THRESHOLDS

From Growing a CQI Dream Team to Harvesting QI Seeds Across Multiple Programs.

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Acknowledgements

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YAYAS
a generation for change

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Research & Innovation Specialist

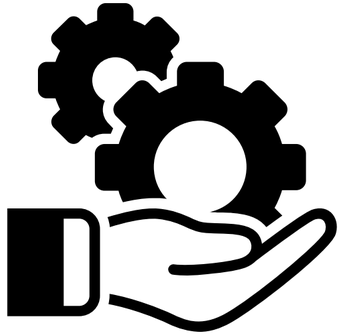
Learning Objectives

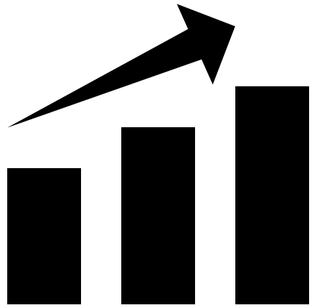
1. Describe the composition of a cross-departmental quality improvement team at your agency that partners with agency leadership, managers and direct care staff to improve care experience and outcomes.

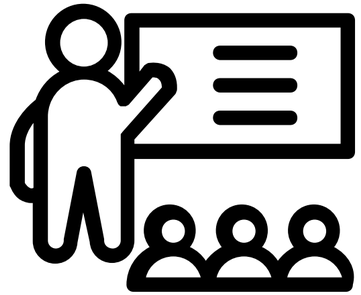
2. Cultivate growth and change across multiple programs through continuous quality improvement practices at your agency without having to reinvent every time.

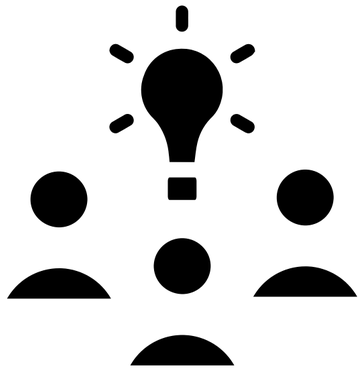
3. Troubleshoot the implementation of quality improvement processes across multiple programs with different goals through learning to be harvesters and supporting adaptation across teams.

