

**Kinnecting the Building Blocks of Change;  
Developing a CQI System From the Ground Up**

# Introductions

Cait Proctor-Frazier, Evaluation Manager

Alyse M. Almadani, Program Manager





# Kinnect to Family

- A specialized, short term intervention utilizing strategies of diligent search and engagement to secure kinship caregiver options for young people





Kinnect  
to Family



# Where We Started : Identifying the Weeds

	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BC	BD	BE	BF	BG	BH	BI	BJ	BK	BL	BM	BN
	Date of CGAS/ PIR- GAS 30 Days after conclusion	Initial GARF	Date of Initial GARF	Service Conclusion GARF	Date of Service Conclusion GARF	GARF 30 Days after conclusion	Date of GARF 30 Days after conclusion	Date of followup 14 days after service conclusion	Remained placed with kin at 14 day followup?	If not still placed with kin at 14 days, where are they	Date of followup 30 days after service conclusion	Remain placed with kin at 30 day followup?	Comments for 30 Day (If not placed with family, please describe progress)	Date of followup 3 months after service conclusion	Remain placed with kin at 3 month followup?	Comments for 3 month (If not placed with family, please describe progress)	Date of followup 6 months after service conclusion	Remain placed with kin at 6 month followup?	Comments for 6 month (If not placed with family, please describe progress)	Date of followup 12 months after service conclusion	Remain placed with kin at 12 month followup?
58	1/16/2020	20	10/17/2019	41	#####	75	1/16/2020					Yes			Yes			No			
59	3/2/2020	70	10/24/2019	89	1/27/2020	89	3/2/2020					Yes			Yes			Yes			
60		5	11/6/2019	78	#####			1/6/2020				Yes			Yes			Yes			Yes
61	1/22/2020	45	11/20/2019	60	#####	70	1/22/2020				1/22/2020	Yes			Yes			No			Yes
62	1/22/2020	45	11/20/2019	60	#####	70	1/22/2020				1/22/2020	Yes			Yes			No			
63		40	1/10/2020	80	1/10/2020							Yes			Yes			Yes			Yes
64		80	12/5/2019	90	1/10/2020							Yes			Yes			Yes			Yes
65		80	12/5/2019	90	1/10/2020							Yes			Yes			Yes			Yes
66		33	12/4/2019	21	1/17/2020							No						Yes			Yes
67		34	12/4/2019	25	1/17/2020							No									
68	3/23/2020	5	12/8/2020	88	2/24/2020	98	3/23/2020	3/13/2020			3/23/2020	Yes		4/21/2020	Yes			Yes			Yes
69	3/23/2020	5	12/8/2020	82	2/24/2020	89	3/23/2020	3/13/2020			3/23/2020	Yes		4/21/2020	Yes			Yes			Yes
70	3/23/2020	5	12/8/2020	88	2/24/2020	98	3/23/2020	3/13/2020			3/23/2020	Yes		4/21/2020	Yes			Yes			Yes
71												Yes			Yes			Yes			Yes
72	3/10/2020	1	1/14/2020	59	2/10/2020	81	3/10/2020					No	hospitalized, moved								
73	6/2/2020	81	1/31/2020	88	4/30/2020	91	6/2/2020					Yes			Yes			Yes	became licensed foster parents		Yes
74												Yes			Yes			Yes			Yes
75												Yes			Yes			No	reunified. Re-entered care and placed with relative again 4/29/21		
76		#####	40									Yes			Yes			Yes			
77												Never placed									
78												Never placed									
79												Never placed									
80												Never placed									
81	9/2/2020	41	4/17/2020	85	8/11/2020	95	9/2/2020					Never placed									
82	9/2/2020	41	4/17/2020	85	8/11/2020	95	9/2/2020					Never placed									
83	9/2/2020	41	4/17/2020	85	8/11/2020	95	9/2/2020					Never placed									
84	9/2/2020	41	4/17/2020	85	8/11/2020	95	9/2/2020					Never placed									
85	9/2/2020	41	4/17/2020	85	8/11/2020	95	9/2/2020					Never placed									
86												Never placed									
87												Yes			Yes			Yes			
88												Yes			Yes			Yes			
89												Yes			Yes			Yes			
90												Yes			Yes			Yes			
91		80	6/1/2020	70	7/24/2020			8/12/2020	Yes		8/27/2020	Yes			Yes			Yes			
92		80	6/1/2020	70	7/24/2020			8/12/2020	Yes		8/27/2020	Yes			Yes			Yes			Yes
93												Never placed									
94												Never placed									
95												Never placed									
96												Never placed									
97												Never placed									
98												Never placed									
99	#####	31	7/7/2020	48	10/6/2020	89	#####	#####	Yes		11/18/2020	Yes		1/11/2021	Yes			4/30/2021	Yes		Yes
100	#####	31	7/7/2020	81	10/6/2020	89	#####	#####	Yes		11/18/2020	Yes		1/7/2021	Yes			4/30/2021	Yes		Yes
101	#####	31	7/7/2020	83	10/6/2020	91	#####	#####	Yes		11/18/2020	Yes		1/11/2021	Yes			4/30/2021	Yes		Yes
102												Never placed									
103	#####	3	7/10/2020	93	#####	97	#####	12/8/2020	Yes		12/17/2020	Yes		3/11/2021	Yes			Yes			No
104	1/6/2021	88	9/10/2020	79	12/2/2020	80	1/6/2021		Yes		1/6/2021	Yes			Yes						
105	1/6/2021	59	9/10/2020	88	12/2/2020	78	1/6/2021		Yes		1/6/2021	Yes			Yes						
106	1/6/2021	66	9/10/2020	71	12/2/2020	74	1/6/2021				1/6/2021	Never placed									
107	1/6/2021	65	9/10/2020	71	12/2/2020	78	1/6/2021				1/6/2021	Never placed									
108	1/6/2021	51	9/10/2020	59	12/2/2020	66	1/6/2021				1/6/2021	Never placed									
109		82	10/13/2020	85	7/2/2021							Never placed									
110		82	10/13/2020	85	7/2/2021							Never placed									
111	#####	30	10/15/2020	41	#####	81	#####					Yes		2/11/2021	Yes			5/10/2021	Yes		
112												Yes		3/8/2021	Yes						
113												Yes		3/8/2021	Yes						
114												Yes		3/8/2021	Yes						
115												Yes		3/8/2021	Yes						

