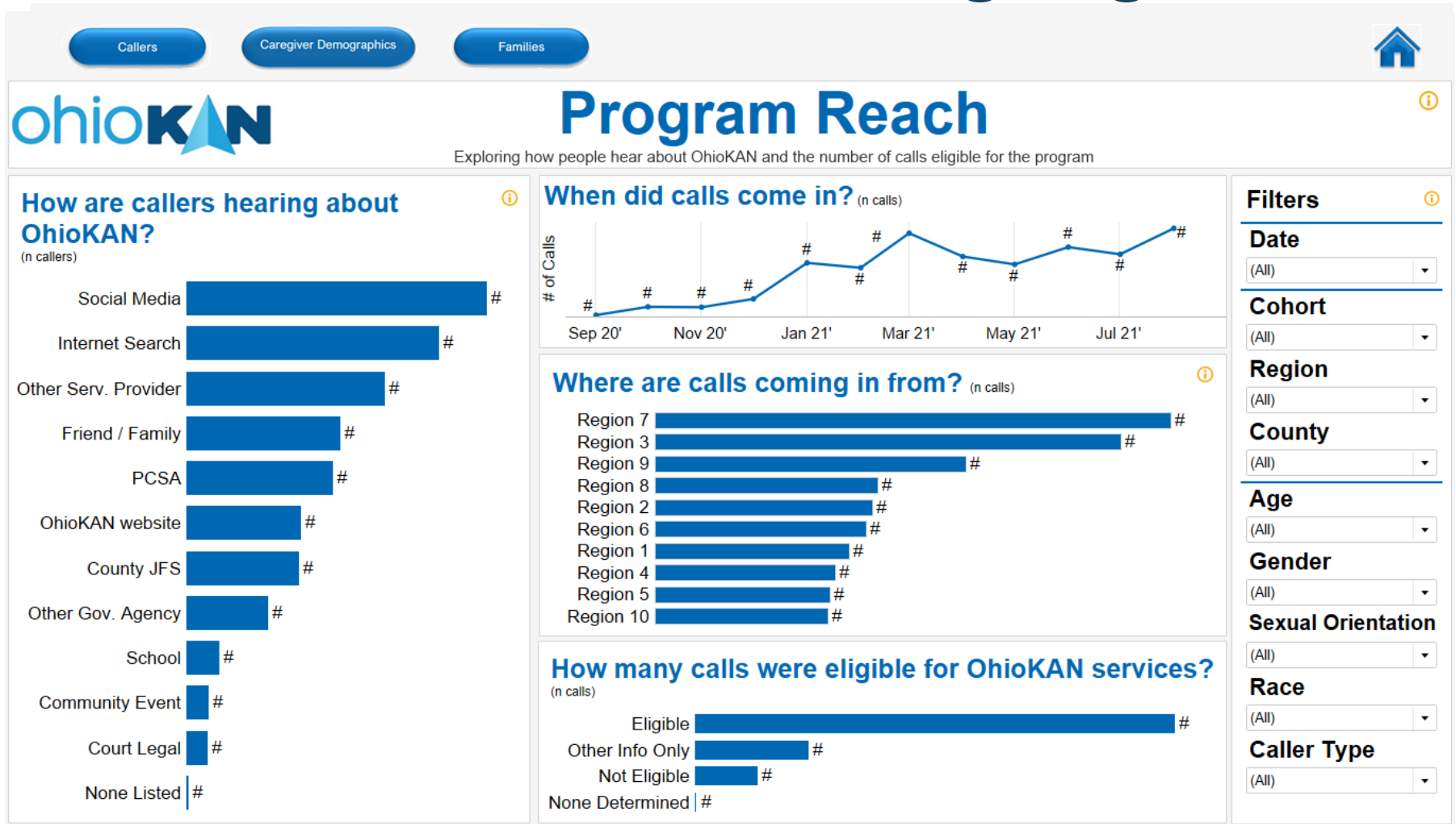
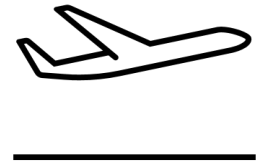
- OhioKAN-specific exploration of family needs
- Family reported areas of support
- Explores 10 areas of potential need

*BASICS – Brief Assessment and Screening to Inform Connect, and Support

Ensuring a comfortable flight: Human-Centered Design and CQI Dashboard



Taking off: How it started & How it is going



Flight Crew Announcements: Observations from Staff



- **Learning & Reflection Sessions** provide feedback to inform the CQI process and give the team a space to explore how practice is going, potential areas for change, or data exploration
- **An observation practice** between the Coach and their Navigators helps us to understand the magic between an OhioKAN Navigator and a parent/caregiver

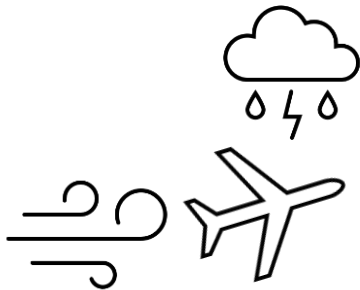
In-Flight Services: Building Spaces for Learning