Who are we?
Thresholds YAYAS R&I and Quality





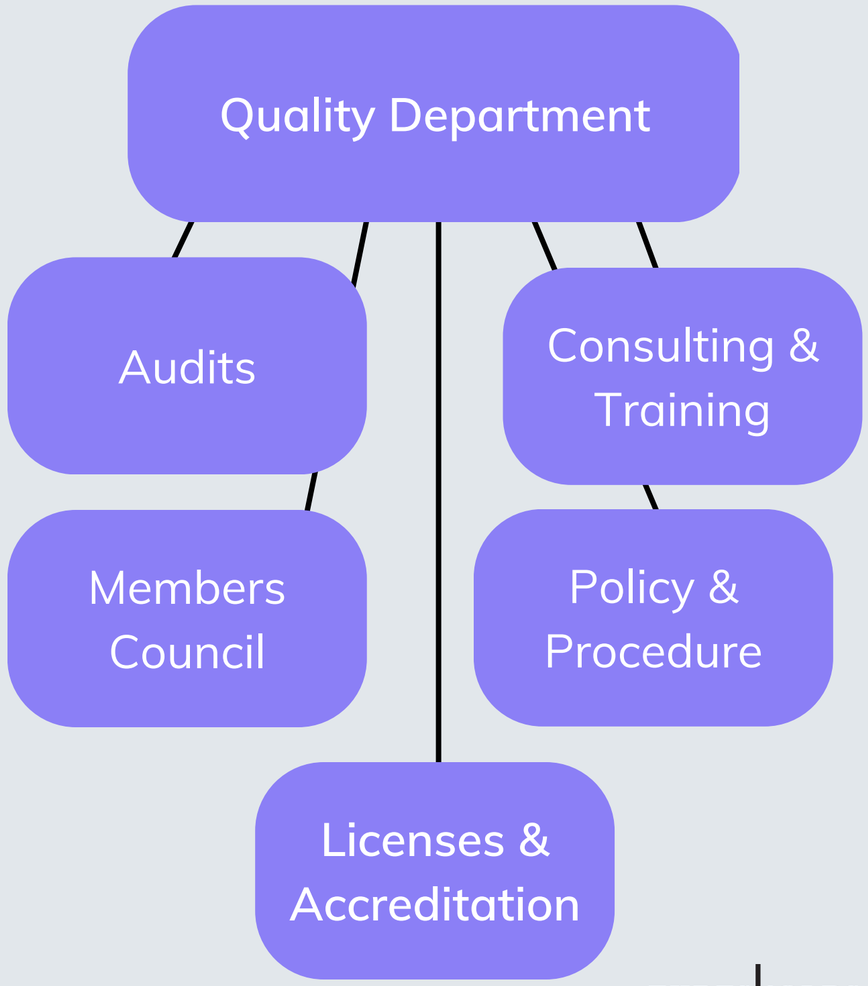




CQI Dream Team

Our Goal:

Supporting growth and change within our youth and young adult programs through knowledge translation



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R & I - Quality Partnership

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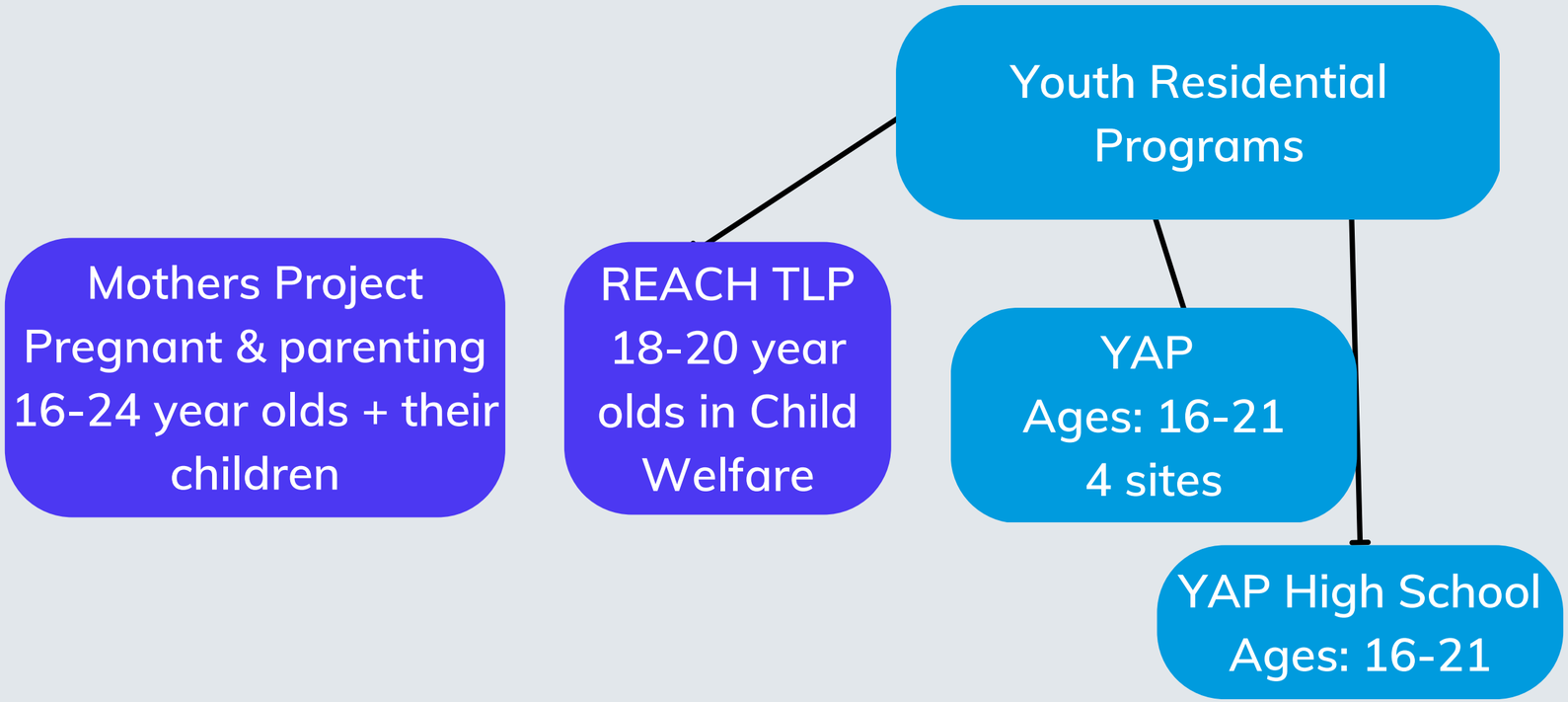
Participant Activity 1

- Who is a part of the CQI/QI Process at your agency/organization?