# Where We Started : Identifying the Weeds

	C	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
	Current Families	Date of Last Referral if NOCurrent Families	Days from Last Referral	Hold Families	Concluded Families	Current Children	Hold Children	Concluded Children	Children Placed with Kin at conclusion	Children Not Placed with Kin	Placement at conclusion	Average Service Length	1 Backup	2 Backups	3 Backups	4 Backups	At Least 1 Backup	Percentage with atleast 1 backup	Initial Kin Found	Kin Found at Conclusion
7	1.67			2.33	18	3	4	45	21	24	46.67%	35.87	2	0	5	0	7	33.33%		
8	0.00			0.00	0	0	0	0	0	0	0.00%	#DIV/0!	0	0	0	0	0	#DIV/0!	68	1390
9	2.00			3.00	8	3	5	11	4	5	36.36%	44.55	2	2	0	0	4	100.00%		
0	0.00			0.00	0	0	0	0	0	0	0.00%	#DIV/0!	0	0	0	0	0	#DIV/0!	553	5487
1	1.00			0.00	19	1	0	31	30	1	96.77%	30.84	8	13	3	2	26	86.67%		
2	0.00			0.00	0	0	0	0	0	0	0.00%	#DIV/0!	0	0	0	0	0	#DIV/0!	230	3240
3	1.00			5.00	16	1	12	29	28	1	96.55%	51.93	8	9	0	0	17	60.71%		
4	2.00			3.00	0	6	8	0	0	0	0.00%	#DIV/0!	0	0	0	0	0	#DIV/0!		
5	0.00			0.00	0	0	0	0	0	0	0.00%	#DIV/0!	0	0	0	0	0	#DIV/0!	78	948
6	0.00	4/22/2021	538.00	1.00	6	0	1	17	17	0	100.00%	26.29	14	3	0	0	17	100.00%		
7	0.00			1.00	0	0	1	0	0	0	0.00%	#DIV/0!	0	0	0	0	0	#DIV/0!	103	1727
8	2.00			4.00	8	2	6	10	8	2	80.00%	55.20	1	0	0	0	1	12.50%		
9	0.00			0.00	23	0	0	58	25	33	43.10%	66.60	8	11	0	0	19	76.00%	1082	12582
0	1.00			3.00	5	3	6	6	5	1	83.33%	51.83	2	3	0	0	5	100.00%		
1	2.00			6.00	7	6	11	14	9	5	64.29%	52.86	3	3	0	0	6	66.67%		
2	0.00			0.00	0	0	0	0	0	0	0.00%	#DIV/0!	0	0	0	0	0	#DIV/0!	547	9222
3	2.00			1.00	23	4	4	49	38	11	77.55%	56.27	6	0	0	0	6	15.79%		
4	0.00			0.00	0	0	0	0	0	0	0.00%	#DIV/0!	0	0	0	0	0	#DIV/0!	82	1172
5	1.00			0.00	6	4	0	12	10	2	83.33%	23.92	2	0	0	0	2	20.00%		
6	0.00			0.00	5	0	0	9	7	2	77.78%	29.89	3	4	0	0	7	100.00%	116	3369
7	0.00	12/21/2020	660.00	0.00	7	0	0	7	5	2	71.43%	41.71	2	1	1	0	4	80.00%		
8	0.00			0.00	17	0	0	40	25	15	62.50%	44.03	4	2	0	0	6	24.00%	219	9083
9	0.00			0.00	33	0	0	72	41	31	56.94%	42.60	14	2	1	0	17	41.46%	566	9829

