Keeping Staff in the LOOP:

A Data-Driven Model of Continuous Quality Improvement

CQI Conference, Champaign, Illinois

2023: CQI is a Journey, Not a Destination

Presented by

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Pre-Session Poll Results

Based on your knowledge of your organization, which best describes your organization's intentional involvement of all employees in the CQI process?

5.5%	**33.3%**	**38.8%**	**22.2%**	**0%**
Always	Most of the time	Sometimes	Infrequently	Never

Summit County Children Services
SCCS

Who We Are

SCCS is the public county child welfare agency serving families in Summit County, Ohio.

Mission

SCCS is committed to the safety, permanency and well-being of all children served, in partnership with children and families.

Services

Intake

Ongoing

Foster Care/Adoption

Family Interaction

Kinship Care

Independent Living

Family Team Meetings

Mandated Reporter Training

Quality Improvement at SCCS

Evolution: QA to CQI

Our Team

Data Mining and Analysis

Projects and Tasks

Relationships
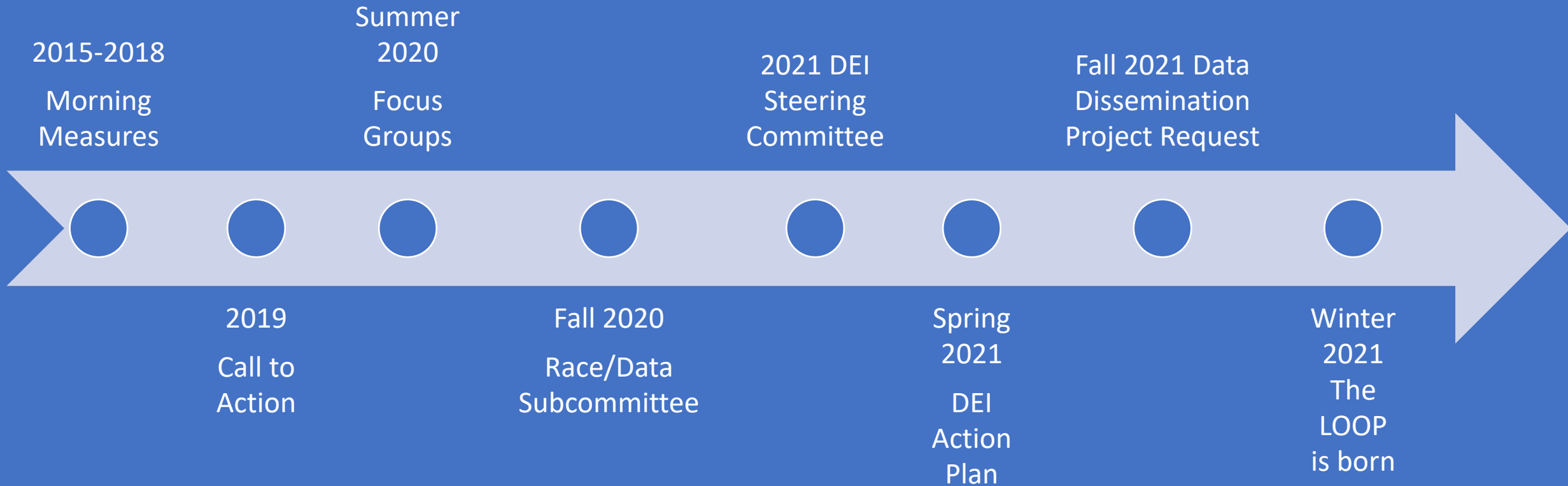
Fostering and preserving a culture of diversity, equity and inclusion