YAYAS (Youth & Young Adult Services)



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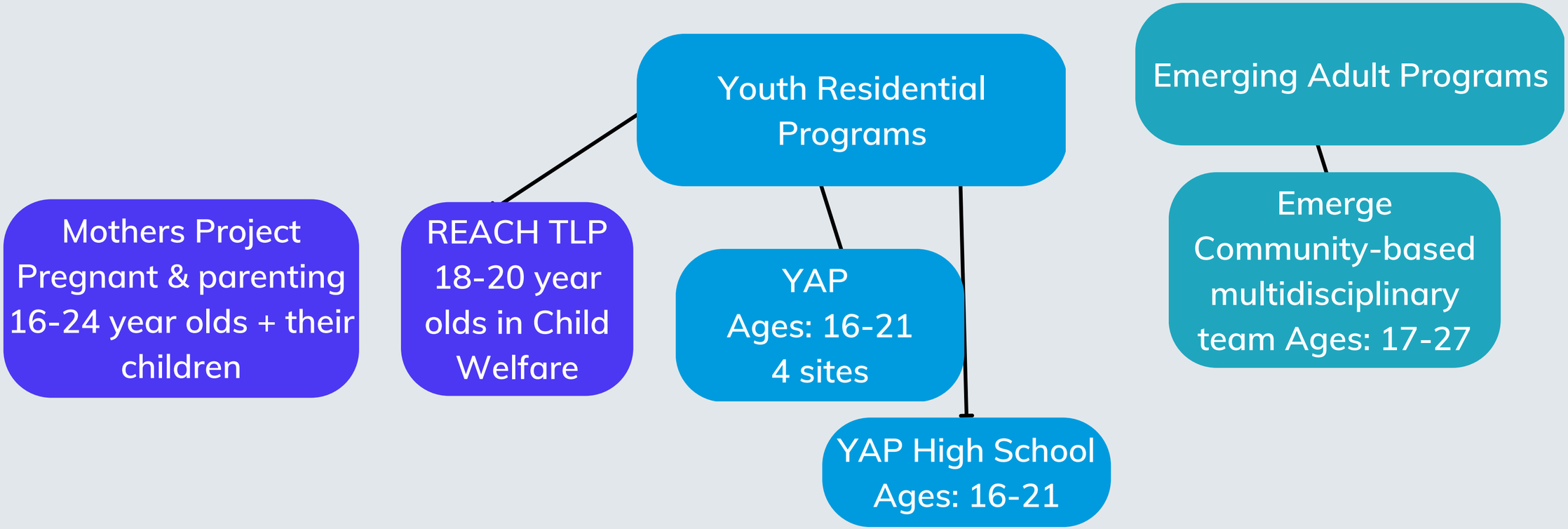