# Planting the First Seed: Funding

- Proposals
- Generating Scopes of Work
- Building CQI into existing funding streams





# Growing the CQI Team

 **CHAPIN HALL**  
AT THE UNIVERSITY OF CHICAGO

MPW Technologies

 **Implementation  
& Evaluation**

  
**quickbase**



# The Cultivation Process



# Feedback Loops with Teams



Wolfpack Meetings: Internal



Learning Communities –  
county partners

Regional  
Statewide



Coaching and MTS Calls



Quarterly Site Visits



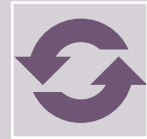
Fidelity Reviews



Annual Meetings



# Developing the Logic Model



5 Iterations

Continuing to refine as we speak



Collaboration across consultants and agency leadership

# Developing the Theory of Change

- Collaboration across consultants
- Design Element: various audiences



# Collaboration for CQI Plan and Measurement Framework

- Chapin Hall facilitated meetings to walk through each piece of the Theory Of Change and translate to the Measurement Framework
- Collaboratively created a CQI Plan that included meeting structure, reporting cadence, and clear guidelines for assessing when small tests of change are needed



# QuickBase Development

- Provided developers all tools
- Brainstorming sessions with team to determine how to translate the tools
- Meetings between Developers, Evaluation Team, Program Leadership
- MANY rounds of feedback and iteration
- Continuing to build – it's an ongoing process!



# Final Gardening Tools







## THEORY OF CHANGE

### ACTIVITIES

#### INTENSIVE FAMILY SEARCH AND ENGAGEMENT

- » **Diligent search for extended family**  
We use diligent search strategies such as interviews, specialized search engines, and social media to identify a vast array of connections for children and families encountering child welfare.
- » **Relentless engagement strategies**  
We initiate direct contact with extended family members and other persons of significance to the family to explore ways each may be a support for children and families encountering child welfare.
- » **Genogram**  
We create a Genogram to capture all of the unique kinship relationships identified and engaged while serving children. Ideally the genogram includes at least 80 kinship connections for each child.
- » **Family Support Plan**  
We co-develop a support plan and provide follow up support with families. The plan describes the support roles of extended family members, identified community and professional resources.

#### SYSTEM CAPACITY BUILDING

- » **Training**  
We provide training for child welfare professionals to enhance kin-first values and practices. Our trainings build the capacity of the workforce to apply diligent search and engagement strategies with children and families encountering child welfare.
- » **Coaching**  
We provide professional coaching to staff and agencies to guide application of the intensive search and engagement model, support barrier busting, and facilitate development of genograms and support plans. Also, we support administration teams through system change navigation, data driven decision discussions, and leadership coaching.
- » **Implementation Support**  
We provide phased implementation support for the Kinnect to Family model with jurisdictions and organizations. Implementation phases include: planning and readiness assessment, installation, implementation, continuous quality improvement, and sustainability.

### OUTCOMES

Children served by the program have more kinship connections, are more likely to be placed with a kinship caregiver, and overall spend less or no time in stranger foster care.

### LONG TERM IMPACT

Children experience minimized trauma and fewer physical and mental health symptoms, higher overall well-being, improved school performance, and are more likely to be reunified and remain connected to their birth family.