Summit County CHILDREN SERVICES
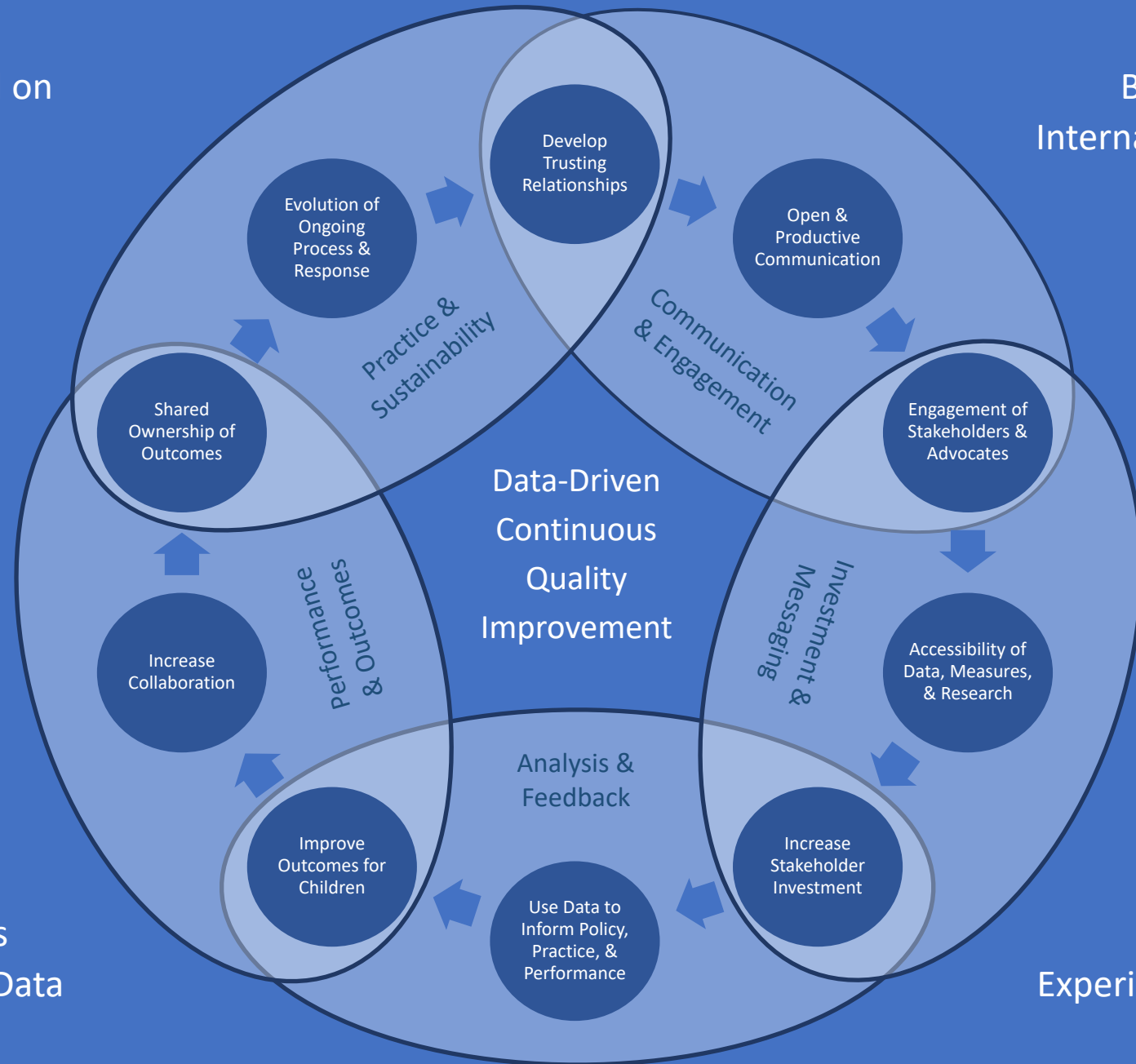*Building Families . . . Building Futures*

2021 REPORT TO THE COMMUNITY

History

2015-2018

Morning Measures

Summer 2020

Focus Groups

2021 DEI Steering Committee

Fall 2021 Data Dissemination Project Request

2019

Call to Action

Fall 2020

Race/Data Subcommittee

Spring 2021

DEI Action Plan

Winter 2021 The LOOP is born

Implementation

1

PLANNING:

Identify performance area(s) of interest or as current need dictates. Determine availability of administrative or other data points to support. Work out the necessary logistics, conference space, etc..

2

PREPARATION:

Conduct data analysis or prepare summary of existing performance outcomes. Identify performance measures used and what efforts might be needed to educate staff to ensure concepts are understood. Create visual summaries/dissemination materials. Schedule session. Prepare thought-provoking prompt questions to begin conversations around performance.

3

DISSEMINATION & DISCUSSION:

Invite all staff to participate in learning and group discussion of performance outcomes. Record discussion feedback, document emerging themes and staff ideas.

4

FEEDBACK LOOP:

Disseminate feedback to executive team regularly for further discussion and action planning. Make change.

Reassess, rinse and repeat.

Examples of Data Visuals/Handouts

*items on this slide only are visible in Presentation Mode. Click to advance through each.

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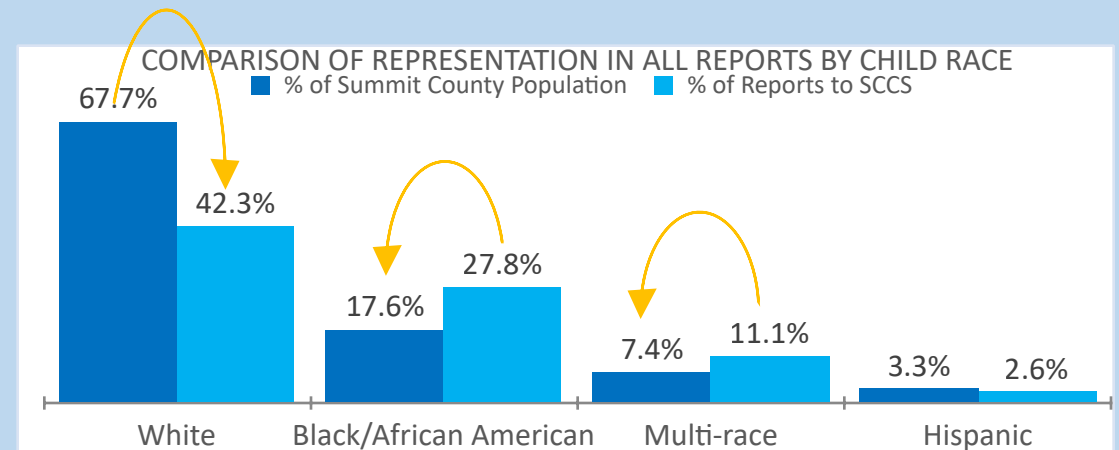
The LOOP*