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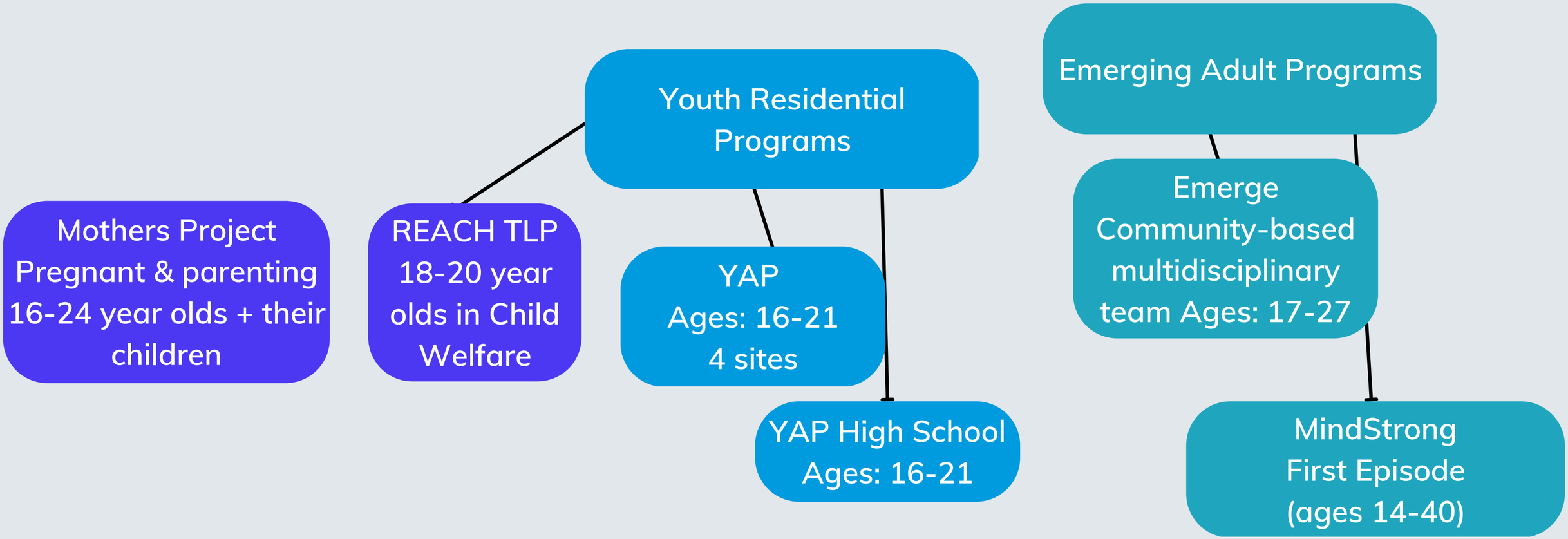

YAYAS (Youth & Young Adult Services)

Youth Residential Programs

Mothers Project
Pregnant & parenting 16-24 year olds + their children

REACH TLP
18-20 year olds in Child Welfare

YAP
Ages: 16-21
4 sites

YAP High School
Ages: 16-21

BFF Outreach & Counseling
Homeless 16 to 24 year olds & families

PATH
18+ y/o Mothers & children experiencing homelessness

Emerging Adult Programs

Emerge
Community-based multidisciplinary team Ages: 17-27

MindStrong
Stepped-care model
Early Intervention (ages 13-25)
First Episode
(ages 14-40)

More Locations!

YAYAS (Youth & Young Adult Services)

Transitional Living Programs + Programs for Homeless Youth & Families

Mothers Project
Pregnant & parenting 16-24 year olds + their children

BFF Outreach & Counseling
Homeless 16 to 24 year olds & families

REACH
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R & I and Quality Team

CORE

IPS Supported Employment & Education

YAYAS Advisory Board

Program Similarities

- Looking at data related to (1) staff activity OR (2) client engagement
- Required same type of documentation
  - Same EHR
  - Same notes format
  - Same process/expectations
  - Same life event updates
- Both process of quarterly reporting
- Staff reported some type of challenges with ability to offer services
- Both departments were crisis driven, focused on member receipt of required services
- Similar services offered regardless of housing component (Ex: Groups, therapy, case management/community support, life skills building)
- Vocational services offered in all programs
- All focused on positive youth development and discovery oriented care