# Logic Model

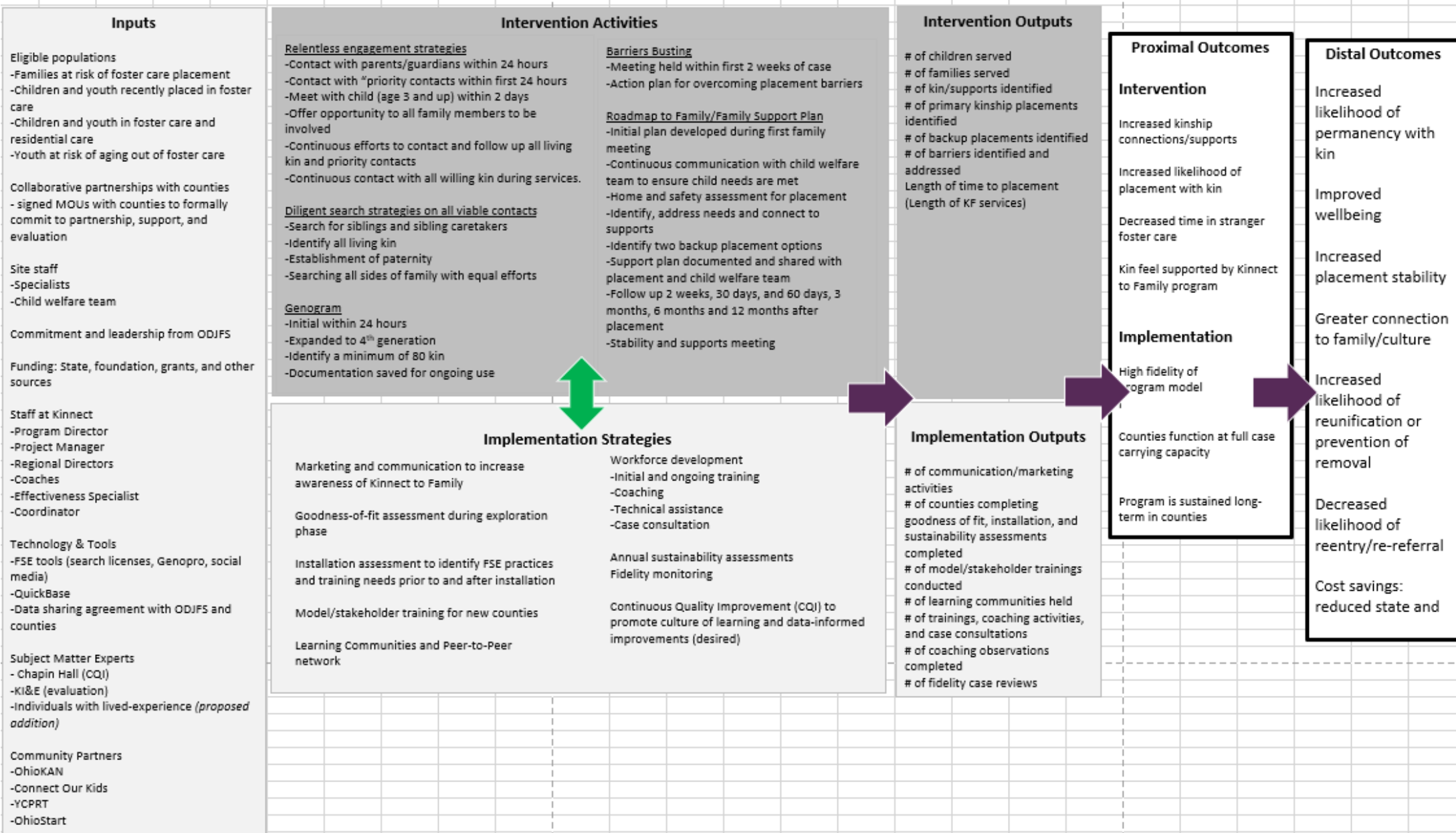
We embrace family to be defined as biological, adoptive, foster, and all other kin and persons who have meaningful relationships with the child and the family of origin; such as neighbors, coaches, and life-long friends.

**Theoretical underpinnings:** Children experience benefit from placement with Kin. Prevention of removal/ placement with kin will lead to children experiencing minimized trauma and fewer physical and mental health symptoms, higher overall well-being, improved school performance, and are more likely to be reunified and remain

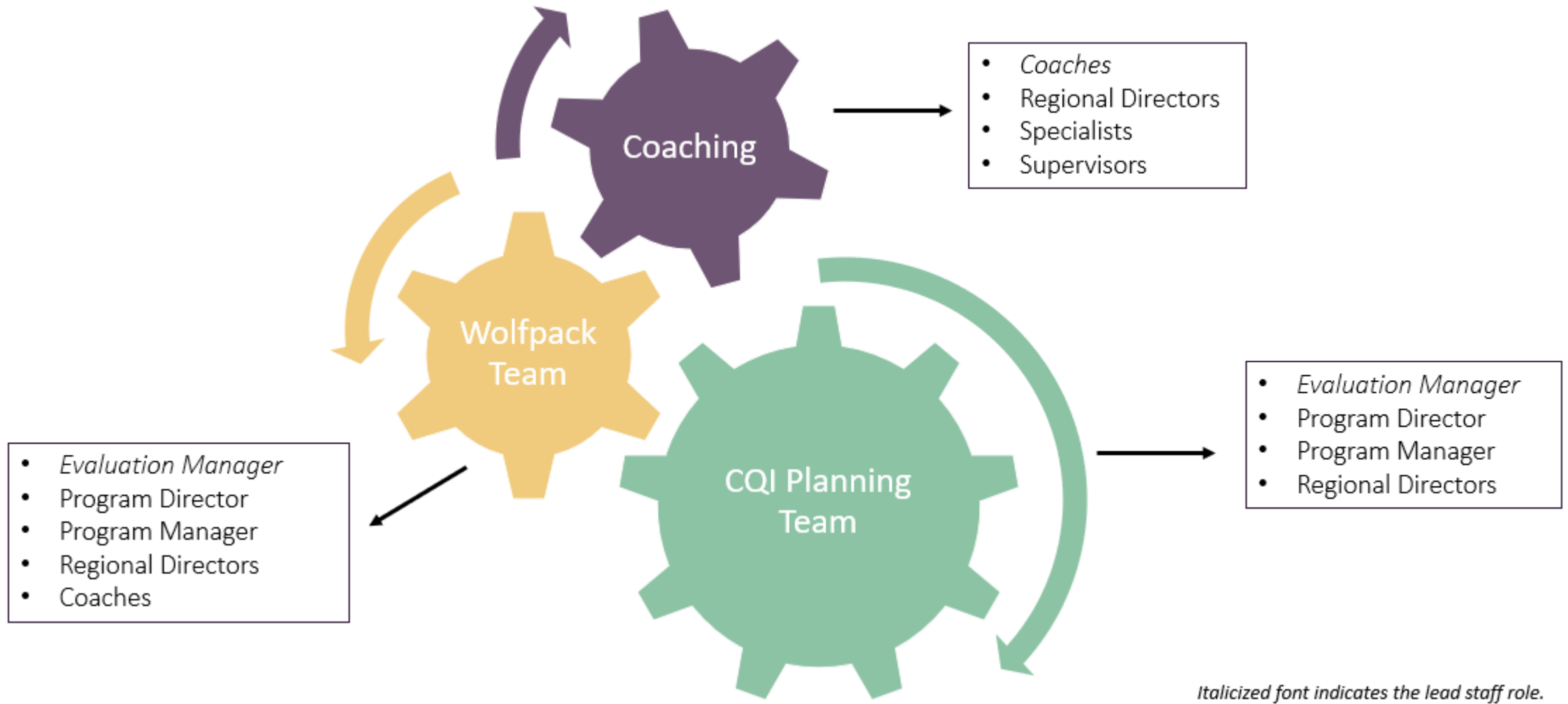
**Problem statement:** Entering into stranger foster care is an emotional and traumatic experience for all families and children. We believe children can be protected within their family and not from their family.