Session One
Wednesday, October 11, 2023

Child Abuse & Neglect

Report Sources and Key

Outcomes

by Child Race

*MOCK session

Preliminary Data Review

Assessment Period:
January 1, 2016 – June 30, 2021

Reporter Type	N	%	% Screened In
School Personnel*	10522	14.3%	50.1%
Social Worker (Hospital/Medical)*	8803	12.0%	73.1%
Law Enforcement*	8274	11.3%	77.1%

COMPARISON OF REPRESENTATION IN ALL REPORTS BY CHILD RACE

■ % of Summit County Population   ■ % of Reports to SCCS

	White	Black/African American	Multi-race	Hispanic
% of Summit County Population	67.7%	17.6%	7.4%	3.3%
% of Reports to SCCS	42.3%	27.8%	11.1%	2.6%

*mandated by Ohio law to report suspected child abuse/neglect

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1

SCHOOL PERSONNEL

Key Findings:

- Disproportionate <u>under</u>representation of white children in reports made by school personnel.

- Disproportionate <u>over</u>representation of Black and multi-race children: they were 1.4 to 2.5 times more likely than white children to have reports made by this source.

- Of children referred for child abuse/neglect by School Personnel, children of color were at an increased likelihood of having reports screened in by agency staff when compared to white children, but, were then less likely than white children to have these allegations indicated or substantiated.

2

SOCIAL WORKERS
in HOSPITALS
or OTHER MEDICAL SETTINGS

Key Findings:

- Disproportionate <u>under</u>representation of white & Hispanic children.

- Disproportionate <u>over</u>representation of Black and multi-race children & disparate outcomes: these children were 3.4 - 3.5 times more likely to have reports made by this source, and along with Hispanic children, had a likelihood for reports to be screened in that was 1.7 - 1.9 times greater than for white children.

- Of children for whom reports from this source were screened in by agency staff, Black, multi-race, and Hispanic children were less likely to experience the outcome of allegation indication or substantiation than white children.

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3

LAW ENFORCEMENT OFFICERS

Key Findings:

- Disproportionate <u>under</u>representation of white & Hispanic children in reports by law enforcement.

- Disproportionate <u>over</u>representation of Black and multi-race children: these children were 2.7 – 3 times more likely than white children to have reports made by law enforcement.

- Of those referred for child abuse/neglect, children of color were more likely to have reports made by law enforcement screened in when compared to white children, however, were less likely than white children to have those allegations indicated or substantiated.

GROUP

discussion time!

Discussion Prompt #1

While child abuse/neglect appears to be underreported for white children, we learned that mandated reporters overreport for Black, multi-race, and Hispanic children. Did you expect this outcome regarding professionals in the community? What might we change to improve equal outcomes for children?

Discussion Prompt #2

We learned that Black and multi-race children are often more likely to have reports screened in and less likely than white children to have their screened-in reports indicated or substantiated. What does this mean? What aspects of our practice and/or of the calls coming in could lead to this outcome?

THANK YOU
for your contribution to the equity conversation!

Implementation Outcomes

What we expected

What we didn't expect

Moving forward

"The sessions need to be longer as the discussions were very meaningful and often there was not enough time to fully "digest" the findings and then process as a larger group."

-LOOP participant survey response

Challenges

- Difficult to track all of the ways in which change is occurring and what specifically prompted the change.

- Patience needed to reassess areas of performance to determine impact on outcomes.

- Expanding reach to holdouts or difficult to engage staff.

- Current process excludes voice of those with lived experience.

Key Takeaways

- Establish a sold foundational framework or process model; in the absence of a perfect fit, create your own.

- Start where you are, with what you have.

- Go for it! Challenge yourself and staff members!

- Make it accessible and inclusive.

- Plan for a marathon, not a sprint.

- CQI, but make it personal.

Q & A

If time is short, please feel free to submit questions through the Whova app. We will answer each one in the order received as soon as time allows.

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Thank you!

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Quality Improvement

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https://www.summitkids.org/

SCCS Quality Improvement Data Team