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Where We Started

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How We Expanded

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Where Are We Now

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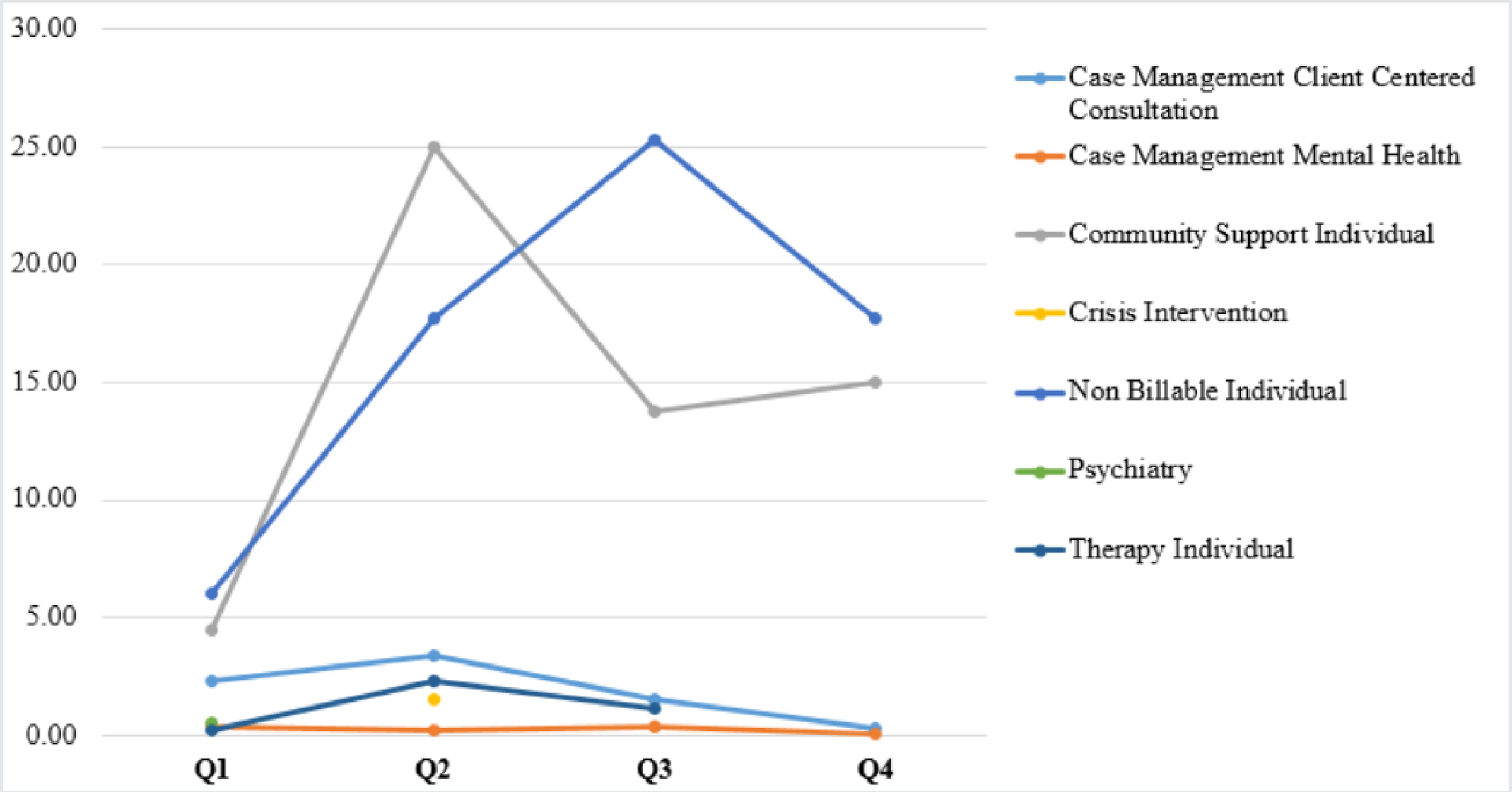
30.00
25.00
20.00
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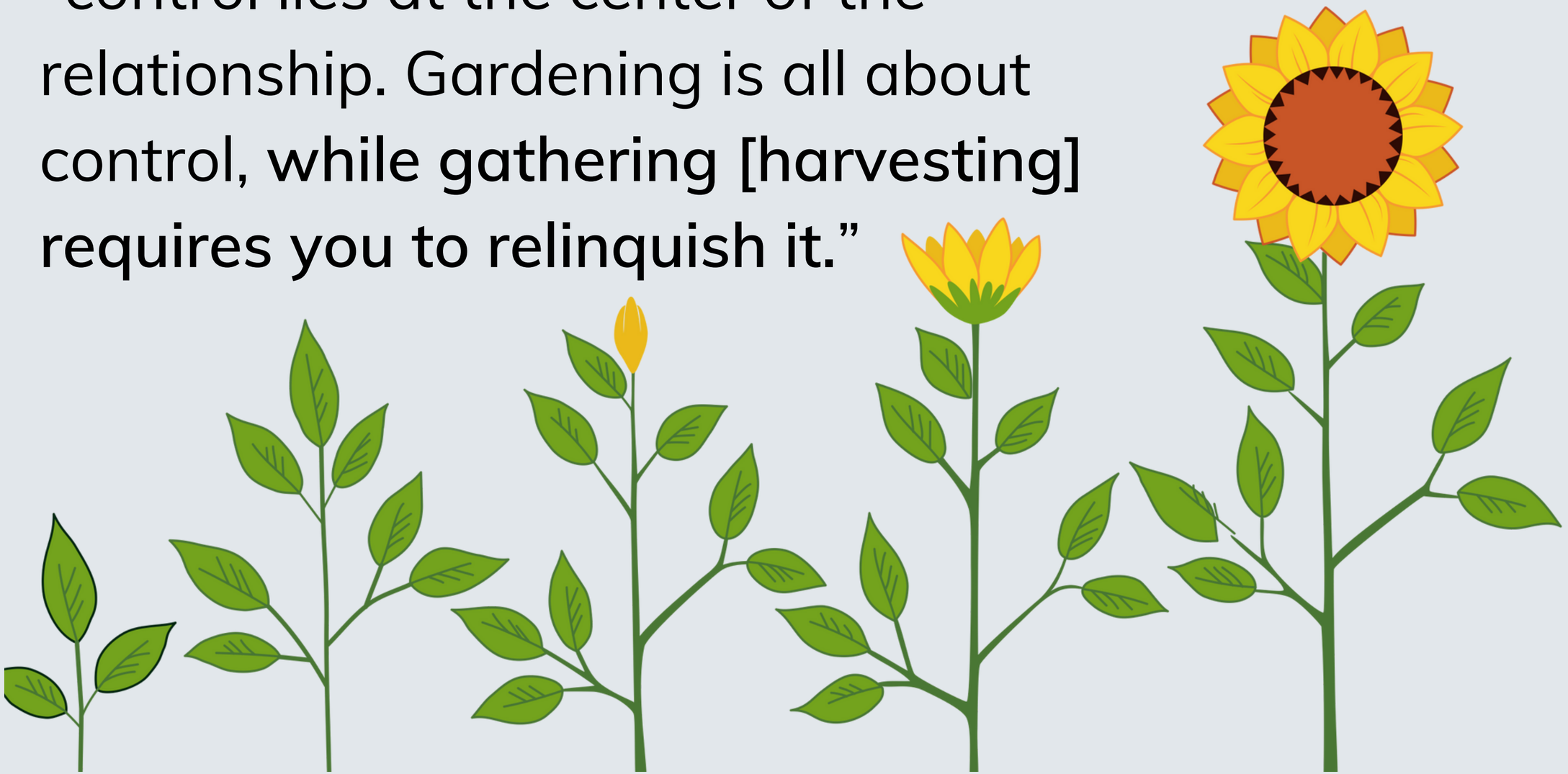
Q1
Q2
Q3
Q4
Case Management Client Centered Consultation
Case Management Mental Health
Community Support Individual
Crisis Intervention
Non Billable Individual
Psychiatry
Therapy Individual