**Assumptions:** (1) Every child has family and we can find them if we try. (2) Engaging families in decision making, connecting them with needed resources, and providing a roadmap will equip them to provide permanency and support for kin.

**External factors:** State and county funding support for kin, state and county culture of support for kin.



# CQI Plan



# Measurement Framework



## CQI Measurement Framework: Reach of Children & Families

CQI Indicator		Data Collection					Reporting	
Research Questions	Metric Formula	Disaggregated by	Source	Description/Tool	Frequency	Person Responsible	Frequency	Person Responsible
<i>What is the estimated N of children potentially eligible for the program?</i>	<b>Children potentially eligible.</b> (a) N of children who meet eligibility criteria who enter any of the four program pathways.	by Age, Race and Ethnicity, Service Pathway, County, Region, Specialist	SACWIS	KI&E	Annual	KI&E	Annual	Evaluation Manager
<i>To what extent are potentially eligible children referred for services?</i>	<b>Children referred for services.</b> Of children potentially eligible for services [(a) above], (b) N and (c) % of children referred for services.	by Age, Race and Ethnicity, Service Pathway, County, Region, Specialist	QuickBase	Referral Form	Daily/Every referred children	County PCSA Staff (may be Specialist or Supervisor or other team member enterin referrals)	Annual	Evaluation Manager
<i>To what extent are children referred served by the program?</i>	<b>Children who start services.</b> Of children referred for services [(b) above], (d) N and (e) % who start services.	by Age, Race and Ethnicity, Service Pathway, County, Region, Specialist	QuickBase	Referral Form / Waitlist / Outcome of Referral Field	Daily/Every referred children	Specialist/Supervisors: update assignment and status of outcome	Monthly	Evaluation Manager
<i>To what extent are service records put on hold?</i>	<b>On hold service records.</b> Of children who start services [(d) above]), the N and % of service records on hold.	by Age, Race and Ethnicity, Service Pathway, County, Region, Specialist	QuickBase	Hold Report	Daily/Every referred children	Specialist/ Supervisor/ Coach	Monthly	Evaluation Manager
<i>What is the typical wait time between referral and the start of services?</i>	<b>Average wait time.</b> Of children who start services [(d) above]), the average N of days on the waitlist.	by Age, Race and Ethnicity, Service Pathway, County, Region, Specialist	QuickBase	Referral Form / Waitlist / Outcome of Referral Field	Daily/Every referred children	Specialist / Supervisor	Quarterly	Evaluation Manager



# Kinnect to Family Database

My Apps | Kinnect to Family Referral | Kinnect to Family | New App

Home | Family Records | Children on Case | Family Members | Kinship Caregivers | Contact Attempts | Action Items | Files | Kinnect Team | Kinnect Metrics | Organization | Help Guides | Utilization | Dates | Users

**Kinnect to Family > Specialist Dashboard**

County:  Specialist:  Start Date:  Conclusion Date:  [Apply](#) [Clear all](#)