- **Learning Collaboratives** are monthly cohort-wide meetings that focus on a particular element of practice – from retraining after a procedure update to exploring a new approach to a problem or need
- Themes of past learning collaboratives have included:
 - helping families plan for long-term stability
 - skills to help a caller in a heightened emotional state
 - engagement strategies
 - using the language line

Tracking our Flight: Reflections on our Approach

When has our plane
flown smoothly

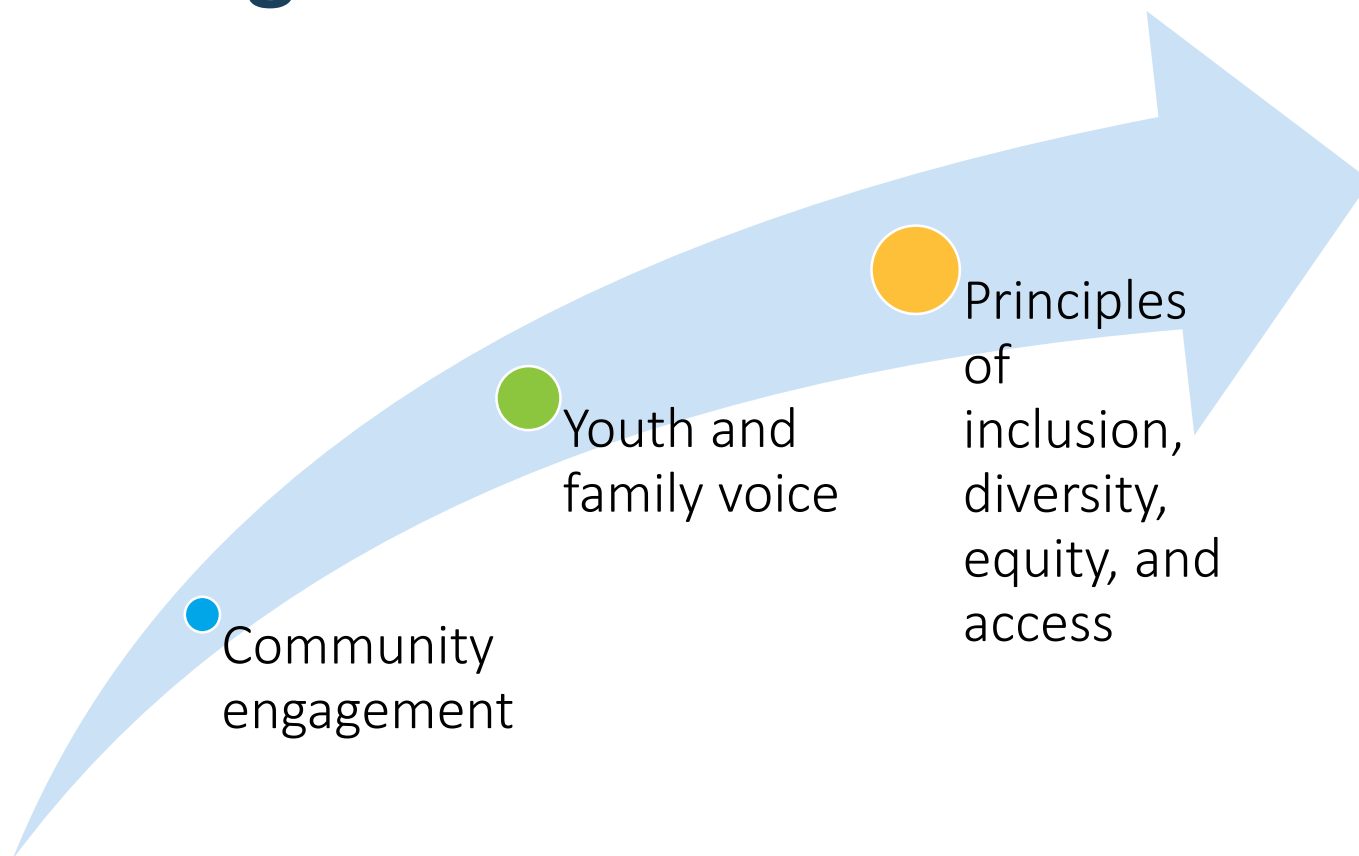
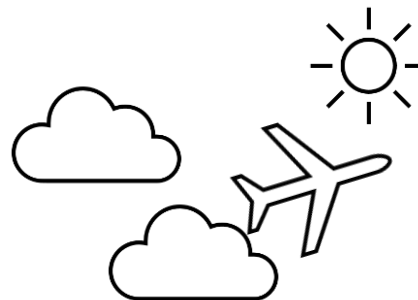


When have we
experienced turbulence

Poll Break



Our Flight Path Moving Forward



Poll Break



Questions and Answers