Participant Activity 2

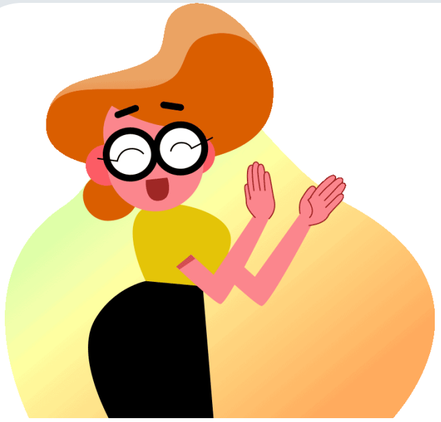
In your small groups, identify 1 area of needed change across multiple programs from 1 organization, and examples of how to adapt one process across different needs.

Hank Shaw (Shaw, 2010) states that “control lies at the center of the relationship. Gardening is all about control, **while gathering [harvesting] requires you to relinquish it.**”



Lessons Learned

- Learning to not reinvent the wheel in databases and beyond
- Learning the impact and importance of building a working alliance with program leaders and other stakeholders
- Learning to adapt knowledge translation materials to the audience in order to impact sustainability.



Thank you!
Questions? Comments?

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Autumn.Crowe@thresholds.org

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YAYAS
a generation for change

Intro to the Thresholds YAYAS R&I Team Presenters

Kristina Slacum Jones

she/her

Rebecca Johnson

she/her

Autumn Crowe

she/her