Active Families	3	Families Open 3 0+ Days	3
On Hold Families	3	Avg Days Served Open Cases	57
Concluded Families	24	Avg Days Served Closed Cases	63

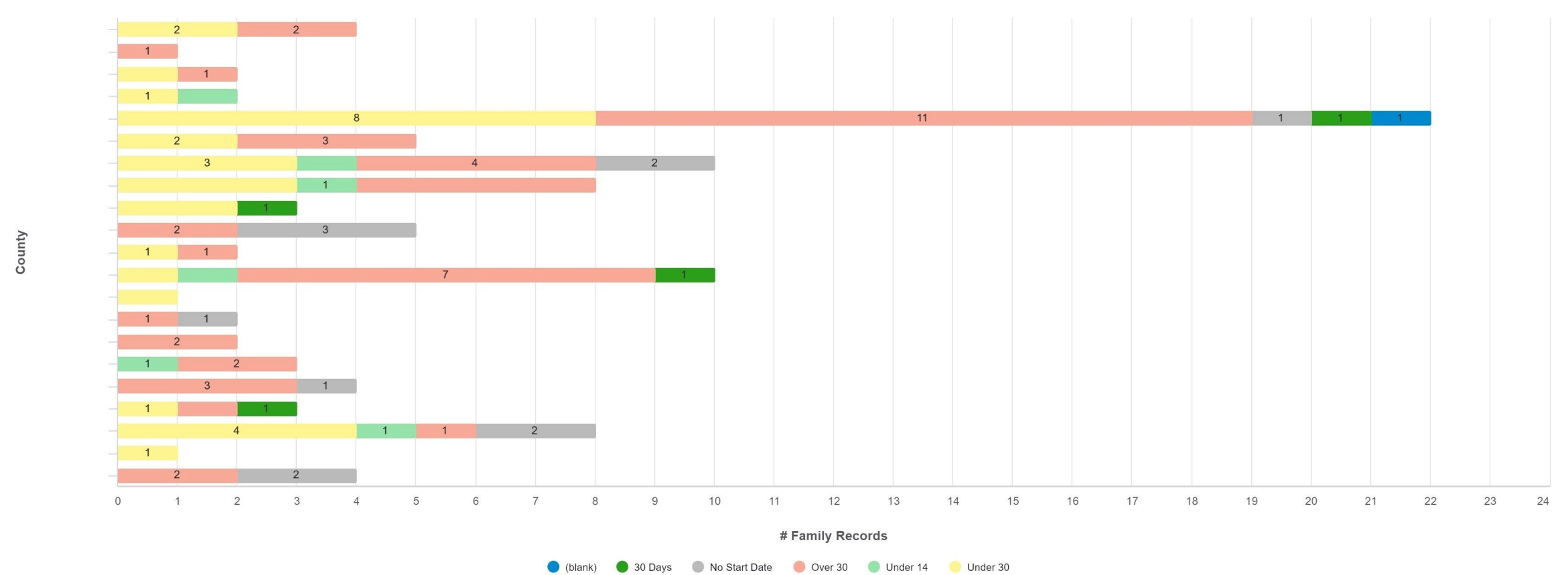
Record Status		Active	Hold	Concluded	Totals
Region	County	Number of Family records	Number of Family records	Number of Family records	Number of Family records
		3	3	24	30
Totals (3 groups)		3	3	24	30



# Discussion: Opportunities for translation to your organization

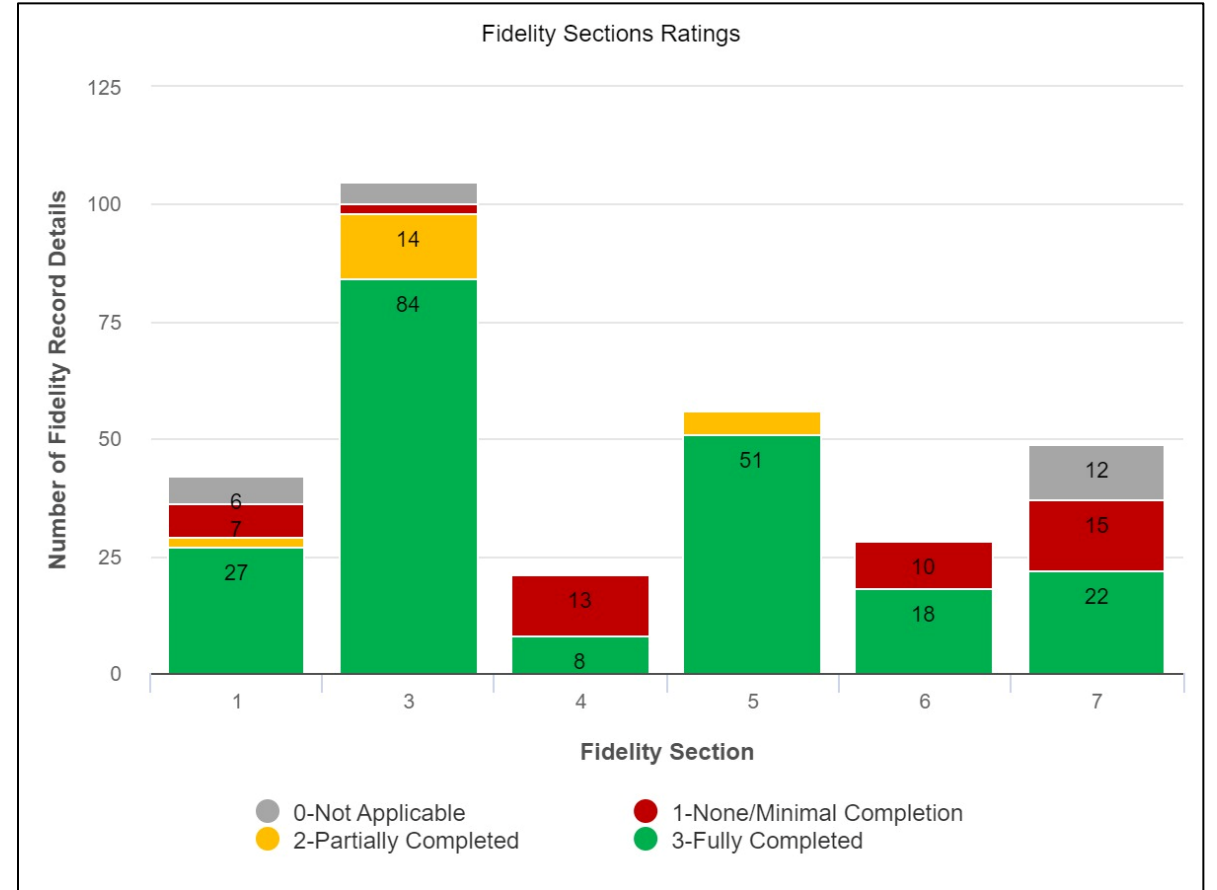
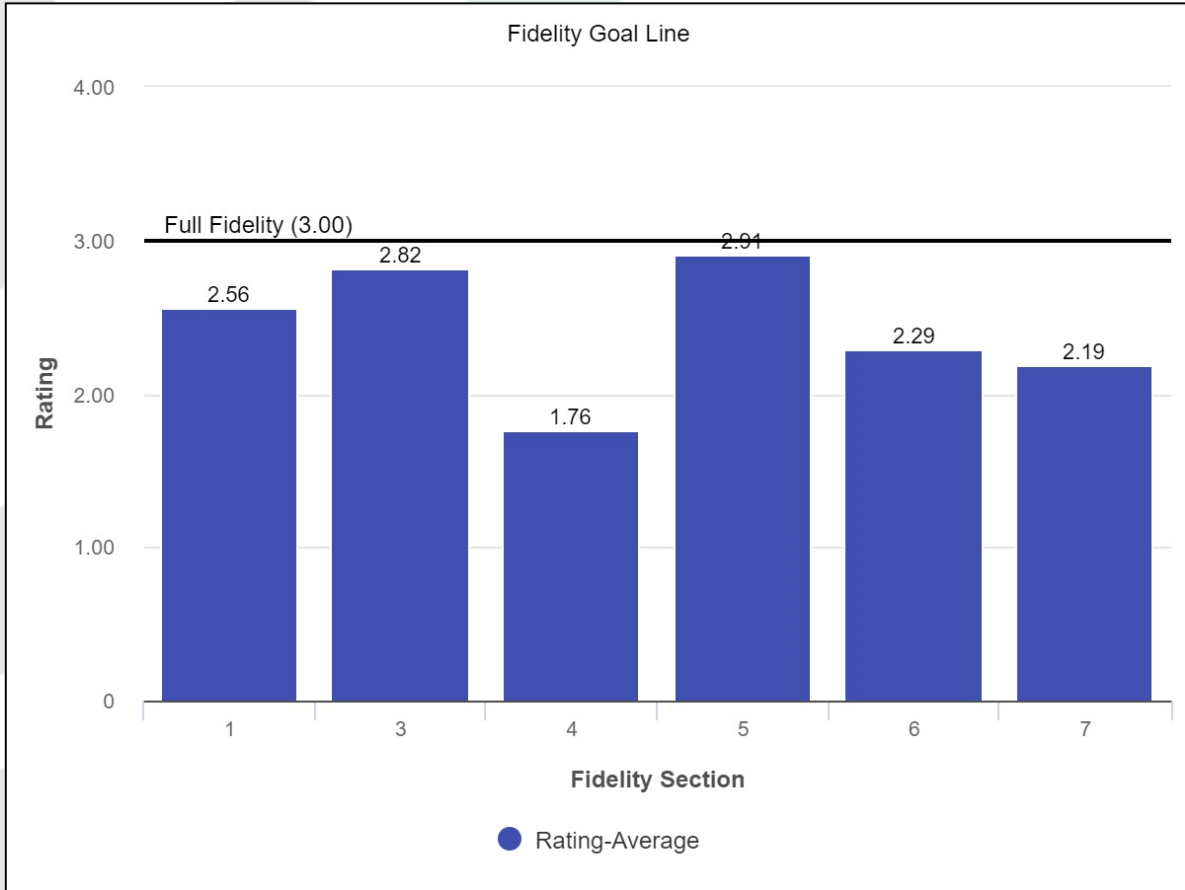
# Sample Report: Reports from Quickbase

Open Records - # of Days Open

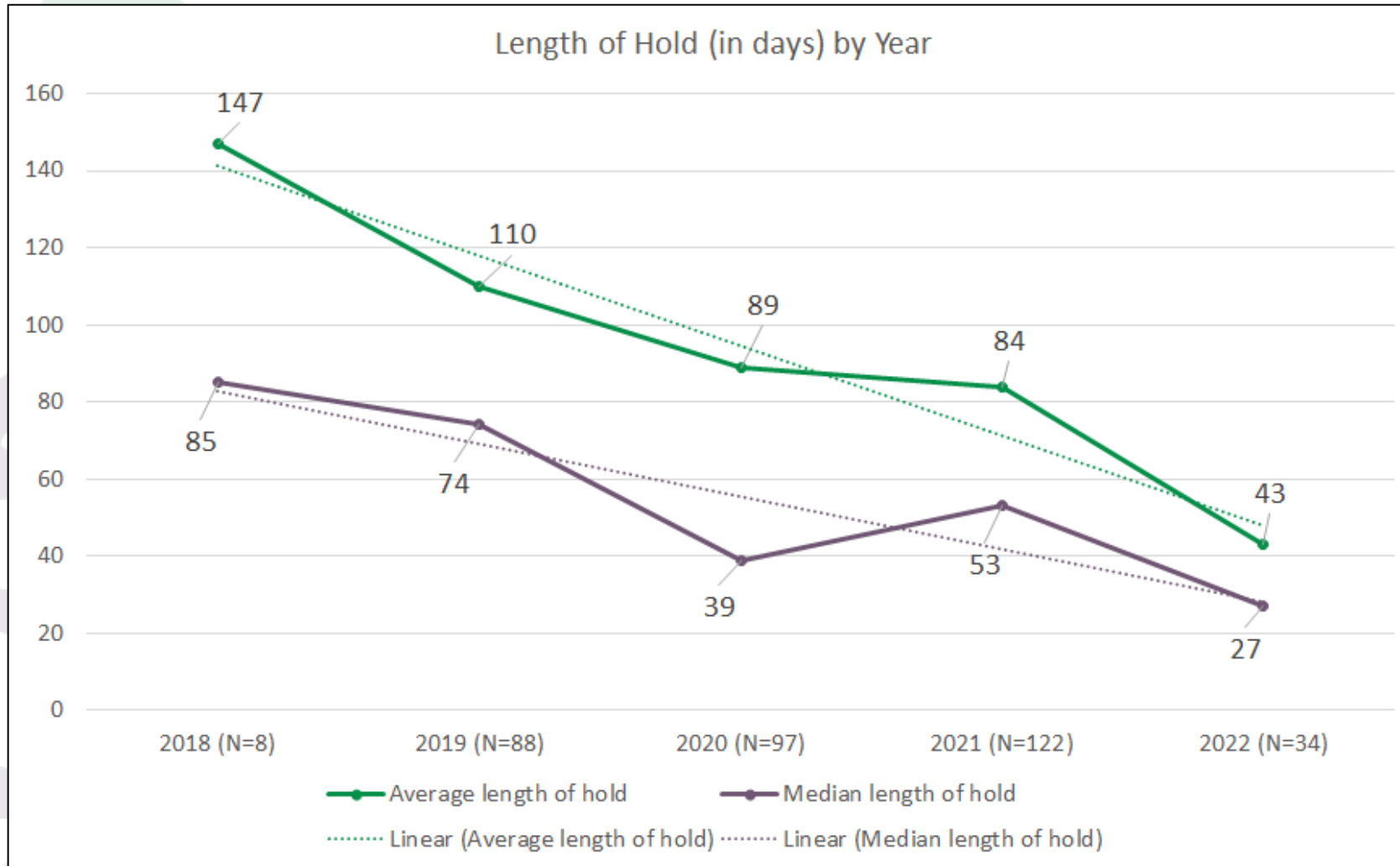




# Sample Report: Fidelity Scores



# Sample Report: CQI Wolfpack



The background of the slide is a dense field of light-colored wooden question marks. The marks are scattered and vary in focus, with some in sharp foreground and others blurred in the background. A semi-transparent purple horizontal bar is centered across the middle of the image.

# Questions and Answers